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**The Second Year (FY-1993) of the
NIDRR ADA Technical Assistance Initiative:
Promoting Implementation of the
Americans with Disabilities Act of 1990**

*Prepared by the
Center for the Advancement of Rehabilitation and Disability Studies
of
Abt Associates Inc.,
the NIDRR ADA Technical Assistance Coordinator
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Executive Summary

Responding to specific direction and funding from the Congress, the National Institute on Disability and Rehabilitation Research (NIDRR) of the U.S. Department of Education awarded fifteen grants and a coordination contract 30 September 1991 to facilitate implementation of the Americans with Disabilities Act of 1990. The NIDRR ADA Technical Assistance Initiative is comprised of ten regional Disability and Business Technical Assistance Centers (DBTACs), three Materials Development Projects (MDPs), two National Training Projects (NTPs), and the NIDRR ADA Technical Assistance Coordinator (TAC). This report summarizes quantitatively and qualitatively the achievements of the Initiative in its second year of operation (1 October 1992 through 30 September 1993).

The ten DBTACs fielded over 61,000 ADA-related telephone inquiries from all over the nation in 4,373 hours of calls on the national toll-free information and referral line alone; additional calls came directly to their offices or via regional 800 lines some Centers had set up. A total of nearly 80,000 instances of ADA technical assistance were provided across the country: about 42% to Employers and Business Establishments, 28% to State and Local Government Entities, and 24% to Persons with Disabilities and Organizations representing them. (Technical assistance is defined as an instance of addressing a particular ADA-related problem through consultation more extensive than providing a referral or a copy of a publication.) Over 10,000 referrals were made to Other Agencies and Organizations like the Job Accommodation Network (JAN) or a state vocational rehabilitation (VR) agency. Well in excess of a half million ADA publications were disseminated to persons and organizations throughout the United States to promote awareness of the ADA and foster its wide and thorough implementation by educating the public to its provisions and the Federal regulations implementing them.

During Year Two the ten DBTACs initiated the development within their respective regions of networks of State and Local Affiliates. The objective in Year Three is to have at least one affiliate in each state as the first tier of decentralization and foster a second tier of Local Affiliates in each state.

Nationally 63,351 persons were trained on various aspects of the ADA through the combined efforts of the two National Training Projects and the ten DBTACs. Trainees from all walks of life were drawn from all 50 States, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, and U.S. territories in the Pacific Basin. About 29% of trainees represented Business Establishments and Organizations, 27% were from State and Local Government Entities, 24% were Individuals with Disabilities or those representing them, and another 13% represented Service Providers, Labor Organizations, and Voluntary Associations.

The three Materials Development Projects completed their two-year mission by producing an additional thirty-one titles for business, government, and disability constituencies. (For the complete list of these materials and information on their availability, please see Appendix B.) The Initiative's *Selected Topical Bibliography on the ADA* was updated twice, with a focus on training and technical assistance materials.

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Introduction

NIDRR's ADA Mission:

Since its establishment in 1978, the National Institute on Disability and Rehabilitation Research (NIDRR, formerly the National Institute on Handicapped Research) has supported research to improve the employment status and promote the independence of persons with disabilities. Public Law 101-336, the Americans with Disabilities Act (ADA), was enacted on 26 July 1990, prohibiting discrimination against individuals with disabilities in employment, public accommodation, transportation, State and local government services, and telecommunications. The ADA requires a number of Federal agencies to issue implementing regulations and undertake technical assistance efforts. Because of NIDRR's track record of success in supporting information dissemination and technical assistance on issues related to disability and its information base of knowledge resulting from NIDRR-supported research and demonstration efforts in this field, Congress provided additional funds to NIDRR to support a technical assistance initiative related to the ADA.

The Senate Report accompanying the Departments of Labor, Health and Human Services, and Education, and Related Agencies Appropriation Bill, 1991 (Senate Report No. 101-516) refers, in broad terms, to NIDRR funding for "technical assistance related to implementation of the Americans with Disabilities Act." The House Appropriation Report (H.R. 101-591) more specifically directs NIDRR to fund "...up to ten new regional centers on disability. The primary focus of this new program is to ensure that information and expertise are available on how to make reasonable accommodations for disabled employees in the work setting." The Conference Report did not discuss the issue.

In designing its ADA Technical Assistance Initiative, prior to publishing proposed priorities, NIDRR consulted with a broad range of relevant Federal agencies, including: the Department of Justice, the Equal Employment Opportunity Commission, the President's Committee on Employment of People with Disabilities, and the National Council on Disability, as well as with representatives from business, labor, education, and disability organizations.

Paradigm of the NIDRR ADA Technical Assistance Initiative

On 21 May 1991 NIDRR published in the *Federal Register* its Proposed Priorities for Fiscal Years 1991-92 for a "program of activities to support the implementation of the Americans with Disabilities Act (ADA) of 1990." Priorities for three types of related projects were proposed, the integrated whole to constitute what later became known as the NIDRR ADA Technical Assistance Initiative, those components discussed separately below. The relationships among the components of the NIDRR ADA Technical Assistance Initiative are depicted in Figure 1 following this page.

Disability and Business Technical Assistance Centers (DBTACs)

The ten regional Disability and Business Technical Assistance Centers (DBTACs) focus on providing, within their respective regions, information and technical assistance to employers and other covered entities, as well as to persons with disabilities, in order to facilitate appropriate implementation of the ADA, successful employment outcomes for individuals with disabilities, and greater accessibility in public accommodations. In addition, the DBTACs are developing information resources, data bases, reference guides, and expert consultant pools that will serve as resources for implementation of the technical assistance programs.

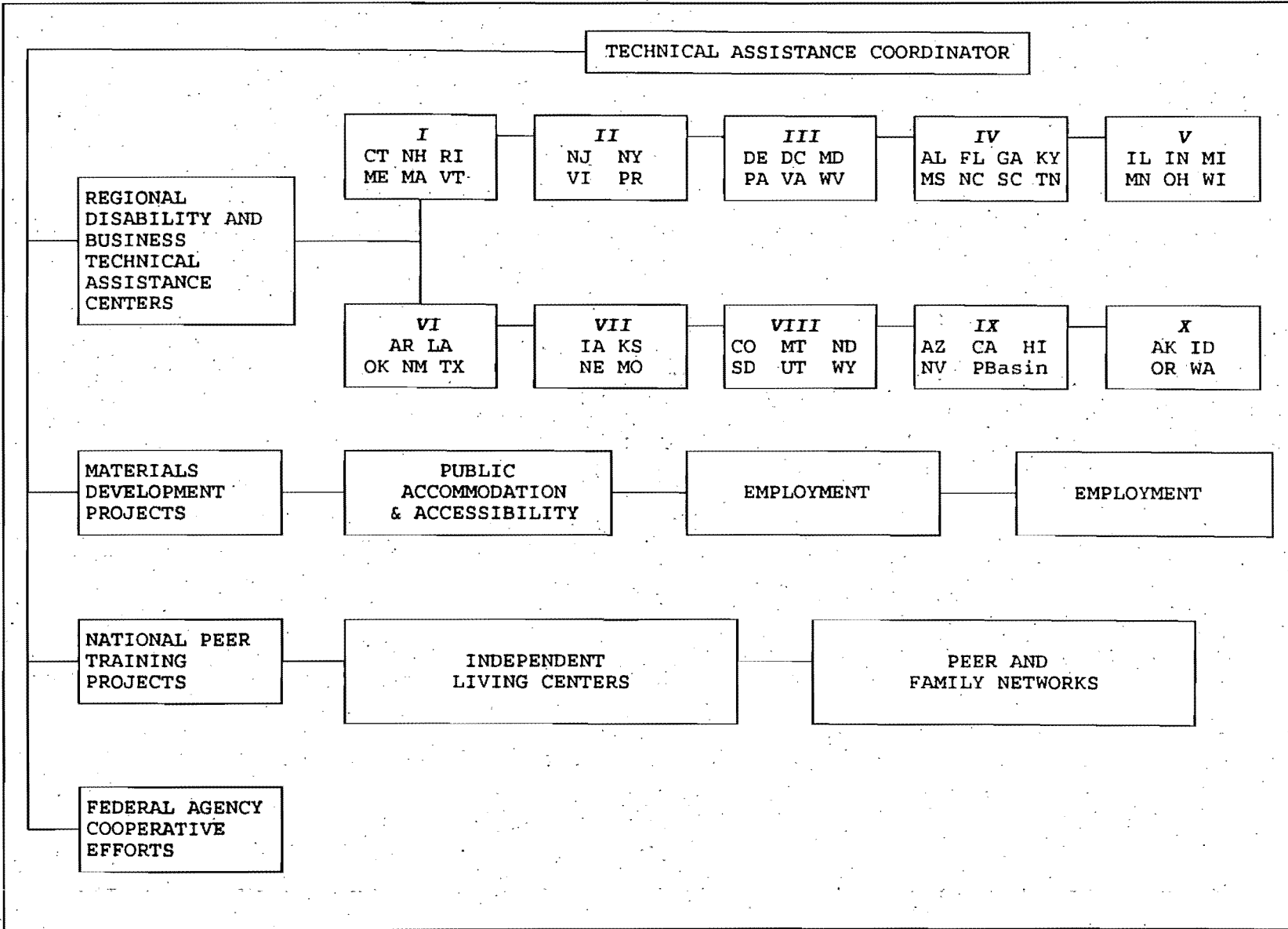
There is one DBTAC (or Regional Disability and Business Accommodation Center, as they were known initially) for each of the ten Department of Education administrative Regions. The requisite operational characteristics of DBTACs include: demonstrated capacity to deliver technical assistance and training to each of the primary target populations, demonstrated capacity to reach the range of covered entities in the Region in a timely manner, and collaboration of organizations of or for people with disabilities that have knowledge of the provisions of the ADA. The Centers are each funded through five-year grants (in their third year as of this writing), subject to annual application and approval for continuation.

National Training Projects

The two National Peer Training Projects conduct training in order to enhance the capacity of persons with disabilities and their organizations to facilitate the implementation of the ADA. One NTP is focused on peer training of Independent Living Center staff,

Figure 1:

Structure of the NIDRR ADA Technical Assistance Initiative



associates, and volunteers. The other NTP is focused on developing a peer and family training network in which individuals with disabilities or their parents or other family members will provide training to their peers throughout the country.

The requisite organizational characteristics of the two NTPs include: proven capabilities in project planning, management, implementation, and evaluation by individuals with disabilities, or where appropriate their family members; effective approach to the timely delivery of training in formats and styles that are accessible to individuals with a range of sensory, communication, cognitive, and learning disabilities; and demonstrated ability to initiate immediate project operations with currently available key staff and facilities, with demonstrated ability to achieve a comprehensive nationwide program within the lifespan of the grant. The two National Training Projects are each funded through three-year grants (in their third year as of this writing), subject to annual application and approval for continuation.

Materials Development Projects (MDPs)

These three projects developed and tested technical assistance and training materials and programs, for use by the DBTACs and NTPs. Two of the MDPs focused primarily on employment issues, developing training programs, materials and resources, or repackaging existing materials. The other MDP's focus was on accessibility and public accommodations, developing or identifying and adapting self-administered survey guides, checklists, and materials with information on design alternatives that can be used by the target audiences to evaluate and create accessible environments.

The requisite organizational characteristics of the three MDPs included: effective approach to the timely development and production of materials and instructional content that are accessible to individuals with a range of sensory, communication, cognitive, and learning disabilities; effective plans to pilot test, evaluate, and modify as needed materials and training programs on appropriate target audiences; and involvement in materials design and delivery of individuals with disabilities, parents, or other family members, as well as representatives of the covered entities and other target populations. Each of the three MDPs was funded through a two-year grant, subject to annual application and approval for continuation; these three grants have concluded their operations, although two of the three MDP grantees continue to participate in the NIDRR ADA Technical Assistance Initiative

under subcontracts to different regional DBTACs for further ADA-related materials development efforts.

Nature of the NIDRR Initiative Grantees:

For each grant and the TAC contract there is a single primary organization to which funds are allocated, except that the Southeast DBTAC is a partnership of the United Cerebral Palsy Associations, Inc. and the National Alliance of Business. Thus there are a total of seventeen funded entities that include six disability organizations (four DBTACs and two NTPs), five business organizations (three DBTACs, one MDP, and the TAC), four universities (three DBTACs and one MDP), one labor union (an MDP), and one State agency (one DBTAC). In the sixteen Project Narratives that follow the Overview section, these funded entities speak in their distinct, diverse voices. Each of them has a somewhat different approach to the common problem and the needed activities. The variety of their strategies for facilitating implementation of the ADA is one of the great strengths of the NIDRR ADA Technical Assistance Initiative. The other great strength is the common dedication and commitment of all the NIDRR-funded entities to promoting the successful implementation of the Americans with Disabilities Act of 1990.

As noted above, each of the ten regional DBTACs has developed a network of State Affiliates in a concerted geographical decentralization effort. Among the current State Affiliates are 16 Independent Living Centers (ILCs), 13 State Offices, 9 Governors' Committees, 9 Disability Organizations, 8 Disability Coalitions, and 14 Other (e.g., university-based offices and business organizations).

Many of the key individuals directing these projects themselves have various disabilities, and they and the grantee organizations were in many cases quite actively involved in the formulation and passage of the ADA. This shared orientation to disability issues is reflected in the fact that each grantee, as well as its affiliates and subcontractors, is in full compliance with the ADA and, where applicable, more stringent State statutes.

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Second Year Activity Summary

Coordination:

A national toll-free telephone line (800-949-4ADA), set up by the NIDRR ADA Technical Assistance Coordinator (TAC) with calls electronically routed to the regional Center responsible for the caller's area code, continued its operations. A NIDRR ADA Technical Assistance Initiative electronic bulletin board (EBB), established within the West Virginia NIDRR Rehabilitation Research and Training Center's Project Enable EBB, continued to provide instant exchange of correspondence and materials amongst the fifteen grantees, the TAC, and NIDRR; an "ADA News Service" on the EBB continued to assist DBTAC and other newsletters with national ADA news stories.

A project data base had been designed and constructed for grantee performance data. Quantitative data on performance of tasks vital to the grantees' missions were collected monthly throughout the year utilizing specially designed standardized report forms. A series of 12 monthly reports, four quarterly reports, and an annual data report were prepared by the TAC and submitted to NIDRR. Three national training and information-sharing Meetings of the Directors of the DBTACs, MDPs, and NTPs were held, which included provision of training on the ADA and updates on new developments by the EEOC, the Department of Justice, and other Federal agencies.

The Initiative's *Selected Topical Bibliography on the ADA* was updated twice by the TAC with a special emphasis on new training materials (including audiovisuals and titles of use in providing technical assistance). Materials developed by the MDPs and others that grantees wished to disseminate were subjected to a two-tier substantive and legal review and approval process prior to distribution. A system was operated for consolidating grantees' bulk requests for ADA publications of other Federal agencies for drop shipment, including alternative format editions.

Training:

Nationally 63,351 persons were trained during the second fiscal year in a total of 1,065 training sessions conducted by the two National Training Projects (NTPs) and the ten regional Disability and Business Technical Assistance Centers (DBTACs); the average training event accommodated 59 trainees. Of this total, 1,902 trainees received intense, in-depth ADA training in 53 lengthy (typically two- to five-day) trainings conducted by the two

**Figure 2:
List of DBTACs and Their State Affiliates**

New England Disability and Business Technical Assistance Center
University of Southern Maine
Portland, ME 04101
 ADA Coalition of Connecticut
 Massachusetts Office on Disability
 Massachusetts Governor's Committee
 ADA Coalition of Rhode Island
 Granite State Independent Living Foundation
 Vermont Association of Business, Industry & Rehabilitation

Northeast Disability and Business Technical Assistance Center
Trenton, NJ 08608
 National Center for Disability Services
 Eastern Paralyzed Veterans Association
 New York State Office of the Advocate for the Disabled
 New York State School of Industrial and Labor Relations
 Asociacion de Padres Pro Bienestar de Ninos con Impedimentos de Puerto Rico

Mid-Atlantic Disability and Business Technical Assistance Center
Arlington, VA 22201
 Better Business Bureau of Eastern PA
 Mountain State Center for Independent Living
 DE Governor's Committee on Employment for People with Disabilities
 MD Governor's Committee on Employment of People with Disabilities
 DC Association for Retarded Citizens
 Tri-County Partnership for Independent Living

Southeast Disability and Business Technical Assistance Center
Atlanta, GA 30309-2309
 Abilities, Inc. of Florida
 Mississippi Coalition for Citizens with Disabilities
 Bunn-Brantley Enterprises
 UCPA of Greater Birmingham
 Georgia Assn. of Rehabilitation Facilities
 South Carolina Employment Security Commission
 Coalition for Tennesseans with Disabilities

Great Lakes Disability and Business Technical Assistance Center
Chicago, IL 60608-6902
 Coalition of Citizens with Disabilities in Illinois
 University Affiliated Program, Indiana University
 Michigan Protection & Advocacy Service
 Metropolitan Center for Independent Living
 Nisonger Center
 Ohio State University
 Wisconsin Governors Committee for People with Disabilities

Southwest Disability and Business Technical Assistance Center
Houston, TX 77019
 Consumer Education Foundation, Better Business Bureau

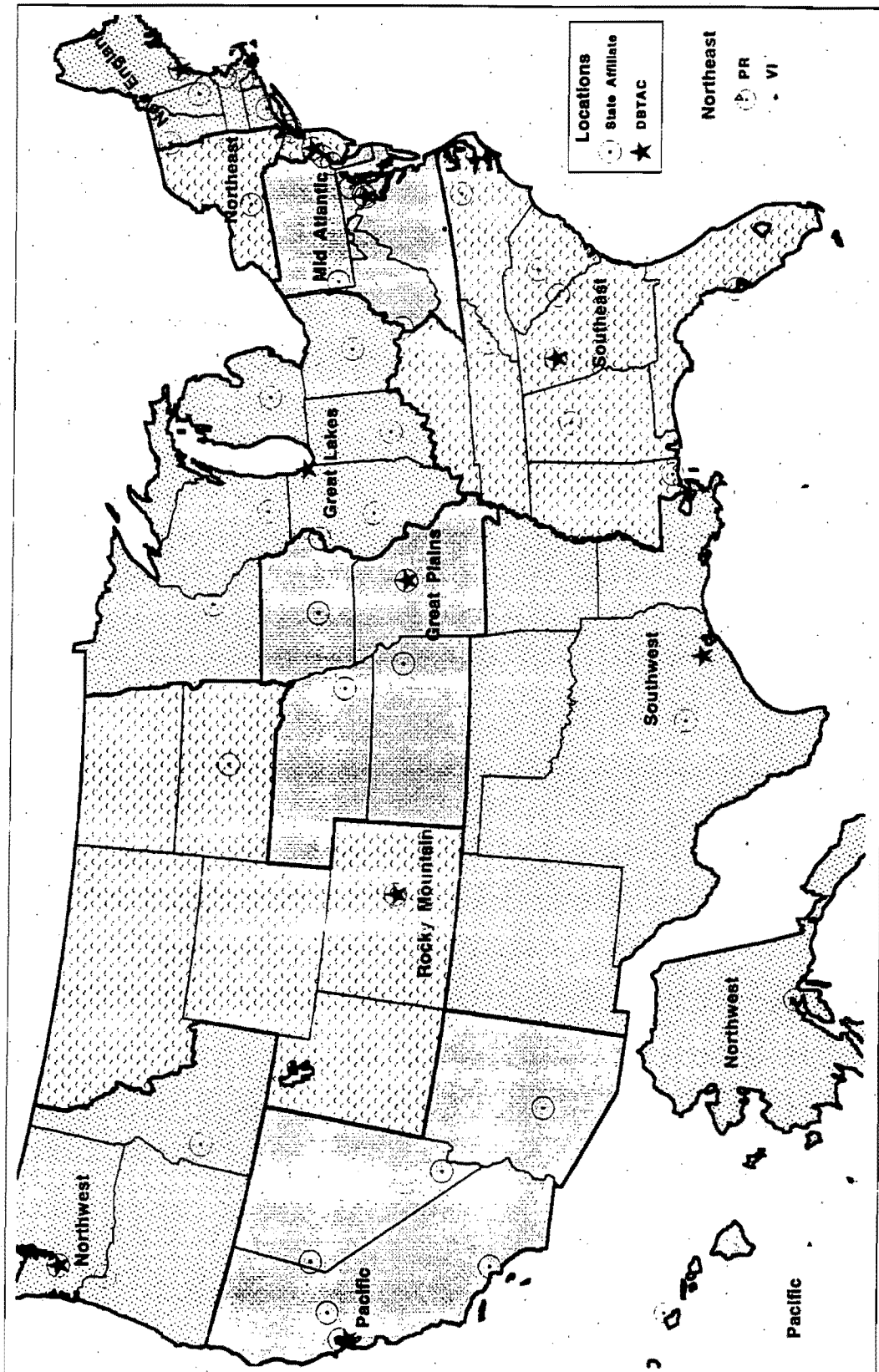
Great Plains Disability and Business Technical Assistance Center
Columbia, MO 65203
 League of Human Dignity
 KS Commission on Disability Concerns
 The Access Center, St. Ambrose College, Davenport, IA

Rocky Mountain Disability and Business Technical Assistance Center
Colorado Springs, CO 80907-5072
 SD Division of Rehabilitation Services
 ND Governor's Council on Human Resources
 Montana State ADA Coordinator
 Utah Governor's Committee on Employment of People with Disabilities
 WY Governor's Committee on Employment for People with Disabilities

Pacific Disability and Business Technical Assistance Center
Oakland, CA 94610
 California Governor's Committee for Employment of Disabled Persons
 Los Angeles County Commission on Disabilities
 Center for Independent Living, Berkeley, CA
 HI Commission on Persons with Disabilities

Northwest Disability and Business Technical Assistance Center
Olympia, WA 98507-9046
 Access Alaska
 Access Oregon
 Idaho Task Force on ADA

Figure 3:
U.S. Map Showing NIDRR Regions, DBTAC Locations, and State Contact Locations



NTPs, while the balance received less intense training in shorter events, focused on specific needs and locales, provided by the ten DBTACs.

Trainees from all 50 States, as well as the District of Columbia, Puerto Rico, the U.S. Virgin Islands, and U.S. territories in the Pacific Basin participated in NIDRR grantee-sponsored ADA training events held locally. (The residence of 1,992 trainees was undetermined.) The map on the following page shows numbers of trainees per State and territory. The map preceding this page shows (large stars) locations of the ten regional Disability and Business Technical Assistance Centers (DBTACs) and (circles) their State Affiliates. In nine of the ten regions there was an apparent tendency for numbers of trainees to cluster within the States in which regional DBTACs were located. This observed association between State locations of DBTACs and trainees is expected to dissipate in future, as the DBTACs continue a conscious and coordinated effort to build networks of State and Local Affiliates.

About 29% of all ADA trainees were representatives of Business Establishments and Organizations; Labor Organizations, Service Providers, and Voluntary Associations accounted for another 13% of all trainees. Public Entities (State and local government agencies and public educational institutions) comprised 27% of trainees. About 24% of trainees were Individuals with Disabilities or from Organizations representing them, and 7% were General Public or unidentified "Other." Numbers and percentages of trainees by type are presented in the table following:

Table 1: Numbers/Percentages of NIDRR ADA Trainees by Type

Trainee Types	Number	Percent
Business Establishments/Orgs.	18,060	29%
Government Agencies/Ed. Insts.	17,303	27%
Individuals with Disabilities/Reps.	14,922	24%
Service Providers/Vol. Orgs.	7,864	12%
Other	2,629	4%
General Public	1,675	3%
Labor Organizations	898	1%
TOTAL TRAINEES	63,351	100%

Figure 4:

U.S. Map Showing Number of NIDRR ADA Trainees per State/Territory

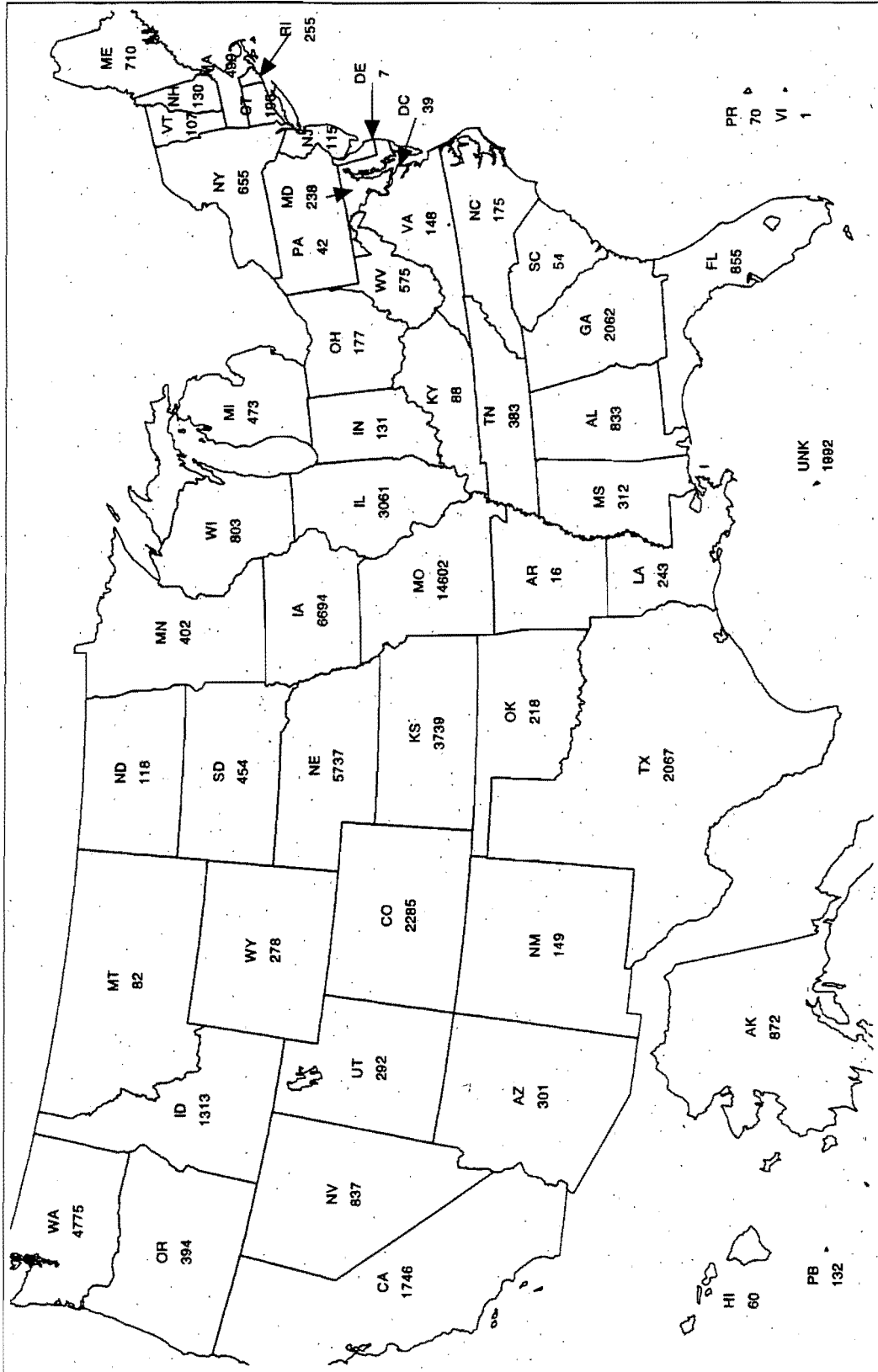
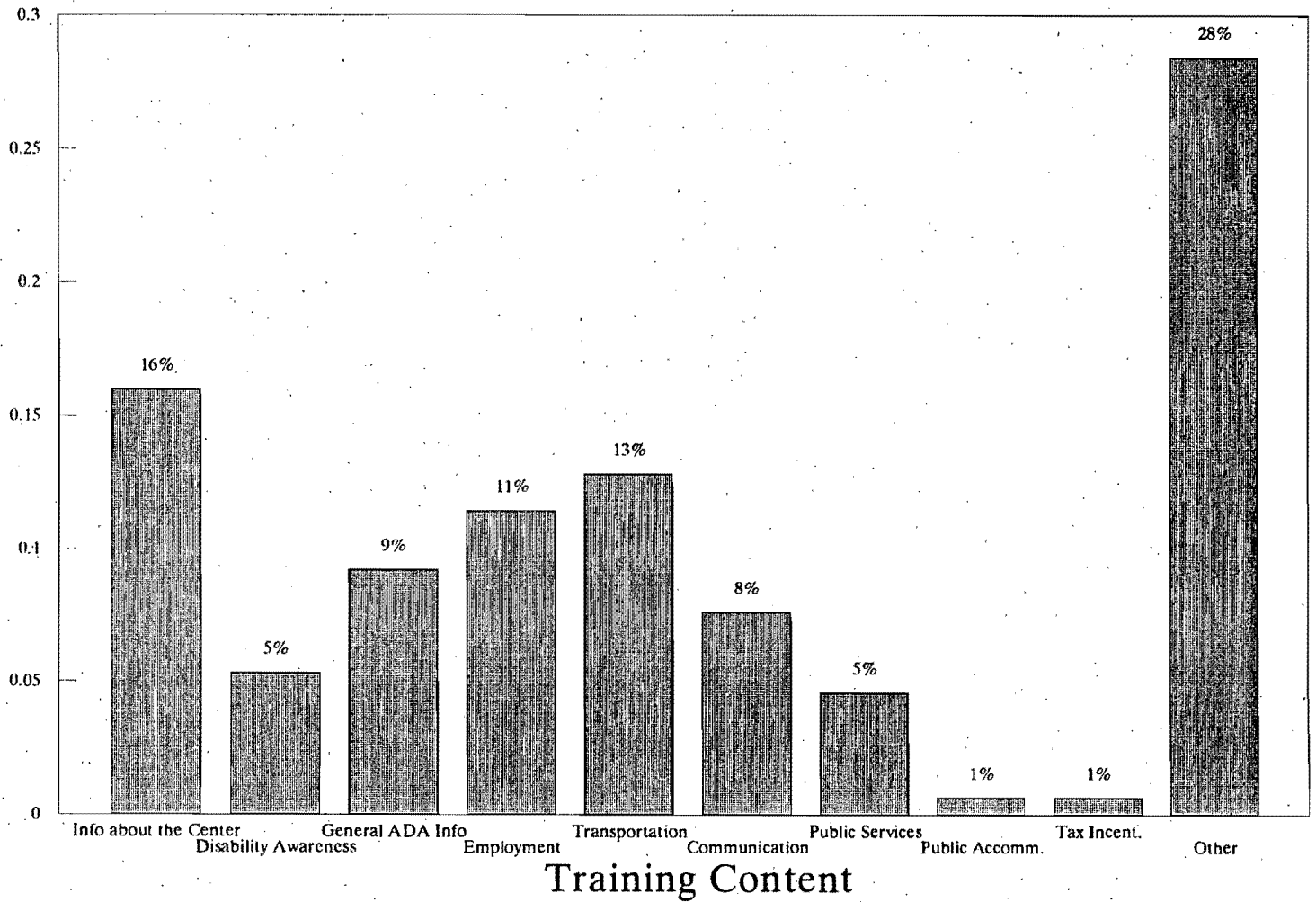


Figure 5: ADA Training Event Content Percentages by Type



The preceding figure shows rough approximations of the training content in this second year's efforts. In comparison with the First Year, the distribution by type of training content has changed drastically, partly as anticipated: The "generic" content categories (Information about the Center, Disability Awareness, General ADA Information) have decreased by factors of 3 and 4, as has Employment, while there has been an increase in Transportation and Other (a catch-all category that includes many specific content areas too numerous to list separately). Surprisingly, although Title IV went into effect in July of 1993, the Communications content percentage actually decreased by one-third.

Technical Assistance:

A total of 79,964 instances of ADA technical assistance were provided during Fiscal Year 1993 by the ten regional DBTACs, of which 42% was targeted to Employers and Business Establishments. (Technical assistance is defined as an instance of addressing a particular ADA-related problem through consultation more extensive than providing a referral or a copy of a publication.) About 28% of the total was provided to Public Entities (State and local government agencies and educational institutions), and another 24% to Individuals with Disabilities and Organizations representing them. Public Accommodations, covered by Title III of the ADA, were the topic of 34% of the ADA technical assistance, while another 30% dealt with Title I Employment issues, and 27% covered Title II Public Services access questions, with an additional 7% on Transportation. Only 7% dealt with Communications issues, even though Title IV's requirement of 24-hour telecommunications relay services became effective in July of 1993. About 50% of this technical assistance was provided over the telephone, while 33% was provided through the mails; about 13% was delivered in discussions and seminars, and 6% involved on-site, in-person consultation.

To facilitate public access to the DBTACs for information and technical assistance, a national toll-free line (1-800-949-4ADA) had been established by the Technical Assistance Coordinator for NIDRR. While the marketing convenience and usage discount advantages of a single national telephone number are achieved, the system's operation is invisible to the caller, whose call is electronically routed to the regional Center responsible for the caller's area code. This allows for local service provision to local constituencies. In the 12 months of the second fiscal year, more than 61,000 inquiries were handled by the ten DBTACs, for a total of 4,373 hours of usage. A number of Centers also had already established and locally publicized regional 800 lines through which an additional large

volume of toll-free calls was accommodated. (These are being phased out.) Calls handled on these lines, as well as the Centers' other telephone lines, range from simple requests for specific publications to technical questions of great depth and complexity, often requiring research and calls back.

Referrals:

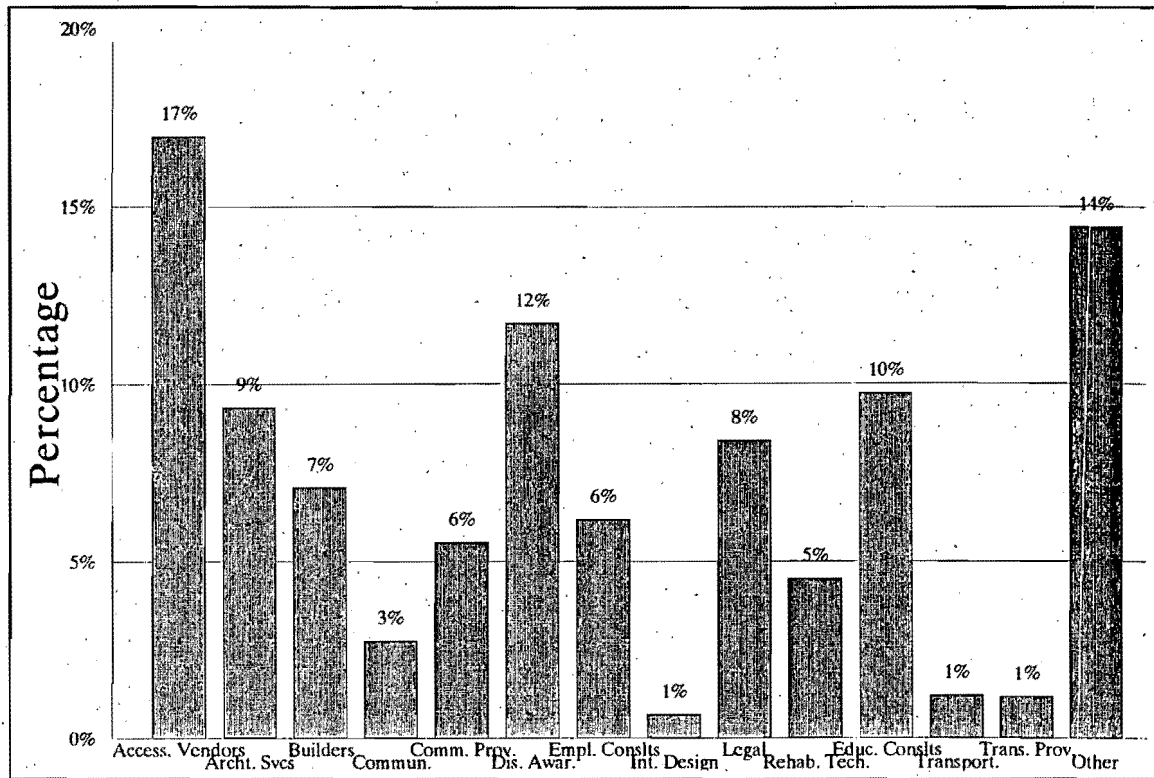
A good number of inquiries received by the ten regional DBTACs by telephone, by mail, and on a walk-in basis require referral to other agencies, organizations, or individuals. These inquiries may require legal interpretations that Center staff are not authorized to make, or they may involve availability of specific goods and services which the DBTAC cannot offer. In such cases, the DBTACs make referrals to the administering Federal agencies or, as appropriate, to State agencies or other providers of products and services. The table and figure below present, for the total of 10,478 referrals the DBTACs made in FY-1993, the types of entities posing the inquiries and the types of individuals, agencies, and organizations to which they were referred:

Table 2: Percentage of Types of Inquirers Referred to Others

Types of Inquirers Referred	Percentage
Disability Entities	36 %
Business Entities	34 %
Public Entities*	23 %
Other	7 %
TOTAL	100 %

*State and local government agencies, public educational institutions, etc.

Figure 6: Percentages of Types of Entities To Which Referrals Were Made



Publications Distribution:

An important vehicle for provision of ADA information and technical assistance is print and audiovisual publications through which consistent, government-approved, high quality messages are conveyed. Materials disseminated by the ten DBTACs and as parts of training packages by the two National Training Projects range from copies of the text of the Americans with Disabilities Act itself to Technical Assistance Manuals on specific Titles of the ADA to products of the three NIDRR Materials Development Projects (MDPs) to locally authored materials that reference State laws sometimes more stringent than the ADA's provisions. Print materials are often mailed, either gratis or at-cost, upon request or handed out at training sessions, with expensive audiovisuals more commonly being loaned out.

For free publications by DoJ, EEOC, and other Federal agencies and departments, bulk shipments to DBTACs and their State affiliates have been arranged by the TAC on a periodic basis, so as not to strain local storage facilities. NIDRR grantees have been recognized by these other Federal entities as major dissemination routes for ADA publications; in some cases additional printings have been undertaken with NIDRR funding. Certain of the products of the three NIDRR Materials Development Projects are being made available

to the public through an arrangement with LRP Publications; DBTACs are able to purchase these products from the publisher at cost for their own distribution. DBTACs also distribute to requestors who can bear the costs LRP flyers offering the titles at a discount to DBTAC constituents. Materials are being made available in alternative formats: large print, audiotape, Braille, and computer disk. Some will be available in Spanish translation. Audiovisuals are captioned for deaf and hard of hearing users.

Through the ten DBTACs alone (exclusive of materials handed out by the two NTPs at trainings), almost 540,000 items were distributed in Fiscal Year 1993. The table below presents quantities and percentages by publication topic area:

Table 3: Numbers/Percentages of Total ADA Publications Distributed by Topic Area

Publication Topic Area	Quantity	Percent
General Information	167,635	31.1%
ADA Basics	55,302	10.3%
Technical Assistance Manuals	38,404	7.1%
Resource Tools	23,174	4.3%
Implementing Regulations	17,790	3.3%
Other Publications/Documents	237,206	44.0%
TOTAL DISTRIBUTED	539,511	100.0%

Publications Development:

Each of the ten regional DBTACs publishes a newsletter targeted to its local constituencies. In their second (and final) year of operations, the three NIDRR Materials Development Projects (MDPs), two dealing with Title I employment issues and the third dealing with Titles II and III accessibility and public accommodation issues, completed development of an additional thirty-one titles. All completed materials have been reviewed and approved in a two-tier process: First by Abt Associates Inc., the NIDRR ADA Technical Assistance Coordinator, and its subcontractor, the Pike Institute on Law and Disability of the Boston University School of Law, and finally by the cognizant Federal agency in order to assure consistency with Federal statute and implementing regulations and within the NIDRR Initiative itself. As noted above, certain finished materials are being

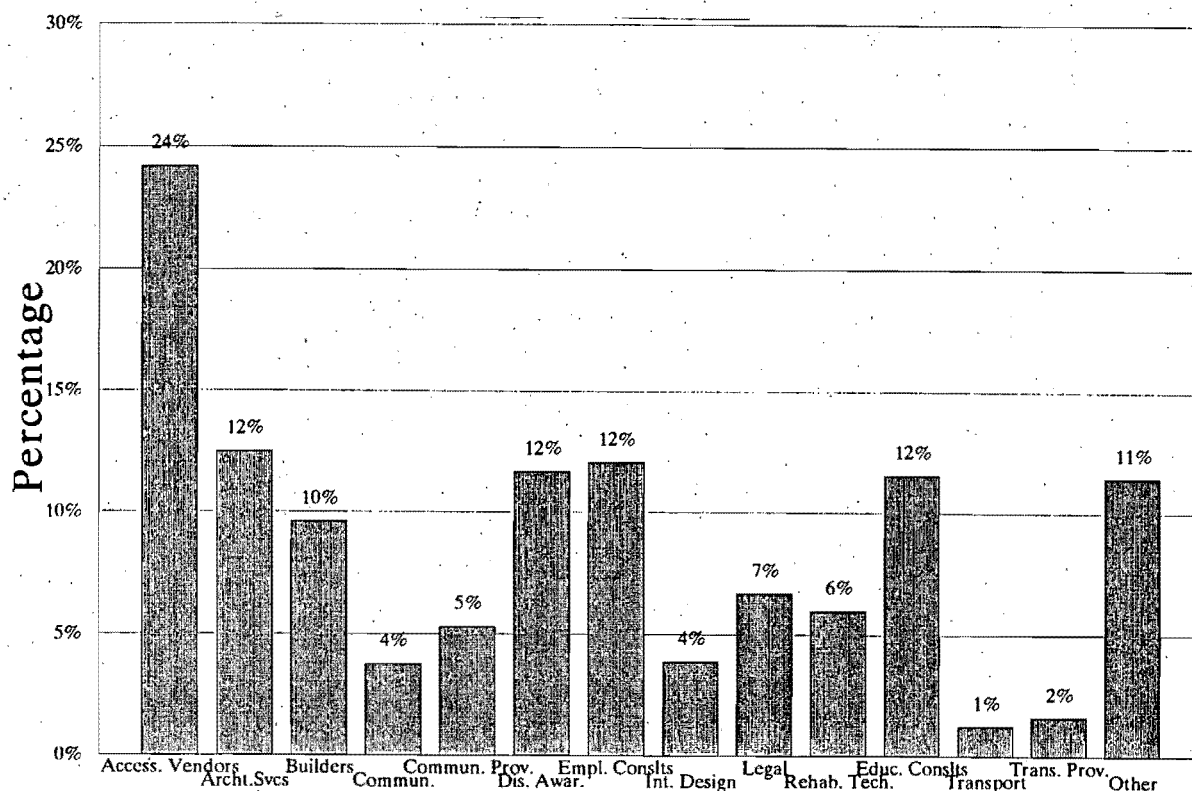
published at reasonable prices by LRP Publications of Horsham, Pennsylvania, a well established and highly reputable publisher of legal reference materials and other business and technical publications, including many titles dealing with disability rights, employment, and education.

Materials development efforts completed in the second year of the MDPs' two-year life span range from a 24-minute video for State and local governments on Title II compliance, the employer video "Hiring Individuals with Disabilities: It's Good Business," the consumer video "Employment and the ADA: It's Your Opportunity," (all three with accompanying guides), to an ADA Public Service Announcement Kit, to a set of ADA Design Tech Sheets, to a set of ten employment-related topical booklets in an ADA Issues Series, to a series of eleven brochures on Reasonable Accommodations for different disabilities, to a set of guides on different aspects of employment for persons with disabilities. Please see Appendix B for a comprehensive list of each NIDRR MDP's Publication Titles, arranged by grantee and annotated by availability status. Contact point for copies of publications developed in the NIDRR ADA Technical Assistance Initiative is the appropriate regional NIDRR Disability and Business Technical Assistance Center (DBTAC), which can be reached with a toll-free telephone call to **1-800-949-4ADA**.

Resource Directory:

Each regional DBTAC is compiling a local resource directory of providers of ADA-related services, information, and products. The ten regional directories are being maintained using a software package developed for NIDRR by the Trace Research and Development Center of the University of Wisconsin-Madison. The Trace Center has developed under subcontract a file utility that makes it possible for Abt Associates Inc., the NIDRR ADA Technical Assistance Coordinator, to merge the regional directories into a National ADA Resource Directory. The intent is to be inclusive rather than exclusive in the directory's listings. The ten regional directories combined currently contain almost 10,000 listings, and the number is growing daily. Some listings appear under more than one heading, while others are no doubt contained in more than one regional directory; the merged national directory, once duplicate listings are purged, will probably contain slightly fewer listings than the simple sum of the ten regional directories. The following figure shows Types of Resources and percentages for cumulative directory listings (summed nationally) as of 30 September 1993:

Figure 7: ADA Resource Directory Listings Percentages by Type of Resource



Public/General Outreach Activities:

The ten NIDRR regional DBTACs have, in this second year of their five-year tenures, engaged in numerous different public awareness activities to alert their various local constituencies to their rights and responsibilities under the Americans with Disabilities Act and to make them aware of the offerings of the NIDRR ADA Technical Assistance Initiative. It is difficult to assign to these efforts numbers of constituents reached. Even best educated estimates of print media readership are flawed by the fact that a specific article may go unread, while a single newspaper or magazine may, on the other hand, have multiple readers. And for the electronic media there are no listener or viewer audience estimates for a particular show on a certain day. The table below summarizes the simple numbers of outreach/awareness efforts reported for the last four months of the fiscal year by the ten regional DBTACs to give some notion of the level of effort and the proportions by type; no estimates of audience magnitude are attempted.

Table 4: Numbers/Percentages of ADA Public/General Outreach Efforts by Type

Type of Awareness/Outreach Effort	Number	Percent
Public Speeches	585	26%
Background Interviews	115	5%
TV/Radio Appearances	148	6%
Public Workshops	462	20%
Newspaper Articles	170	7%
Bulk Mailings	407	18%
Magazine Articles	21	1%
Newsletters	60	3%
Press Releases	108	5%
Electronic Bulletin Board Entries	21	1%
Video Conferences	16	1%
Other	175	8%
TOTAL EFFORTS, ALL TYPES	2,288	100%

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New England Disability and Business Technical Assistance Center (States of CT, ME, MA, NH, RI, VT)

Center Organizational Affiliations and Staffing:

As a program of the Edmund S. Muskie Institute of Public Affairs of the University of Southern Maine, the New England Center serves all six of the New England States. Center staff include Project Director Jennifer Eckel, Training Manager Leigh Baade, Information Specialist Tyler White, and Administrative Assistant Pat Sherman.

Management decisions of the Center are guided by a voluntary Business Advisory Council comprised of community leaders representative of people with disabilities, large and small business, and local government. Their efforts in recruiting "pro bono" advertising assistance, providing reduced rates on video production, and in-kind contributions resulted in donations to the Center valued in excess of \$8,000 this fiscal year. State liaison organizations helped coordinate events and materials distribution in each State. For a complete list of Business Advisory Council members, State Affiliates, and State liaisons, please see Appendix A.

CONNECTICUT

In Year Two the New England DBTAC worked with several State-wide organizations to promote understanding of the ADA and to enhance mutual ADA activities. These organizations included: ADA Coalition of Connecticut, Connecticut Protection and Advocacy, Connecticut Department of Mental Retardation, Connecticut Board of Higher Education, Connecticut Conference of Municipalities, and Connecticut Board of Education and Services for the Blind.

In cooperation with these organizations, the New England DBTAC coordinated and conducted training, provided print materials in bulk for distribution, and provided technical assistance for membership-specific questions. Three organizations served as distribution points for materials like ADA handbooks, EEOC booklets, Better Business Bureau brochures, and technical assistance manuals: Easter Seal/Goodwill Industries Rehabilitation Center, New Haven, CT; IAM CARES Project with Industry, Kensington, CT; and Connecticut Protection and Advocacy, Hartford, CT.

Connecticut Year Two Activities and Accomplishments:

During Year Two, staff of the New England DBTAC worked closely with key individuals in Connecticut who are leaders in efforts to promote compliance with the ADA. The primary goal has been for those with "front line" responsibilities to see the Center as a resource and helpmate in providing factual, current information and as a source of pertinent training materials (including overheads, videos, and targeted print materials) designed to address specific audiences.

The New England DBTAC provided training, at the request of the Board of Higher Education, on Titles I and III to all private colleges and universities in Connecticut. The program was then repeated, providing Title I and II training for ADA coordinators of public colleges and universities. One result of this training effort has been the sharing of "best practices" information; several attendees have called to let us know of solutions they have developed to create access on campus or to seek technical assistance. One example is a campus map developed at Yale University which shows the location of emergency phones, TTY's, accessible parking, and most direct routes to accessible entrances. This example is now shared with other universities seeking to create better access for students and program participants. Working with the State ADA Coordinator, the New England DBTAC also provided training for State agency ADA Coordinators. The Center provided *Title II Action Guides* and detailed instructions for their use, as well as technical assistance in a question and answer format. Since many of these coordinators were newly appointed, staff worked to assure them that resources for assistance were available to them in the form of the NIDRR technical assistance hotline, local organizations of people with disabilities, and local organizations providing site review and accessibility surveys.

The Center for Independent Living of Southwestern Connecticut (CILSC) assisted DBTAC efforts by conducting a needs assessment of physicians and health care providers. Though a fairly low return rate was experienced, plans are to continue to fine tune the needs assessment process to understand better community needs for information and training. The New England DBTAC also supported in part the attendance of a CILSC staff member at the May meeting of The Presidents Committee on Employment of Persons with Disabilities. The staff member represented the regional DBTAC at a session designed to let others know of its activities. CILSC staff regularly distribute the New England DBTAC brochure when they conduct site accessibility reviews and training sessions and regularly advertise the 800 number. As a guest on CRIS Radio's Insight program, the New England DBTAC Project

Director provided an update on ADA compliance and resources available specifically for people who are blind or have vision impairments. It is estimated that the radio talk show regularly reaches 4,000 listeners. A public information display was provided for the Connecticut Conference on Supported Employment, which regularly attracts 400 employment specialists and service providers from all parts of the State. The display was staffed by a New England DBTAC Information Specialist who provided materials on DBTAC services, available ADA materials, and responses to technical assistance questions. As a regular feature of the New England DBTAC newsletter, an "Access Achievements" column highlights organizations or individuals who are creating access in Connecticut. Agencies like the Protection and Advocacy agency, the Projects with Industry, and the Centers for Independent Living have contributed articles for this column.

A "train the trainer" session was conducted for the training committee of the ADA Coalition of Connecticut. Many members of this group have achieved an excellent understanding of the ADA, but sought better to communicate the law to businesses, municipalities, and individuals with disabilities. The DBTAC Training Manager spent a day with the committee working on presentation styles, varied training techniques, and use of DBTAC training materials.

The Cooperative Service Directory questionnaire was sent to relevant State agencies and Centers for Independent Living in Connecticut. The questionnaire seeks to determine exactly which ADA- or disability-related services the organization provides and to identify a contact person. This information is then used when local referrals are requested. A binder including a basic ADA information packet and an explanation of services offered by the DBTAC was mailed to 21 public and university libraries in the State. A mailing describing services available through the New England DBTAC, including a program brochure and a copy of the *Access New England* newsletter was sent to sixty-nine Chambers of Commerce in Connecticut.

Connecticut Year Three Plans:

The ADA Coalition of Connecticut, a sub-group of the Connecticut Coalition of Citizens with Disabilities has agreed to work cooperatively with the New England DBTAC in the role of State Affiliate. Membership in the coalition includes representatives of Centers for Independent Living, State agencies, businesses, and individuals interested in facilitating

implementation of the provisions of the ADA. Activities they will undertake on the DBTAC's behalf include conducting needs assessments surveys of organizations in urban and rural communities throughout the State and conducting training in response to the assessed needs. The Coalition is coordinating a region-wide meeting of all New England DBTAC State Affiliates to promote understanding of ADA efforts in each State, share "best practices" information, and to plan for a regionwide seminar mid-1994.

The Connecticut Office for Protection and Advocacy will serve as a central distribution point for ADA materials that will be distributed throughout the State by the Information Committee of the ADA Coalition. The DBTAC will continue to make training opportunities available to small businesses by advertising its training services in Chamber of Commerce newsletters.

Using demographic data collected in project Year Two, the New England DBTAC will conduct targeted advertising to minority groups in Connecticut. Using identified radio programs, community newspapers, and community center contacts, the effort will be directed at individuals with disabilities and family members who may need information on their rights under the ADA and toward minority-owned businesses who may need information on Title III obligations. An assessment of the need for translated materials will be done in communities with large populations of residents for whom English is not their primary language.

MAINE

In Year Two the New England DBTAC worked with several State-wide organizations to promote understanding of the ADA and to enhance mutual ADA activities. These organizations included: Alpha One Independent Living Center, Maine Governors Committee on Employment of People with Disabilities, and Maine Independent Living Services.

Two organizations (Phoenix Industries, Bangor, ME and Maine Project with Industries/Goodwill Industries, Portland, ME) served as distribution points for materials like ADA handbooks, EEOC booklets, Better Business Bureau brochures and technical assistance manuals.

Maine Year Two Activities and Accomplishments:

In an effort to expand business awareness of the Center and its services, a list was obtained from the Greater Portland Chamber of Commerce of the 69 local Chambers in Maine. Staff then sent to each Chamber president a copy of the Center's brochure and its

newsletter. The Center has added the chambers to our mailing list and periodically sent them legislative updates, training program invitations, and other information of interest to their members.

The New England DBTAC Project Director participated in two interactive television (ITV) sessions involving participants Statewide. One program for the Maine School Management Association compared the ADA with Section 504 of the Rehabilitation Act and the IDEA Act. The other program targeted school special education directors, families, and individuals who are blind or visually impaired. The session discussed assistive technology as an accommodation and as a way to allow participation in programs and services of Title II entities.

Training was provided to a wide variety of entities throughout the State of Maine. General ADA topics have been addressed through many civic organizations. The ADA and employment issues were discussed with large employers like Great Northern Paper Company, the University of New England, G.H. Bass, and Maine Employers Mutual. Many different municipalities were reached and educated on their Title II responsibilities through individual trainings, as well as sessions with the Maine Municipal Association and regional municipal managers meetings. Non-profit organizations like the Greater Portland United Way Agency Directors, Massabesic Lion's Club, Maine's Committee on Transition, Maine Medical Association, Maine Head Injury Foundation, Rehabilitation Professionals of Maine, and the New England Public Housing Association have been addressed.

The New England DBTAC Project Director served as the guest speaker for the annual Governor's Tea sponsored by the Governor's Committee on Employment of People with Disabilities. The event was attended by approximately 150 representatives of business, rehabilitation, and the consumer community.

In addition to providing legislative updates in the *Access New England* newsletter, a mailing was sent to Centers for Independent Living, State agencies, and Projects with Industries to keep them abreast of recent ADA developments, including interim enforcement guidance on health insurance and a summary of complaints made to Federal agencies.

The Cooperative Service Directory questionnaire was sent to relevant State agencies and independent living centers in Maine. The questionnaire seeks to determine exactly which ADA or disability-related services the organization provides and identifies a contact person. This information is then used when local referrals are made. A binder including the DBTAC's basic ADA information packet and an explanation of services offered was mailed

to 30 public and university libraries in Maine. The Small Business Development Center helped reach over a hundred small businesses in Maine on behalf of the Center by distributing the Better Business Bureau's series of brochures for public accommodations, as well as the DBTAC's *Access New England* newsletter.

Maine Year Three Plans:

A second generation of computer-based training is being targeted for the Small Business Development Centers in Maine, as well as any other interested parties. This will be publicized through the DBTAC's newsletter as well. Quarterly ITV programs are being planned to keep the ADA in the public eye and to offer targeted technical assistance to groups needing training. The first, scheduled for December 1993, is entitled "Disability Management," focusing on reasonably accommodating workers returning to the workplace, ergonomic restructuring of workstations, and interviews with workers for whom successful accommodations have been made and their managers. The target audience is mid-size companies and manufacturing organizations. Future programs will address issues of small companies as the July implementation date of Title One will cause a new group of employers to become affected by the ADA.

Media outreach begun in Year Two will continue in Year Three. Targeted advertising in community newsletters will begin in the second quarter and continue at intervals throughout the year. The PSA developed by the Region II Center (Northeast DBTAC) will also be released during the second quarter. Television stations, cable companies, and radio stations will be sent tapes and script in accordance with their usual formatting.

MASSACHUSETTS

In Year Two the New England DBTAC worked with three State-wide organization to promote understanding of the ADA and to enhance mutual ADA activities: The Resource Partnership, Massachusetts Governor's Committee on Employment of Persons with Disabilities, and Association of Affirmative Action Professionals. In cooperation with these organizations, the New England DBTAC coordinated and conducted training, provided print materials in bulk for distribution, and provided technical assistance for membership specific questions. Two organizations (The Resource Partnership and Morgan Memorial - Goodwill Industries, Boston, MA) served as distribution points for materials like ADA handbooks, EEOC booklets, Better Business Bureau brochures, and technical assistance manuals.

Massachusetts Year Two Activities and Accomplishments:

The New England DBTAC participated in the Massachusetts Assistive Technology Project's annual assistive technology conference. The DBTAC's role was to provide information on Title I and reasonable accommodation mandates. Attendees participated in a discussion of Title I, heard about the services available from the New England DBTAC, and were provided with EEOC information on Rights of Employees with Disabilities. An employer focus group was also conducted with the Business Advisory Council of the Massachusetts Resource Partnership (Project with Industry group). The focus group helped define how employers prefer to receive information and the most effective ways of reaching them. The results indicated that most mid-size business people will best receive information if it is communicated in small, readable brochures that are specifically relevant to their business and contact is best made by peers, someone they know, or through referral from another company they know. "Face to face" contact was the message communicated.

A binder including the Center's basic ADA information packet and an explanation of services offered by the DBTAC was mailed to 37 public and university libraries in the State. The Cooperative Service Directory questionnaire was sent to relevant State agencies and Centers for Independent Living in Massachusetts. The questionnaire seeks to determine exactly which ADA- or disability-related services the organization provides and identify a contact person. This information is then used when local referrals are requested.

The New England DBTAC, the Massachusetts Rehabilitation Commission, the Resource Partnership, the Massachusetts Governors Committee, and the western Massachusetts chapter of the Association of Affirmative Action Professionals worked together to conduct a half-day training session on the ADA for western Massachusetts employers. The cooperative effort assured that reliable ADA information from local as well as regional resources was communicated. Approximately 100 people attended this first major western area training program. The DBTAC Project Director conducted two sessions on the ADA for attendees at the annual meeting of the greater Boston Association of Affirmative Action Professionals. Other major events for which the Center provided training included: Annual Meeting of the New England Occupational Medical Association, Massachusetts Association of School Committees Training, Worcester Schools Systemwide Training, Employee Assistance Program Conference, and the New England Public Health Association Conference. An additional 14 training programs were provided for smaller groups like: New

England Resource Access Project, New England Innkeepers Association, University of Massachusetts at Boston, Everett Savings Bank, and New England Energy Group.

A mailing describing services available through the New England DBTAC, including the program brochure and a copy of the *Access New England* newsletter, was sent to 105 Chambers of Commerce in Massachusetts.

Massachusetts Year Three Plans:

The Massachusetts Office on Disability has agreed to work cooperatively with the New England DBTAC in the role of State Affiliate. The Massachusetts Office on Disability will assign Title One or employment outreach and training responsibilities to the Massachusetts Governor's Committee on Employment of Persons with Disabilities. Both of these organizations serve and represent cross-disability groups and have a Statewide presence. Activities which their agencies will undertake on the DBTAC's behalf include conducting needs assessments surveys of organizations in urban and rural communities throughout the State and conducting training in response to the assessed needs. Both organizations will serve as central distribution points for ADA materials which will be distributed throughout the State by local ADA coordinators and committee members.

Using demographic data collected in Year Two, the New England DBTAC will conduct a targeted advertising campaign to minority groups in Massachusetts. Using identified radio programs, community newspapers, and community center contacts, the effort will be directed at individuals with disabilities and family members who may need information on their rights under the ADA and toward minority-owned businesses who may need information on Title III obligations. An assessment of need for translated materials will be done in communities with large populations of residents for whom English is not their primary language. The Center will continue to make training opportunities available to small businesses by advertising its training services in Chamber of Commerce newsletters.

NEW HAMPSHIRE

In Year Two the New England Disability and Business Technical Assistance Center worked with three State-wide New Hampshire organizations to promote understanding of the ADA and to enhance mutual ADA activities. These organizations served as distribution points for materials like the ADA handbook, EEOC booklets, Better Business Bureau Foundation pamphlets, and technical assistance manuals. These organizations were Employ-

ment Connections, Inc.; Granite State Independent Living Foundation; and the New Hampshire Governor's Commission on Employment of People with Disabilities.

New Hampshire Year Two Activities and Accomplishments:

During Year Two, the New England DBTAC worked closely with the city of Nashua, New Hampshire, to promote that city's desire to comply with the ADA. The Center provided consultation to the city's Human Resource Director and the Mayor's office, and conducted training programs attended by all city department managers and supervisors. The Center also provided training sessions at the request of the New England Grocers Association, the New Hampshire Department of Environmental Services, the Southern Vermont/New Hampshire Personnel Association, the Area Agency on Developmental Disability, New Hampshire Human Resource Associates, and the New Hampshire Veterans Administration Hospital.

The Cooperative Service Directory questionnaire was sent to relevant State agencies and Independent Living Centers in New Hampshire. The questionnaire seeks to determine which ADA or disability related services are provided, and to identify a contact person. This information is then used when local referrals are requested.

During Year Two the New England DBTAC devoted time and effort to the production of an interactive training video for Title II. This effort was supported by a member of our Business Advisory Board, Liberty Mutual. Liberty Mutual is a major insurance firm located in Dover, New Hampshire. They generously subsidized the production of the video through use of their space and personnel.

A binder including the DBTAC's basic ADA information packet and an explanation of services offered was mailed to public and university libraries in the State. As a part of a sub-grant sponsored by the Center, PARI Independent Living Center of Rhode Island presented a two-day mediation workshop for service providers and individuals with disabilities in Nashua, New Hampshire. A mass mailing of the *Title II Technical Assistance Manual* and *Title II Action Guide* order forms were sent to the New Hampshire Municipal Association for further distribution among their members. A mailing describing services available through the New England DBTAC, including the Center's program brochure and a copy of the *Access New England* newsletter, was sent to forty-seven Chambers of Commerce in New Hampshire.

New Hampshire Year Three Plans:

The Granite State Independent Living Foundation (GSILF) will work cooperatively with the New England DBTAC in the role of State Affiliate. GSILF will work with other key organizations in the State like the Governor's Committee, the Protection and Advocacy Office, Employment Connections, and State agencies to assess and respond to information and training needs throughout New Hampshire. They will also assist in the development of the DBTAC's service provider database by identifying additional resources within the State. Additionally, the Center will work to keep ADA training events and legislative updates in the public eye by making a concerted effort to gain media interest in the implementation of the ADA.

Using demographic data collected in the Center's Year Two efforts, the New England DBTAC will conduct a targeted advertising campaign to minority groups in New Hampshire. Using identified radio programs, community newspapers, and community center contacts, the effort will be directed at individuals with disabilities and family members who may need information on their rights under the ADA and toward minority-owned businesses who may need information on Title III obligations. The Center will continue to make training opportunities available to small businesses by advertising our training services in Chamber newsletters.

RHODE ISLAND

In Year Two the New England DBTAC worked with two State-wide organizations, the Project with Industry of Rhode Island, Providence, RI and PARI Independent Living Center, Pawtucket, RI, to promote understanding of the ADA. In cooperation with these organizations, the New England DBTAC provided print materials in bulk for distribution and provided technical assistance for membership-specific questions. These organizations also served as distribution points for materials like ADA handbooks, EEOC booklets, Better Business Bureau brochures, and technical assistance manuals. The PARI Independent Living Center also assisted in disseminating time-sensitive materials utilizing DIMENET, the electronic bulletin board system preferred by Centers for Independent Living in the region.

Rhode Island Year Two Activities and Accomplishments:

PARI Independent Living Center began conducting a series of three mediation training sessions on behalf of the New England DBTAC. As a sub-contractor, PARI is

assisting the Center in a goal of helping individuals with disabilities to understand their rights under the ADA and to pursue a constructive process to resolve disputes. The training is designed to educate service providers and people with disabilities to the mediation process and the opportunities it presents to further compliance with the ADA. The New England DBTAC Project Director was the keynote speaker at a daylong seminar sponsored by the New England Resource Access Project. The audience was Headstart daycare providers, families and educators. The topic was "A Mandate for Inclusion" and discussed the benefits of including children with disabilities in all stages of education. The New England DBTAC Project Director also met with the Director of the Rhode Island Governor's Committee on Employment of People with Disabilities for the purpose of coordinating ADA efforts in the State. The Director of the Governor's Committee then organized a meeting of key State agency and service providers in the State to discuss the formation of an ADA Coalition. The Coalition met twice in Year Two and will continue to meet to discuss the best ways to communicate information about the ADA across the State .

The Cooperative Service Directory questionnaire was sent to relevant State agencies and Independent Living Centers in Rhode Island. The questionnaire seeks to determine exactly which ADA or disability related services the organization provides and identify a contact person. This information is then used when local referrals are requested. A binder including the Center's basic ADA information packet and an explanation of services offered by the DBTAC was mailed to twenty public and university libraries in the State. A mailing describing services available through the New England DBTAC, including the Center's program brochure and a copy of the *Access New England* newsletter was sent to fifteen Chambers of Commerce in Rhode Island.

Rhode Island Year Three Plans:

The ADA Coalition of Rhode Island will work cooperatively with the New England DBTAC in the role of State Affiliate. Membership in the coalition is expected to include representatives of Centers for Independent Living, the State protection and advocacy organization, the Governor's Committee, State agencies, businesses, colleges and individuals interested in facilitating implementation of the provisions of the ADA. Activities the Coalition will undertake on the DBTAC's behalf include conducting needs assessments surveys of organizations in urban and rural communities throughout the State and conducting training in response to the assessed needs. The Rhode Island Governor's Committee will

serve as central distribution point for ADA materials which will be distributed throughout the State by local ADA coordinators and committee members.

Using demographic data collected in Year Two, the New England DBTAC will conduct a targeted advertising campaign to minority groups in Rhode Island. Using identified radio programs, community newspapers, and community center contacts, the effort will be directed at individuals with disabilities and family members who may need information on their rights under the ADA and toward minority-owned businesses who may need information on Title III obligations. An assessment of need for translated materials will be done in communities with large populations of residents for whom English is not their primary language. The Center will continue to make training opportunities available to small businesses by advertising our training services in Chamber newsletters.

VERMONT

In Year Two the New England DBTAC worked with the Vermont Association of Business, Industry, and Rehabilitation (VABIR), Winooski, VT (with three satellite locations throughout the State) to promote ADA activities. In cooperation with VABIR, the New England DBTAC provided print materials in bulk for distribution and provided technical assistance for membership-specific questions. VABIR offices also served as distribution points for materials like ADA handbooks, EEOC booklets, Better Business Bureau brochures, and technical assistance manuals.

Vermont Year Two Activities and Accomplishments:

Training was conducted for the New England Resources Access Project, an organization assisting Headstart agencies in providing services to pre-school children. Participants were seeking information on making children's environments accessible and their obligations as Title III and in some cases, Title I entities. An interactive television program on the topic of "Reasonably Accommodating People with Mental Illness" was conducted with six locations across the State participating. The two-hour program provided an overview of Title I of the ADA and discussed examples of reasonable accommodation. Participating on a panel were an attorney for the Vermont Advocacy Network, an individual with mental illness, and an employer who has employed and accommodated the needs of employees with mental illness. Participants from across the State were able to question the panel and ask about situations they have encountered.

The Cooperative Service Directory questionnaire was sent to relevant State agencies and the Center for Independent Living in Vermont. The questionnaire seeks to determine exactly which ADA or disability-related services the organization provides and identify a contact person. This information is then used when local referrals are requested. A binder including the Center's basic ADA information packet and an explanation of services offered by the DBTAC was mailed to fourteen public and university libraries in the State. A mailing describing services available through the New England DBTAC, including the Center's program brochure and a copy of the *Access New England* newsletter was sent to forty-one Chambers of Commerce in Vermont.

Vermont Year Three Plans:

The Vermont Association of Business, Industry, and Rehabilitation (VABIR) will work cooperatively with the New England DBTAC in the role of State Affiliate. VABIR will work with other key organizations in the State like the Governor's Committee, the Center for Independent Living, State agencies, businesses, colleges, and individuals interested in facilitating implementation of the provisions of the ADA.

Activities which VABIR will undertake on the DBTAC's behalf include conducting needs assessments surveys of organizations in urban and rural communities throughout the State and conducting training in response to the assessed needs. Their four offices will serve as central distribution points for ADA materials, which will be further distributed throughout the State during trainings and public meetings.

Media outreach will be a priority of the New England DBTAC in an effort to keep the ADA in the public eye. The geography of the State makes centralized meetings or seminars infeasible because of costs and distances to travel. Therefore, concentrated media efforts focusing on community newspapers and radio will be conducted to encourage calls for information to the technical assistance Center hotline. The PSA developed by the Region II Center (Northeast DBTAC) will be released during the second quarter. Television stations, cable companies, and radio stations will be sent tapes and script in accordance with their usual formatting. Working cooperatively with VABIR, the New England DBTAC will continue to utilize the interactive television network as a way of providing decentralized training. The system is inexpensive to use, easy to access from most parts of the state, and provides the "next best thing" to live training. The DBTAC will continue to make training

opportunities available to small businesses by advertising its training services in Chamber newsletters.

Special Projects

DBTAC Newsletter:

Access New England, the newsletter of the New England Disability and Business Technical Assistance Center, continues to be a primary means of communicating information to the Center's mailing list of nearly 4,000 New England readers. A regular feature of the newsletter is a guest column in which experts discuss issues relative to the ADA. Recent columns have discussed mediation as a means of alternative dispute resolution, accommodating people with psychiatric disabilities in the workplace, and disability "etiquette". Other features include a calendar of regional and national ADA and disability-related events, a "Building Your ADA Rolodex" column providing readers with resources in New England, and a column recognizing local efforts toward furthering access. An important and well read "Updates" section keeps readers abreast of new ADA materials and rulemaking notices.

In an effort to raise awareness of the ADA and the Center's activities, more than 150 binders containing ADA materials were distributed free of charge to public and university libraries in the region. *An Introduction to the Americans with Disabilities Act: Libraries Edition* featured ADA employment information, a tax credit fact sheet, the ADA Accessibility Guidelines (ADAAG), and ADA Questions and Answers. A letter accompanying the binder asked the libraries to place the binder in their reference section for continued use by library patrons. Users of the binder were also introduced to the services provided by the Center through an informational preface in each binder.

Training Video:

Avenues to Compliance, a training video, was developed to provide State and local government officials with a training program that can be completed on their own schedule in their own location. It provides viewers with a basic understanding of Title II of the ADA and with practical information for completion of their self-evaluations and transition plans. This interactive video and the accompanying guideposts were designed to be used with the *Title II Action Guide* developed by Adaptive Environments Center, Inc. of Boston, Mass. It is anticipated that the complete training package will be especially useful to small towns or school systems that either because of location or budget constraints are unable to attend live

training programs. The training package will also be useful for newly hired ADA Coordinators and others with responsibilities for assuring program access.

Chamber of Commerce Outreach:

In an effort to expand awareness of the Center and its services, the Center obtained from its local Chamber of Commerce a list of the approximately 350 Chambers of Commerce in New England. Each chamber president was sent a copy of a Center brochure and the *Access New England* newsletter. The chambers were added to the DBTAC's mailing list and are periodically sent information that may be of interest to their members.

In February, a subcontract was awarded to PARI, a Rhode Island Independent Living Center, to conduct mediation training in New England. Their contract provides for training of 50 representatives of disability organizations in New England in mediation techniques and how they may apply in ADA disputes. Participants will learn how mediation is conducted and potential opportunities to avoid litigation due to lack of understanding of needs for accommodation.

Curriculum Component for Schools:

A working draft of the *Americans With Disabilities Act: A User's Guide for Students With Disabilities* was completed in late summer of 1992. The draft was reviewed by the Advisory Boards of the New England Disability and Business Technical Assistance Center and the Hospital Industries Program, as well as by the group guiding the project's development. This latter group consists of students, teachers, and representatives from agencies that serve people who have disabilities. It was also sent to various university programs in New England. While the guide was being reviewed by these groups, two students with disabilities worked with the writer. Feedback was submitted to the Hospital Industries Program in January 1993, and a rewrite was undertaken to incorporate the comments from all sources. Upon completion of the second draft, schools throughout New England were contacted and asked to participate in field testing the material. Evaluation questions have been developed and training is planned for schools and businesses participating in the field test. Plans for Year Three include the development of a process for the dissemination of the product to schools throughout New England. Contact has also been made with the ADA Material Development Project at Cornell University in Ithaca, and a school in Ithaca will be field testing as well as participating in the 1993 cycle.

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Northeast Disability and Business Technical Assistance Center (States of NJ, NY, PR, VI)

Center Organizational Affiliations and Staffing:

The geographic area covered by Region II is a disparate one that includes Puerto Rico and the U.S. Virgin Islands, as well as the adjacent States of New York and New Jersey. It is also unusual in its concentrations of Spanish speakers and other minorities. United Cerebral Palsy Associations of New Jersey (UCPANJ) functions as the DBTAC lead agency. Its primary responsibilities include developing information resources for the region, providing or arranging for technical assistance, and providing referrals for additional specialized information or expert assistance. Center key staff includes Project Director Richard Dodds, Program Manager Huntley Forrester, Public Relations Specialist Laura Kauper, Database Specialist Wendy Miller, and Advocacy Director Art Ball.

The National Center for Disability Services (NCDS) as subcontractor under the direction of Shelia Sarrett provides general information and distributes information about the ADA and the Northeast DBTAC, primarily through an 800 number. Also, it provides information using a variety of media to target audiences, it distributes materials developed by other funded ADA assistance projects, it conducts assessments of the informational needs and preferred information conduits of target audiences, it develops links to target audiences, and it sets up dissemination channels. Cornell University's Program on Employment and Disability of the School of Industrial and Labor Relations, also one of the Employment MDPs, provides training to all target audiences on all aspects of the ADA. These programs are presented in communities throughout Region II.

NEW JERSEY

In Year Two, the Northeast DBTAC has worked with many New Jersey organizations in a variety of ways to promote awareness of both the ADA and the services of the Center. Some of these organizations are: Community Health Law Project; Hamilton Township Office of Engineering, Planning, and Inspections; Hunterdon County Office for the Disabled; Kessler Institute for Rehabilitation; Mercer County Office for the Disabled; New

Jersey Department of Labor; New Jersey Developmental Disabilities Council; and the New Jersey Hispanic Chamber of Commerce.

The Northeast DBTAC collaborated with these organizations on trainings, public information displays, bulk mailings, and an ADA Task Force. For these organizations, the Northeast DBTAC conducted informational workshops, provided technical assistance, and distributed materials in bulk quantities for dissemination through mailings and at trainings. Some of these organizations have provided the Northeast DBTAC with information and resources for its dissemination and public outreach efforts.

New Jersey Year Two Activities and Accomplishments:

The Northeast DBTAC provided an overview of Titles I and II in a training session held in New Jersey. Other training efforts took place at informational workshops described below. Bulk mailings consisting of a letter and an informational brochure describing the activities of the Northeast DBTAC were made to Hamilton Township business owners, New Jersey area text telephone users, New Jersey area mental health establishments, New Jersey area public health establishments, and to social service establishments for the deaf and hard of hearing. The Northeast DBTAC contributed articles and included an advertisement describing the services of the Center in Access, a quarterly newsletter published by United Cerebral Palsy of New Jersey.

Public information displays targeted at the business community were mounted at conferences for organizations like the New Jersey Hispanic Chamber of Commerce and the New Jersey Bar Association. Other displays were mounted at exhibitions attended by individuals with disabilities like the Abilities Expo and the Resource Fair for Families with Special Health Care Needs.

Informative workshops that generally consisted of a lecture and a question and answer session were conducted for the following groups: Hudson County Chamber of Commerce, Interior Designers' Group of Northern New Jersey, New Jersey Association for Affirmative Action in Higher Education, New Jersey Association of Healthcare Recruiters, New Jersey Association of Warehouseman and Movers, New Jersey Commission for the Blind and Visually Impaired, New Jersey Hispanic Chamber of Commerce, New Jersey Society of Association Executives, and the Northeast Rehabilitation Association Conference.

The Cooperative Service Directory expanded the referral network of the Northeast DBTAC to include all listings from the New Jersey Developmental Disabilities information

data base and resource guide, which provides information on all New Jersey State agencies that serve individuals with disabilities. Also, one off-site and two on-site data entry locations were established.

New Jersey Year Three Plans:

In order to make the best use of the resources and services related to the ADA which are located within Region II, the Northeast DBTAC has endeavored to develop five satellite programs to be in place for Year Three. These programs are to be located in UpState New York, New York City, Long Island, New Jersey, and the Caribbean (Puerto Rico and the Virgin Islands). United Cerebral Palsy Associations of New Jersey will provide services throughout New Jersey. They will also act as lead agency, providing materials (printed and alternative format) and training to all satellites. In addition, UCPA/NJ will support the training, public outreach, and referral activities of each satellite.

In Year Three, the Northeast DBTAC will conduct bulk mailings targeted to New Jersey rehabilitation professionals, to individuals with disabilities and their families, and to other groups. The DBTAC will also include articles and advertisements in at least three newsletters: *Access*, *Advocacy Update*, and *Tech-Update* (three publications of United Cerebral Palsy Associations of New Jersey that reach most entities covered under the ADA). Public information displays are planned for the Abilities Expo, which showcases services and products for individuals with disabilities, and the New Jersey Bar Association Annual Conference.

In addition to augmenting the Trace Cooperative Service Directory with information from SATIRN (New York State Office of the Advocate's referral database), steps have been taken to set up auxiliary data entry sites of the CSD at each of the twenty-one county offices for disability in New Jersey. The Northeast DBTAC is also planning to work with Independent Living Centers in the entire region to expand the resources of the Cooperative Service Directory.

NEW YORK

In New York, the Northeast DBTAC has formed affiliations with the following organizations, providing information for dissemination and public outreach and providing technical assistance on a continual basis: Cross Island YMCA, Eastern Paralyzed Veterans Association, Henry Viscardi School, Long Island Coalition for the Americans with Disabili-

ties Act, Mayor's Office for People with Disabilities (New York City), Nassau County Office for the Physically Challenged, New York Public Library System, New York State Office of the Advocate for the Disabled, and the Personnel Society of Long Island. Some of these organizations have assisted the Northeast DBTAC in its outreach efforts, providing the Center with public display space, or assisting in material dissemination efforts. Two of these organizations have become satellites for New York State. The Northeast DBTAC has also collaborated with some of these organizations on training workshops on the ADA.

New York Year Two Activities and Accomplishments:

The Training Division of the Northeast DBTAC, operated primarily by Cornell University School of Industrial and Labor Relations, held trainings for groups like the Westchester County Medical Center and the University and College Labor Association. Other trainings directed at general audiences were held. Some of these trainings covered the following topics: "Implications of the ADA for Adult Educators," "Implications of the ADA for Editors/Publishers," "Implications of the ADA for School Administrators," "Implications of the ADA for Veterinary School Supervisors," "Successfully Employing People with Disabilities - What Managers Need to Know" (PBS Video Teleconference), and "Students with Disabilities." The training division of the Northeast DBTAC established training sessions for the following organizations: Datagraphic, Inc., Dutchess County BOCES, Erie County employees, Monroe County Probation Department, New York Institute for Special Education, Southern Westchester County Board of Cooperative Education Services (BOCES), and Suffolk County Association of Project Directors in Education.

Another aspect of the outreach efforts conducted in New York was bulk mailings, targeted to a wide spectrum of audiences. Letters and informational brochures about the services of the Northeast DBTAC were sent to the following groups: Long Island area medical offices, Nassau County Association for Continuing Community Education, Nassau County Library System, New York area mental health establishments, New York area public health establishments, New York area rehabilitation agencies, New York City Public Library System, New York State Senate and Assembly, New York text telephone users, and social service establishments for the deaf and hard of hearing.

The Northeast DBTAC contributed articles and advertisements to three newsletters that targeted New York audiences during Year Two. These newsletters were: *ADAPT: Americans with Disabilities Act Professional Tactics*, *RTI News*, and *Tech-Reaches Out*. All three

newsletters are produced by the National Center for Disability Services, which serves as the Long Island area satellite. In New York in Year Two, public information displays were held at the Vocational Education Fair at Henry Viscardi School, the Tech-Reach Fair at National Center for Disability Services, the Long Island Celebrates the ADA event, and Hofstra University.

The Northeast DBTAC conducted informational workshops for specific target groups in New York. One workshop, "Creating Local Partnerships to Build Winning Long - Term ADA Strategies," was aimed at local business owners and managers. Other workshops were conducted for the following organizations and agencies: Council on Exceptional Children Annual Conference, Knights on Wheels, Natural Worksights Support Training Group, New York Industrial Relations Research Associates, New York State Office of Mental Health, PEER '93 (Programs that are Exemplary in Education and Rehabilitation), Suffolk County Rehabilitation Council, and Young Adult Institute.

New York Year Three Plans:

Eastern Paralyzed Veterans' Association (EPVA) was selected as the New York City satellite, as their proposal and network of resources best fit the goals of this satellite program. EDVA has plans for approximately 100 trainings throughout the State for Year Three. These plans include barrier removal training for employers. The New York City satellite also plans to conduct an informational workshop entitled "ADA Progress Report," as well as various consumer education workshops.

The New York State Office of the Advocate for the Disabled (OAD) will be set up as the satellite for upstate New York. The OAD was selected because of its history of providing information and training on the ADA over the past two years. In addition, the OAD has collaborated with the Northeast DBTAC in responding to calls regarding the ADA within their own 800 phone line system. The OAD has run SATIRN, a computerized database of disability-related services, for several years. They have generously offered to share with the Northeast DBTAC their information for inclusion into the Trace CSD database.

The National Center for Disability Services (NCDS) Research Training Institute will function as the satellite for Long Island, New York. Over the past two years, staff at NCDS has provided 800 phone line coverage, outreach, and technical assistance throughout the region.

In Year Three, the Northeast DBTAC will conduct outreach activities throughout the State. The Long Island satellite will conduct monthly mailings of informational letters and

brochures to businesses and disability-related organizations. Articles and advertisements will be published in the following newsletters produced by the National Center for Disability Services: *ADAPT: Americans with Disabilities Act Professional Tactics*, *RTI News*, *Peer's Press*, and *Employer Connection*.

PUERTO RICO

In Puerto Rico, the Northeast DBTAC worked with the Puerto Rico Vocational Rehabilitation Program in co-sponsoring local training activities. The Center also assisted in coordination of information dissemination, training, and outreach activities. Both the Asociacion de Padres Pro Bienestar de Ninos con Impedimentos de Puerto Rico (APNI) and the Movimiento Alcance Vida Independiente (MAVI) have been instrumental in setting up a collaborative effort among two other organizations and themselves to establish the Caribbean satellite program. Staff at APNI have also provided assistance in Spanish translation efforts.

Puerto Rico Year Two Activities and Accomplishments:

In Year Two, the Northeast DBTAC held two day-long training sessions in Puerto Rico. Original training materials covering all titles of the ADA were provided by Cornell University, and additional materials were provided by the Center. The Northeast DBTAC continues to provide technical assistance, specialized referrals, and informational materials to callers from Puerto Rico.

Puerto Rico Year Three Plans:

A collaborative effort among four agencies will serve the needs of the Caribbean satellite program. The two agencies that originally submitted proposals (which were subsequently revised), Movimiento Alcance Vida Independiente (MAVI) and Asociacion de Padres Pro Bienestar de Ninos con Impedimentos de Puerto Rico, Inc. (APNI), will work together with Association of Persons with Disabilities, Inc.; Centro de Artesanias Cotui (Cotui); and Escuela Alfarera El Cemi, Inc. (El Cemi) to provide training, technical assistance, information dissemination, and outreach activities. In Year Three, a coalition of organizations will serve as the satellite for the Puerto Rico/Virgin Islands area. They will conduct training activities with the assistance of Cornell University.

Outreach activities planned for Puerto Rico include: press releases regarding the establishment of the Puerto Rico satellite to members of Puerto Rico's legislature, local

newspapers, and local television stations, as well as bulk mailings to service providers, public and private agencies, and consumers. Articles will be prepared for distribution in area newsletters and newspapers. Public information displays will be held whenever possible, and the satellite will conduct informational workshops to service providers, employers, and individuals with disabilities. The satellite will also utilize the Trace Cooperative Service Directory to maintain information on local service providers and expert resources.

VIRGIN ISLANDS

In the Year Two, the Northeast DBTAC organized training activities for the Virgin Islands areas with the assistance of the Virgin Islands Coalition of Citizens with Disabilities / Dial - A - Ride. The Center also provided materials for this training, and participated in a site evaluation for barrier removal.

Virgin Islands Year Two Activities and Accomplishments:

The Northeast DBTAC conducted two day-long training sessions in the Virgin Islands. Staff also participated in a site evaluation and a television interview. The Northeast DBTAC referred the Virgin Islands Department of Justice to the Equal Employment Opportunity Commission for training assistance when staff were unable to conduct training on very short notice. The Center did however, provide training materials for this event.

Virgin Islands Year Three Plans:

In Year Three, the Puerto Rico satellite will be responsible for training, information dissemination, and provision of technical assistance for the Virgin Islands. Cornell University will assist with training activities, and United Cerebral Palsy Associations of New Jersey will assist in outreach activities like bulk mailings. UCPA/NJ will also be responsible for building the resource directory for the Virgin Islands.

Special Projects

Public Service Announcements:

The primary goal of this project is to advertise broadly the ADA and the national 800 telephone line set up to access regional DBTACs by: (a) developing and producing a series of television and radio public service announcements on the ADA; (b) developing and implementing a public service campaign that reaches the public in New York, New Jersey, Puerto Rico, and

the Virgin Islands; and (c) distributing the PSA series to interested DBTACs nationally, on request. These three components are discussed separately below.

a) Develop a campaign theme and direction, concept, logo, and slogan: First, project staff and subcontractor jointly developed a theme and direction for the public service campaign. This theme encompasses an overall marketing strategy that emphasizes key aspects of the ADA; highlights how to get information about the ADA (i.e., via the 800 national telephone line that accesses the regional DBTACs); and incorporates a logo, slogan, and overall marketing concept that is designed to make each of the components of the campaign clearly recognizable.

b) Develop the scripts and produce six 30-second television PSA's, and twelve 30-second radio PSAs: Based on the campaign theme and concept, a series of six 30-second television PSAs and twelve 30-second radio PSAs were produced. Each PSA is of broadcast quality, using original music and graphics. All PSAs are produced in English and Spanish versions. Each PSA includes: illustrations of the ADA as it affects individuals with a broad range of disabilities and from various cultural/ethnic backgrounds; various illustrations of the ADA as it affects employment and public accommodations; logo, slogan, and other distinguishing features; advertisement of the NIDRR Initiative's national 800 phone line; the equivalent of open captioning.

c) Make copies of the PSAs and PSA campaign plan available to DBTACs nationally, on request: As indicated above, the PSAs are generic in that they illustrate culturally/ethnically diverse individuals who have a range of disabilities, illustrate diverse features of the ADA, advertise the national 800 phone line that accesses regional DBTACs, and include nothing specific that earmarks them as representing Region II or the Northeast DBTAC in particular. For this reason, it is anticipated that the PSA series will be highly useful to all other DBTACs across the country. Each DBTAC is to receive broadcast quality copies of the PSA series and accompanying materials.

Centers for Independent Living Outreach:

The Centers for Independent Living (CILs) throughout Region II are active both in advocating for people with disabilities and educating them about the Americans with Disabilities Act. However, most of their activities with regard to the ADA are conducted by individual CILs based on available funds. The CILs offer the potential for dramatically increasing the education and outreach on the ADA throughout the Northeast region. The Northeast DBTAC proposes to support activities of the CILs with the:

- 1) Establishment of a CIL-ADA committee that will set goals for collaborative action with regard to education, advocacy, and outreach on the Americans with Disabilities Act. This committee will be comprised of representatives of the CILs throughout the region.
- 2) Development of a plan of action that prioritizes the activities to be undertaken by the Independent Living Centers. This will be the responsibility of the CIL-ADA committee.
- 3) Provision of necessary support by the Northeast Disability and Business Technical Assistance Center to carry out those activities designated by the CIL-ADA committee as their funding allows.

Each CIL in the Northeast Region will be given an opportunity to participate in the process. Members of the CIL-ADA committee will be selected by each State's Independent Living Governing Board or equivalent. The CIL-ADA committee will have four members from New York, three from New Jersey, and one representing Puerto Rico and the Virgin Islands. The overarching goal of the CIL-ADA committee will be to enhance education, advocacy, and outreach on the Americans with Disabilities Act through the regions' Centers for Independent Living. The specific goals and activities of the committee will be drafted and discussed within the first quarter of the 93-94 fiscal year. Activities supported by the Northeast DBTAC and conducted by the CILs will begin in the second quarter and will continue through the remainder of the year.

A report, detailing the specific goals and activities of the CIL-ADA committee, will be compiled at the end of the fourth quarter for dissemination to other DBTACs around the country and other interested parties. The Northeast DBTAC will provide fiscal oversight and support to all aspects of this project.

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Mid-Atlantic Disability and Business Technical Assistance Center (States of DE, DC, MD, PA, VA, WV)

Center Organizational Affiliations and Staffing:

The supervision and fiscal management of the Mid-Atlantic Center is performed by the Endependence Center of Northern Virginia. The Mid-Atlantic Center's staff is responsible for the Mid-Atlantic Center's day-to-day operation and consists of: incumbent Project Director David Sharp, Information Specialist Wesley Young, Director of Finance Anthony Okoro, and an Administrative Assistant.

To better reach all interested and affected parties in Region III, Outreach Coordinators were located in selected States. One Coordinator served Pennsylvania and Delaware, and another Coordinator served West Virginia. Staff of the Mid-Atlantic DBTAC served Virginia, Maryland, and the District of Columbia directly. Each State Coordinator was responsible for providing general information about the ADA, developing and coordinating local technical assistance resource pools, participating in and marketing training on the ADA, and developing and implementing public information programs set at a State level.

DELAWARE

The Delaware Coalition has been supported by the Mid-Atlantic DBTAC since its beginning on 2 April 1992. The activities of the Delaware Coalition have been comprised of trainings on Title I, II, III. Some of the organizations involved in the Coalition are: HANDI, Better Business Bureau of Delaware, DuPont, Governor's Committee on Employment of People with Disabilities, NCC Parks & Recreation, DE-MD Paralyzed Veterans of America, Commission of Veterans Affairs, Goodwill Industries, and the Architectural Accessibility Board

Delaware Year Two Activities and Accomplishments:

The Mid-Atlantic DBTAC offered education, information, materials, training services, technical assistance to the Delaware Coalition. Three ADA educational courses have been designed and presented to Wilmington College. Members of the Coalition participated in six television/radio media interviews and wrote articles for numerous publications. The Center assisted the Delaware Coalition in training over 2,000 people. Workshops and trainings were presented to the following groups: Delaware Association for the Deaf and Hard of Hearing,

United Cerebral Palsy, Governor's Advisory Council on Aging, Del BOA, Architectural Access Board, County/State Chambers of Commerce, post-secondary schools, Division for Visually Impaired, and Department of Health and Social Services.

Delaware Year Three Plans:

The Mid-Atlantic DBTAC will assist the Delaware Coalition with several trainings scheduled for the early part of next year. A listing of several trainings/workshops for an estimated 350 participants to take place between January and March include: Senior Citizens Organization, Delaware Association for the Deaf, County Police Departments, Division of Libraries, and the Department of Health & Social Services. There will be an ongoing assessment of needs and methods of providing solutions, as well as additional mechanisms established to implement the ADA throughout Delaware. These tools will provide the Mid-Atlantic DBTAC with resources and information to assist in the expansion of its dissemination and public outreach efforts.

PENNSYLVANIA

In Year Two, the Mid-Atlantic DBTAC has worked with several organizations in Pennsylvania promoting technical assistance to small businesses and employers. These specific organizations include: March of Dimes Birth Defects Foundation, Muscular Dystrophy Association, National Multiple Sclerosis Society, Pennsylvania Association for Children and Adults with Learning Disabilities, Pennsylvania Association for the Blind, Pennsylvania Association of Community MH/MR Providers, Pennsylvania Association of Resources for People with Mental Retardation, Pennsylvania Council of the Blind, Pennsylvania Easter Seal Society, and the Pennsylvania Society for the Advancement of the Deaf.

Pennsylvania Year Two Activities and Accomplishments:

The DBTAC utilized associations to transmit and disseminate ADA information. Four key associations -- hotels, restaurants, food stores, and physicians -- have co-sponsored numerous ADA seminars throughout Pennsylvania. The Mid-Atlantic DBTAC also managed to get articles in virtually every newspaper in Pennsylvania. Every Better Business Bureau newsletter covered the ADA. ADA materials were disseminated in bulk mailings and informational workshops to the following organizations: Area Agencies on Aging; University of Pittsburgh; Pittsburgh Hearing, Speech and Deaf Services; United Way of Western Pennsylv-

nia; Office of Vocational Rehabilitation; Washington Chamber of Commerce; NAACP; Pennsylvania Coalition of Citizens with Disabilities; and Pennsylvania State Centers for Independent Living.

Pennsylvania Year Three Plans:

A Statewide training session will be held during the latter part of the year for executives of Chambers of Commerce, representatives of disability organizations, and government agencies with disability responsibilities, as well as other business organizations. It is hoped that this event will attract no fewer than 150 business representatives and will be offered at no cost to the attendees. The training will cover the requirements and latest information about Titles II and III. Accessibility guidelines and other materials will be distributed to all attendees.

The Mid-Atlantic DBTAC will also conduct several bulk mailings to disability organizations in an effort to further maximize the cross-disability, cross-cultural, and business representation of the distribution audience in Pennsylvania. These organizations include: Community Resource for Independence, Pennsylvania Coalition of Citizens with Disabilities, Pennsylvania Council of Alcohol Problems, State and Local Disabilities Committees/Commissions, Pennsylvania Public Health Association, and Pennsylvania Industries for the Blind and Handicapped.

WEST VIRGINIA

In West Virginia, the Mid-Atlantic DBTAC is working with the Mountain State Center for Independent Living in co-sponsoring workshops and training activities. Assistance for information dissemination, trainings, and outreach is provided by the Regional staff. West Virginia CIL has taken a lead role in coordinating ADA activities. Presentations have been made to community groups, State agencies, individuals with disabilities, and small businesses.

West Virginia Year Two Activities and Accomplishments:

The State Coordinator is in the process of forming a Statewide Coalition to implement fully the ADA. Trainings and workshops are co-sponsored bi-monthly with the Mid-Atlantic DBTAC. It is the mission of the Center to provide information, materials, technical assistance, and ADA education to West Virginia.

West Virginia Year Three Plans:

The DBTAC plans to provide extensive information about the general types of public outreach activities and specific events for West Virginia. A collaborative effort among the Mid-Atlantic DBTAC, West Virginia Centers for Independent Living (CILs), and area business will serve in providing ADA information through the use of bulk mailings, press releases, newsletters, public speeches, and television/radio appearances.

VIRGINIA, MARYLAND, DISTRICT OF COLUMBIA

The staff of the Mid-Atlantic DBTAC directly serves Virginia, Maryland, and the District of Columbia. Yearly objectives include providing general information about the Americans with Disabilities Act, developing and coordinating local technical assistance resource pools, participating in and marketing training on the Americans with Disabilities Act, and developing and implementing public information programs set at a State level. Members of the resource pools include individuals/entities like: rehabilitation engineers, architects, representatives of independent living programs, management analysts, designers and engineers, service providers, and representatives of organizations of and for individuals with disabilities.

The Mid-Atlantic DBTAC provides direct technical assistance to members of local disability and business communities. For this reason, it is essential that a solid core of State resources are available to help implement the ADA in concrete and practical ways. These resource pools are comprised of experts in public and job accommodations as well as various disability and business-related fields.

Virginia, Maryland, District of Columbia Year Two Activities and Accomplishments:

During this past year, training has been provided to over 400 individuals by the Mid-Atlantic DBTAC. Examples of groups that have been trained by the Mid-Atlantic Regional Staff include: Engineers and Surveyors Institute (ESI), The American Bar Association, American Institute of Architects of Northern Virginia, Electronic Industry Foundation, Property Management Association, United Nations USIA, National Health Council, National Association of Airport Executives, National Property Management Association, Department of Defense Personnel Managers (from throughout the U.S.), and the Remodeling Contractors Association of America (RCAA). In Virginia, seven trainings in six months with 262 attendees have been conducted, with emphasis on training education and business community groups such as ESI, RCAA, trade associations, and local Chambers of Commerce. Five presentations in Maryland

and the District of Columbia have been given to local groups, once again emphasizing smaller communities and the smaller organizations of businesses. In addition, speakers are frequently being called upon to present at national meetings being held in Southern Maryland.

The Endependence Center newsletter was disseminated widely, half of the nineteen- page newsletter contained ADA and DBTAC information. The Regional Center has disseminated the newsletter using various vehicles. The Mid-Atlantic DBTAC also prepared three press releases in the first six months of Year Two. The first press releases announced the services of the Mid-Atlantic Disability and Business Technical Assistance Center to State coordinators, who play a strong role in informing their States of the existence and role of the Regional Center. At least six State-directed press releases have been prepared and released by the staff or State coordinators by the end of this fiscal year.

Regional staff and State coordinators attended trainings and meetings held throughout the Region. Forums such as State association meetings, trade meetings, and Chamber of Commerce meetings were targeted. State meetings of grassroots disability groups were also targeted. Meetings were held with CILs in West Virginia, Virginia, Pennsylvania, and the District of Columbia.

Virginia, Maryland, District of Columbia Year Three Plans:

Establishment of ADA State Affiliates in each State of Region III will be completed. Proposals and agreements are being finalized. These Affiliates are located within the selected agencies and work, with the help of the Mid-Atlantic DBTAC, to identify local dissemination networks and to develop local resource people for the communities in their States. Because this project intends to facilitate communication between disability organizations and the business community, much of the information dissemination is taking place at the State level. The Mid-Atlantic DBTAC channels updated information about the ADA to the Affiliates, who then distribute it to local business entities, employers, persons with disabilities, and other involved parties. The Affiliates assist in identifying dissemination networks presently existing in each State and provide that information to the Regional office. Affiliates provide direct technical assistance to members of their local disability and business communities.

The Affiliates also provide the Mid-Atlantic DBTAC with information necessary to plan trainings: State meetings of business or disability organizations, community groups seeking training, additional resources available in the State for training. Information on ADA-related activities being conducted by other groups within the State is readily available through the

Affiliates. The Mid-Atlantic DBTAC will continue to work closely with Regional Affiliates to review all training opportunities within their States. Each State coordinator will submit a monthly report that will include information on training opportunities.

Dissemination vehicles for Cooperative Resource Directory questionnaires, presently in place within Region III, will continue to be identified. Regional staff will use the information to expand the resource list and in the development of a guide to dissemination. Regional staff will provide direct technical assistance requested by all effected parties. With the Cooperative Resource Directory, and with updated information, the State Affiliates should have the capability to obtain any required technical assistance or refer the requestor to the actual resource listing. Listing items will include the identification of the parameters of the technical assistance that can be provided, the ability to access the resource, and any cost for receiving the technical assistance.

Southeast Disability and Business Technical Assistance Center (States of AL, FL, GA, KY, MS, NC, SC, TN)

Center Organizational Affiliations and Staffing:

The Southeast DBTAC is a joint initiative of the United Cerebral Palsy Associations, Inc. (UCPA) and the National Alliance of Business (NAB). This effective partnership between the disability and business communities has enabled project staff to take advantage of existing networks throughout the eight States in the Southeast and build upon the capacity of ADA efforts already underway. The daily operations of the regional office are conducted by five staff, some of them part-time, including Project Director Shelley Kaplan, Training & Technical Assistance Coordinator Linda Priest, Business Liaison Tom Rafferty, Information Specialist Joan Rush, and Administrative Assistant Amy Oliveras.

Center Year Two Activities and Accomplishments:

During Year Two, the highest priority was given to providing telephone technical assistance. Regional staff responded to over 10,500 telephone and written requests for information and technical assistance. It is worth noting that the quality of DBTAC responses to complex or very technical questions was aided by improved ease of access to the Federal agencies of jurisdiction. Different DBTAC staff developed particular areas of expertise, and each provided telephone technical assistance. In addition, the Training and Technical Assistance Coordinator coordinated requests for training to specific target groups, the Business Liaison conducted specific outreach to key regional business representatives, and the Project Director recruited the appropriate Resource Associate, obtained information on key stakeholders, assessed current State capabilities, and gained insight for future directions. Consequently, of the non-administrative time spent by the Regional staff, 75% of staff resources were applied to training, technical assistance and identifying important stakeholders, which approximately 25% devoted to the coalition building goal. It is expected that this 25% will increase yearly through the remainder of the grant period as increased staff resources are invested in strengthening State coalition capabilities.

Coalition Building

Diverse efforts and activities to implement the ADA are being carried out by multiple entities in each State. Year Two focused on approaches to bringing these entities together in common purpose within the framework of the DBTAC's original proposal. During Year Two the Regional Center implemented an approach that it considered necessary to stimulate and develop State coalitions. This approach was the identification in each State of a "DBTAC Resource Associate" with in-State knowledge and personal commitment to accomplishing DBTAC objectives. The DBTAC developed a position description to recruit candidates and assess nominations by ADA interest groups in each State. Budget limitations required that the Resource Associate be essentially a volunteer, although a small stipend to defray extraordinary expenses was provided from grant funds. The geography alone argued the necessity for having a State-based person to help the DBTAC carry out its plan.

Training Activities & Information Dissemination

Staff and budget limitations required that training conducted and conferences participated in be selected for strategic impacts, rather than simply responding to random miscellaneous requests. The DBTAC's strategic approach was to satisfy "routine" requests by identifying and referring to in-State resources where appropriate as the initial step to enhancing State coalition visibility. This approach was also one of the reasons the DBTAC invested time in building a regional network of DREDF-trained individuals as well as conducting training for the Resource Associates and others. Significant training activities undertaken by Regional Center staff in Year Two included events for groups like: Directors of State Employment Security Commissions, University/College Administrators for Offices of Disability Services, IRS District Counselors, Epilepsy Foundation, Regional Association of Libraries, Department of Labor, Tennessee Valley Authority, Southeastern Partnership Conference, Southeastern Meeting Planners Association, Southeastern Parks & Recreation, Southeastern Retail Association, Olympic Organizing Committee, and a Regionwide three-day ADA training for Service Providers and Disability-interest groups.

The most economical way for the Southeastern DBTAC to satisfy general and special audience needs for training was found to be through audio teleconferencing. The Regional Center conducted three audio teleconferences, attracting a total of 1,000 participants from all Southeastern eight States. This format provided an opportunity not only for training and technical assistance, but to make the Regional Center and the Resource Associate more

visible in each State with key organizations and interests. Similarly, distribution of three issues of the *ADA Pipeline* newsletter to 4,500 readers was designed to benefit the Resource Associate's identification with the DBTAC and thus facilitate communication of coalition building objectives. The Regional Center also conducted an on-site meeting in Atlanta with its Resource Associates, and invited Region IV's ADA Implementation Network participants for the purposes of co-training and networking with DBTAC Resource Associates, as well as strengthening relationships with the disability community.

Monthly information packets were distributed to key organizations and interests, including the ADA Implementation Network participants and DBTAC Resource Associates. These were designed to further DBTAC and Resource Associate purposes and objectives and provide current ADA-related information in a timely manner. A mailing to Congressional staff was also completed to inform them about services available from the Southeast DBTAC. In summary, the Regional Center made significant progress in communicating its constructive, supportive attitude toward ongoing ADA efforts, and in reducing the initial misperceptions of the DBTAC as a competing rather than cooperating entity and as a potential source for "limitless funding" of ADA activities for disability interest organizations.

ALABAMA

The Resource Associate selected in Alabama (Judy Matthews) is the Director of a grass roots organization, Access Unlimited. The selection process was conducted with the cooperation of UCP of Greater Birmingham, Division of Vocational Rehabilitation, Independent Living Center of Alabama, the Governor's Committee on Employment of Persons with Disabilities, Alabama's Disability & Advocacy Program, and the PAIR Project.

Center Year Two Activities and Accomplishments:

The Resource Associate, who was provided with in-kind office space by the Division of Vocational Rehabilitation, conducted three on-site meetings of the ADA Coalition organizing group for orientation, planning, and identification of existing ADA interests and capabilities for taking leadership positions to accomplish essential functions. Areas of specialized expertise were identified, and training and technical assistance were provided by the DBTAC. UCP of Greater Birmingham targeted training to daycare providers and professional associations; ILC of Alabama targeted training to individuals with disabilities and their families; Alabama Disabilities Advocacy Program targeted training to local

attorneys, advocates and individuals with disabilities and also developed an ADA Resource Guide" to help communities locate resources to assist in ADA compliance efforts; Alabama's Division of Rehabilitation Services and the Governor's Committee targeted training to small and mid-sized businesses. Participating organizations disseminated DBTAC-provided information to multiple and diverse networks via their own newsletters and information bulletins, as well as in response to individual requests. Each participating entity expressed a commitment to advocate and to empower people with disabilities.

Center Year Three Plans:

During Year Three the group will focus initially on identifying barriers to ADA implementation and then conduct activities in accordance with the five essential functions. An emphasis on outreach to rural communities, minority groups, and small businesses will be part of the Statewide coalition's plan. UCPA of Greater Birmingham will serve as the fiscal agent.

FLORIDA

The Director of Marketing for Abilities Incorporated of Florida (Jack Humburg) serves as the Resource Associate. This continues the DBTAC's relationship with this widely respected private, non-profit enterprise with a history of service to business and persons with disabilities.

Florida Year Two Activities and Accomplishments:

The DBTAC and its Florida Resource Associate have earned a good reputation in Florida as a valuable resource. Florida produces the greatest number of requests for DBTAC assistance. Abilities Inc. conducted over 100 ADA-related seminars and workshops to small and mid-sized businesses and State and local governments. Information provided by the DBTAC has been re-packaged into quarterly "NewsFlashes" disseminated to its network of over 150 disability-interest organizations and agencies. The DBTAC Resource Associate responded to an average of 80 inquiries per month for information and technical assistance from diverse target groups. A DBTAC Regional Advisory Council member (representing Marriott Corporation) is supporting the coalition building effort by mobilizing a network of business leaders committed to facilitating ADA implementation. Initial inroads into the Hispanic community have been made via Nova University.

Florida Year Three Plans:

Abilities Inc. plans to develop its relationship with the newly formed ADA Coordinating Council established by the Governor. This consortium will have as a primary focus the dissemination of current ADA information to local consumers, business, and rehabilitation providers throughout the State, and building partnerships with other disability-interest groups. Abilities will convene a meeting of individuals interested in assisting with the overall purpose of the DBTAC grant and will develop a strategy for putting capability in place to perform the five essential functions.

In addition, Abilities will work with NIDRR-funded Technology Related Project personnel to enhance capacity in the existing four technology demonstration centers across the State to provide information and technical assistance and to develop a plan to enhance grass roots participation throughout Florida. Nova University will be further explored as an organizing channel to the Hispanic Community.

GEORGIA

The Georgia Association of Rehabilitation Facilities (GARF) continued in its originally designated role as a State Center. The DBTAC's Project Director and the Chair of GARF's ADA task force (Karen Howard) developed a cooperative working relationship during the course of the year. Due to GARF's limited staff and resource capability, the DBTAC recruited and provided support to a business person with a disability (Sherman Lublin) to augment the building of GARF's ability to provide Statewide leadership on ADA implementation and coalition building efforts in Georgia.

Georgia Year Two Activities and Accomplishments:

GARF developed a training program supportive of ADA implementation among its rehabilitation agency members. Monthly information packets were disseminated to GARF members and repackaged for further market penetration at the local level. One of the DBTAC's activities in Georgia is the "ADA Exchange", an informal information-sharing network of diverse disability interests which meets monthly at the Regional Center.

The DBTAC regional staff also attended well over 125 meetings with groups, task forces and interests to promote DBTAC visibility and establish relations for future development. Ties with the Hispanic community were also strengthened via Atlanta's Hispanic

Chamber of Commerce. As expected, the volume of inquiries and requests for DBTAC services from Georgia was high, second only to Florida.

Georgia Year Three Plans:

The DBTAC is rethinking its Year Three plans for Georgia. This State presents a special need and opportunity for the DBTAC itself to take the leadership role in facilitating the building of a Statewide coalition among the large number of public and private organizations and interests. The DBTAC has established communication channels and/or working relationships with most of the State's highly independent-minded entities. Year Two experience suggests that the DBTAC is better situated to carry out the facilitative and leadership role to promote the common interests and perceptions necessary for developing an effective coalition.

KENTUCKY

The DBTAC continues to work with a Resource Associate (Jerry Wheatley) who serves as the Information Specialist for the Bluegrass Technology Center and the KATS Project (the NIDRR-funded Statewide Assistive Technology program).

Kentucky Year Two Activities and Accomplishments:

During Year Two, Kentucky Educational Television provided ADA information dissemination opportunities as a result of facilitative work done in Year One by the DBTAC. Another major accomplishment was the Resource Associate's facilitation of DBTAC ties with the Special Assistant to the Governor for disability affairs. The DBTAC jointly participated in programs to address the ADA. This gubernatorial commitment to assuring the spirit and letter of ADA is implemented in all State departments, and is a vital step toward long-term ADA implementation in Kentucky. In Louisville, the key city of Kentucky, a separate ADA initiative, involving significant business, public agencies, and community groups has been undertaken to facilitate ADA compliance.

Kentucky Year Three Plans:

The DBTAC's immediate objective is to extend the Louisville approach to other areas in the State. This will be a subject of an upcoming meeting with the Special Assistant to the

Governor at the State capitol. This report is being prepared prior to this scheduled visit in Frankfort to design the next steps in building a Statewide coalition.

MISSISSIPPI

The DBTAC established a partnership with the Mississippi Coalition for Citizens with Disabilities. The Coalition is comprised of thirty disability groups and has over 3,500 affiliated members. The Coalition succeeded the original DBTAC-designated "State Center," whose staff capability was eliminated due to State budget decisions. The Coalition was formed as a unifying force for the agencies, organizations, groups, and individuals who represent and/or advocate for people with disabilities, and it has a history of advocacy and partnership building.

Mississippi Year Two Activities and Accomplishments:

During Year Two the Coalition conducted a State-wide ADA conference for its members and the general public. In-State regional teams were formed, with sites strategically located across the State. The first team received in-depth training by trainers of the DBTAC-formed ADA Implementation Network. The Coalition, which has offices in Jackson, has established itself as a Statewide resource for ADA compliance and a support mechanism for developing and maintaining the work of the regional ADA teams. The Coalition's ADA Coordinator provided assistance in scheduling training, maintained an information clearinghouse, and disseminated materials, publications, and supplies.

Mississippi Year Three Plans:

During Year Three the Coalition will continue training and other ongoing activities according to a well-thought out approach.

NORTH CAROLINA

The DBTAC's Resource Associate (Bill Brantley) is a business person with a disability who works closely with the former Executive Director of the North Carolina Governor's Advocacy Council.

North Carolina Year Two Activities and Accomplishments:

The Resource Associate worked cooperatively with the Governor's Advocacy Council to co-host a training and networking seminar in conjunction with the Governor's Committee Annual Award luncheon in which the DBTAC staff participated.

North Carolina Year Three Plans:

The DBTAC will work closely with the Resource Associate during Year Three to accomplish this objective. The Governor's Advocacy Council has invited the DBTAC to participate in a day-long training, using the teleconference capability of the Community College System and targeting the disability community. The Resource Associate has also developed an ambitious plan for training business owners and other private sector representatives in a seminar series covering the State's geography.

SOUTH CAROLINA

A key staff member (Regina Ratterree) of the Employment Security Commission (ESC) served in Year Two as the Resource Associate for South Carolina.

South Carolina Year Two Activities and Accomplishments:

Year Two ADA-related information was incorporated into three ESC mailings and each was disseminated to over 76,000 employers. An agency referral list was developed in cooperation with key organizations providing ADA-related services, including the Division of Vocational Rehabilitation, the Governor's Committee on Employment of People with Disabilities, and the Division of Blind Services. Multiple training sessions were conducted by these agencies in an effort to build Statewide capacity to facilitate ADA compliance. ESC responded to a monthly average of 75 requests for information and technical assistance, primarily from the small business community and people with disabilities seeking employment. The ESC also sponsored the Region IV Job Service Employer Committee conference at which ESC provided agenda and meeting opportunities for DBTAC staff and purposes.

South Carolina Year Three Plans:

The South Carolina ESC's activities and progress will be held out as a model to other ESCs in the states of the region. Connections will be explored with the State University System, and involvement will be sought from the State Division of Vocational Rehabilitation,

and Job Services Officers. Year Three plans also include outreach to the new Center for Independent Living.

TENNESSEE

A partnership was established by the DBTAC with the Developmental Disabilities Council's Statewide ADA Project operated by the Coalition for Tennesseans with Disabilities. This project was an effective agent for coordinating the efforts of public and private disability groups and constituencies in Tennessee, through its Task Force on the ADA.

Tennessee Year Two Activities and Accomplishments:

During Year Two, the Coalition established itself as a Statewide clearinghouse for ADA information and responded to average of 600 requests per month for information and technical assistance. In-depth workshops were conducted for major tourist attraction personnel (Dollywood, Pigeon Forge, Opryland), and individualized compliance trainings were targeted to small and mid-sized businesses on an average of 10 per month. An intensive two-day training was provided to build the capacity of nine Local Affiliates to serve as ADA facilitators at the local level. The ADA Project also initiated a Statewide public awareness campaign comprised of extensive newspaper and television coverage on benefits of ADA compliance.

Tennessee Year Three Plans:

During the third year the DBTAC will work collaboratively with the Coalition's ADA Project by linking networks familiar to both UCPA and NAB to strengthen Coalition efforts. The ADA Project will continue to provide information, technical assistance, and training based on need and engage in further capacity-building activities with its nine affiliates. Each affiliate will be provided with an indexed ADA library including publications and training materials. An ADA's speaker's bureau will be formed.

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Great Lakes Disability and Business Technical Assistance Center (States of IL, IN, MI, MN, OH, WI)

Center Organizational Affiliations and Staffing:

The Great Lakes DBTAC is housed within the University Affiliated Program in Developmental Disabilities (UAP) at the University of Illinois at Chicago. The Center is organized as a community service special project within the UAP under the overall direction of David Braddock, Ph.D. The University provides 800 square feet of space for operation of the Center, as well as administrative support. The University Affiliated Program contributes 10% of Dr. Braddock's time as Project Director and 5% of the time of Project Coordinator Robin Jones in addition to administrative support for the Center's activities.

The Great Lakes DBTAC has taken a decentralized approach to administering technical assistance in Region V. Funds are divided between the coordinating office and six State Steering Committees according to function. The Regional Center operates, and coordinates the provision of technical assistance via the national 800 number. In addition, the Center coordinates the dissemination of materials in response to requests which are generated via the 800 number. Each of the State Steering Committees has designated a fiscal agent and one or more organizations within its State to receive a supply of materials produced by the government for dissemination, and it coordinates those efforts locally through training and technical assistance activities.

The Regional Center consists of three primary and two support staff housed at the University of Illinois at Chicago. Primary staff include Project Coordinator Robin Jones and Technical Assistance Specialists Barbara Uniek and Doug Anderson. The Center also employs an Administrative Assistant and a student clerical employee, and each of the six State Steering Committees is provided funds to support staff who the Committees utilize in carrying out their activities. The Regional Center staffing is organized around function. Due to the high volume of calls received by the Center on a daily basis, the Technical Assistance Specialists have primary responsibility to manage telephone inquiries as well as maintain contact with the Federal agencies regarding clarification of regulations and new information coming forth regarding ADA compliance. The Center's information dissemination efforts are coordinated by the Administrative Assistant and a student clerical employee.

The State Steering Committee Chairs met twice during the past fiscal year. The meetings were held in November 1992 and June 1993. The purpose of these meetings was to provide an opportunity for sharing information between States as well as to provide a forum for educating and training the State Chairs. In prior years attendance at these meetings had been limited to the Chairs of the State Steering Committees. Due to the response received from the State Chairs and requests from members of the State Steering Committees, the meetings were expanded to include all interested parties from the State Steering Committees. Participation in these meetings was supported through the sub-contract agreements the Center had with the State Steering Committees.

The Great Lakes DBTAC staff continue to coordinate the Center's technical assistance efforts via our toll-free number. In addition, the Center coordinates the distribution of materials supplied by the Federal government agencies. State Steering Committees maintain a supply of materials for local distribution which is primarily accomplished via training activities they undertake. Education and training responsibilities are shared between the Great Lakes Center and State Steering Committee Members. The Center utilizes State Steering Committee members as local resources for speakers in addition to promoting training through activities organized by the State Steering Committees. The State Steering Committees serve as the central resource for local information regarding State laws affecting people with disabilities as well as local resources to assist with ADA compliance (i.e. consultants, products, etc.).

The Great Lakes DBTAC developed and disseminated four quarterly newsletters during the past fiscal year. The newsletter has become a principal means of communication to entities which utilize the services of the Center. Over 2,500 persons receive the newsletter in addition to those distributed via training and education events.

ILLINOIS

The State Steering Committee leadership was shared by a member of the business community and a representative of the disability community. Membership of the State Steering Committee was expanded to increase representation from the business community. The current membership consists of 15 members: 4 members representing business, 6 members representing various disability advocacy organizations (cross disability), and 5 members representing State and local government. The Steering Committee has selected the

Coalition of Citizens in Illinois as the fiscal agent, and supports a half-time staff person housed at the Coalition.

Illinois Year Two Activities and Accomplishments:

Two one-day training sessions were conducted for the ADA Coordinators of State Agencies. Training sessions were coordinated with the Governor's Office ADA Coordinator. Over 60 agencies were represented at these training sessions, with a total of 200 persons attending. The training sessions were held in Chicago and Springfield. Twenty additional training sessions were sponsored throughout the State. Sessions were coordinated by local disability advocacy organizations. Target audiences for the training sessions were members of the business and disability communities. The trainings were held in various geographic locations throughout the State. Staff funded through the State Steering Committee participated in 36 training sessions throughout the State of Illinois. The training included all titles of the ADA. Targeted audiences included persons with disabilities, business, and government agencies.

Four meetings of the State Steering Committee were held during the fiscal year. Meetings were attended by 80% of the Steering Committee members. A total of 460 technical assistance calls were handled by staff funded through the State Steering Committee. Technical assistance calls primarily dealt with Illinois laws regarding disability discrimination and their interaction with the ADA. Altogether 150 referrals were made by staff funded through the State Steering Committee. Referrals were made to Centers for Independent Living and other advocacy organizations providing ADA services, as well as to architects and consultants specializing in the various Titles of the ADA. The Steering Committee co-sponsored two conferences on Alternative Dispute Resolution. One session was held for members of the business community and another for persons with disabilities.

Illinois Year Three Plans:

The Illinois State Steering Committee has developed a plan for Year Three which includes: 1) providing three training sessions throughout the State of Illinois targeted for people with cognitive disabilities and their families regarding individual rights under the ADA; 2) developing, disseminating, and compiling the results of a survey regarding the completion of transition plans and self-evaluations for elementary and secondary education facilities in collaboration with the Illinois Department of Education; 3) development of a

resource packet for retail establishments regarding ADA obligations and its dissemination through the State Chamber of Commerce; 4) dissemination of ADA materials available in Spanish to organizations which serve individuals with disabilities in collaboration with the Illinois Department of Rehabilitation Services; 5) continuation of local technical assistance services through the Coalition of Citizens with Disabilities in Illinois.

INDIANA

The State Steering Committee leadership has remained the same during the second year of operation. Membership of the State Steering Committee was expanded to increase representation from the business community. The current membership consists of 18 members: 5 members representing business, 9 members representing various disability advocacy organizations (cross disability), and 4 members representing State and local government. The Steering Committee has selected the University Affiliated Program (UAP) at the University of Indiana as the fiscal agent and supports a half-time staff person housed at the University.

Indiana Year Two Activities and Accomplishments:

A part-time staff person was hired to support Steering Committee activities. Five ADA Summits were coordinated and implemented throughout the State to assess ADA implementation in Indiana, as well as to provide a forum for education regarding the ADA. Summits were held in four different geographic locations and attended by members of the business, government, and disability communities. Training activities were coordinated with the State ADA Training Network funded by the Indiana Governor's Planning Council for People with Disabilities and operated by the Indiana Resource Center for Independent Living. Requests for training were referred to members of the training network.

A relationship was developed with the University of Indiana Statewide Information and Referral Service for People with Disabilities to include ADA information as part of their services to the State library network, as well as to establish resources for ADA related services and products.

Indiana Year Three Plans:

The Indiana State Steering Committee has developed a plan for Year Three which includes: 1) development of a Statewide Directory of ADA Resources and a Calendar of

ADA Training Events; 2) completion of the ADA Summit series begun during Year Two and compilation of the data; and 3) collaboration with the ADA projects funded through the Indiana Department of Rehabilitation Services and the Indiana Governor's Planning Council for People with Disabilities to provide training and technical assistance throughout the State.

MICHIGAN

The State Steering Committee leadership has remained the same during the past year. The Chair's position is shared by a representative of State government and a representative of the disability community. Membership of the State Steering Committee was expanded to increase representation from the business and government communities. The current membership consists of 25 members: 9 members representing business, 10 members representing various disability advocacy organizations (cross disability), and 6 members representing State and local government. The Steering Committee has selected the Michigan Protection and Advocacy Agency as the fiscal agent.

Michigan Year Two Activities and Accomplishments:

The Steering Committee sponsored two "Phase One" two-day ADA training sessions for members of the disability community and organizations that represent persons with disabilities. Over 125 people participated in these training sessions. This concluded the last of five "Phase One" training scheduled during Years One and Two. Two "Phase Two" two-day ADA training sessions were also sponsored for participants of the "Phase One" training. Focus of the training was employment, public accommodations, Alternative Dispute Resolution, and ADA updates. The Steering Committee sponsored two conferences for members of the business community regarding the ADA and Workers Compensation. The training sessions were held in the Lansing and Detroit areas.

A total of 5,000 Better Business Bureau pamphlets were distributed to various sectors of the business community. This activity was supported by the Michigan Society of Employers, General Motors Corporation, and the Michigan Association of Independent Businesses. The Steering Committee responded to 408 technical assistance calls. The majority of calls related to the relationship between the ADA and Michigan laws governing discrimination on the basis of disability. Steering Committee members also participated as speakers in 54 sessions representing the Great Lakes DBTAC.

Michigan Year Three Plans:

The Michigan State Steering Committee has developed a plan for Year Three which includes: 1) development of a "Speakers Bureau" and advertising its availability to Chambers of Commerce, Service Clubs, and Trade Associations; 2) conducting an in-depth training regarding Alternative Dispute Resolution for individuals who attended Phase II Training in Year Two; 3) provision of training regarding the ADA for the Community Mediation Centers throughout Michigan; 4) development of a brochure on the ADA and rights specific to Michigan and the Michigan Handicapper's Civil Rights Act; and 5) creation of an ADA lending library of written materials, video cassettes, etc. to be available to local community groups, disability organizations, and other interested parties.

MINNESOTA

The State Steering Committee leadership is rotated on a yearly basis. A new Executive Committee was elected in October 1992. The Chair's position is held by a representative of the disability community, while the vice chair position is held by a member of the business community. Membership of the State Steering Committee was expanded to increase representation from the business and government communities. The current membership consists of 18 members: 6 members representing business, 8 members representing various disability advocacy organizations (cross disability), and 4 members representing State and local government. The Steering Committee has selected the Metropolitan Center for Independent Living as the fiscal agent.

Minnesota Year Two Activities and Accomplishments:

An information packet was developed for targeted mailings to different sectors of the business community. Mailings include information regarding the ADA and Minnesota State Laws pertaining to people with disabilities. Dissemination of packets has been through the Chamber of Commerce, Retailers Association, AIA-Minnesota, and BOMA. A follow-up survey was conducted of individuals trained during Year One of the grant, and training sessions were developed to address additional information needs. Training is to be conducted via videoconferencing in the first quarter of FY 94.

The Steering Committee co-sponsored State-wide ADA training for Arts Council members. The audience included members of various performing arts organizations and theater owners; over 100 persons attended the training. The Steering Committee also co-

sponsored Statewide ADA training regarding childcare. Over 75 representatives of childcare organizations attended the training. Ten training sessions were sponsored in rural Minnesota for members of the business community and persons with disabilities. Training was coordinated by disability advocacy organizations in the State. Two focus groups were co-sponsored in conjunction with a grass roots ADA committee comprised of members of the disability community. Focus groups were targeted to architecture community and retailers; over 150 persons participated in the focus groups.

Minnesota Year Three Plans:

The Minnesota State Steering Committee has developed a plan for Year Three which includes: 1) conducting two video-conferences regarding the ADA to be broadcast in "greater Minnesota" through the Technical/Vocational Colleges for individuals with disabilities, small business, and city government officials; 2) conducting two trainings regarding the ADA for Chamber of Commerce members and government employees; 3) development and advertising of a "Speakers Bureau" targeted to service clubs, Chambers of Commerce, and trade associations; 4) co-sponsorship of ten educational programs regarding the ADA with disability organizations and social service groups through Minnesota; and 5) coordination of a media campaign to increase public awareness of the ADA through the media.

OHIO

The State Steering Committee leadership has remained the same during the past year. The Chair's position is held by a representative of the disability community. Membership of the State Steering Committee was expanded to increase representation from the business and government communities. The current membership consists of 28 members: 8 members representing business, 13 members representing various disability advocacy organizations (cross disability), and 7 members representing State and local government. The Steering Committee has selected the UAP at Ohio State University as the fiscal agent. The Committee supports a half-time staff person housed at the University.

Ohio Year Two Activities and Accomplishments:

Staff responded to 450 technical assistance calls. The Steering Committee operates an 800 number within the State for ADA assistance which is funded through separate funding supplied to the Committee by the Ohio Planning Council for Developmental Disabilities.

Steering Committee staff distributed 1,128 packets of ADA-related information in response to requests via the 800 number. Steering Committee members also participated in 42 training sessions regarding the ADA representing the Great Lakes DBTAC.

One two-day ADA training was conducted for interested persons and members of the State Steering Committee, as well as one two-day advanced ADA training for interested persons and members of the State Steering Committee. A packet of ADA materials was developed for dissemination to various target audiences. Dissemination was accomplished via State agencies, Chambers of Commerce, and State Steering Committee membership. A Speakers Bureau was developed and a process was implemented for advertising availability of speakers on the ADA via the State Steering Committee. Two members of the State Steering Committee were supported to attend the DREDF Phase Two Training.

Ohio Year Three Plans:

The Ohio State Steering Committee has developed a plan for Year Three which includes: 1) development of a media campaign to increase public awareness regarding the ADA; 2) development and advertising of a "Speakers Bureau" to be utilized by local business groups, trade associations, employers, etc.; 3) conducting training sessions regarding the Alternative Dispute Resolution Process to audiences identified by the Steering Committee in order to develop local resources for existing Community Mediation Programs; 4) conducting ADA training for staff of Community Mediation Programs in collaboration with the Community Mediation Services Association of Ohio; and 5) conducting training for individuals who have attended ADA-Ohio training programs in Year Two regarding the process of conducting ADA Accessibility Audits.

WISCONSIN

The State Steering Committee leadership has remained the same during the past year. The Chair's position is shared by a representative of the disability community and a representative of State government. Membership of the State Steering Committee has remained consistent during the past year. Plans are currently underway to combine the activities of the State Steering Committee with an ADA Committee formed by the Governor of Wisconsin to direct ADA compliance. The coalition of the Steering Committee with the Governor's ADA Committee will be completed during November 1993. The current

membership consists of 18 members: 6 members representing business, 8 members representing various disability advocacy organizations (cross disability), and 4 members representing State and local government. The Steering Committee has selected the Governor's Committee for Persons with Disabilities as the fiscal agent, and supports a half-time staff member housed at the agency.

Wisconsin Year Two Activities and Accomplishments:

The Steering Committee co-sponsored a Statewide conference regarding ADA implementation targeted to the business community; the conference was attended by over 180 persons. Two ADA training sessions were sponsored in rural Wisconsin targeted to individuals with disabilities. Training was coordinated by local disability advocacy organizations; over 125 people participated in these training sessions.

Six flyers were developed for dissemination to the business community regarding the ADA. Pamphlets were titled: "How to Make Reasonable Accommodations," "How to Utilize an Interpreter," "How to Obtain a TDD," "How to Determine Essential Job Functions", and "How to Access Auxiliary Aids and Services". The flyers contain basic information defining these issues, referencing available materials regarding these issues, and including local resources for additional information. Dissemination of these pamphlets was a cooperative effort between the Wisconsin Manufacturers Association, the Association of Local Government Officials, and the Wisconsin Retailers Association. Over 2,000 pamphlets were distributed.

Staff responded to 1,560 technical assistance calls. The Steering Committee operates an 800 number within the State via funds provided by the Wisconsin DD Council, Wisconsin Department of Rehabilitation Services, and the Wisconsin Department of Health and Human Services. A total of 1,313 packets of information were disseminated regarding the ADA in response to technical assistance calls. Staff participated in 36 training sessions regarding the ADA representing the State Steering Committee. State Steering Committee members participated in 28 training sessions regarding the ADA representing the Great Lakes DBTAC.

Wisconsin Year Three Plans:

The Wisconsin State Steering Committee has developed a plan for Year Three which includes: 1) conducting three ADA trainings for individuals with disabilities regarding their rights under the ADA in Northern, Central, and Southern Wisconsin; 2) dissemination of the

five "How To" bulletins developed by the Steering Committee during Year Two to business and government organizations in collaboration with the Wisconsin Manufacturers and Commerce, Wisconsin Independent Business Association, Wisconsin Merchants Federation, and the Wisconsin League of Municipalities; 3) development and implementation of a media campaign to increase public awareness regarding the ADA; 4) development of a "Speakers Bureau" and advertising its availability to local business, service, and disability organizations; and 5) continuing to work with the appropriate State agencies toward the development of State statutes equivalent to and/or more stringent than the ADA.

Center Year Three Plans:

Each of the State Steering Committees is scheduled to continue the operations they undertook in Year Two of the project. As of 1 October 1993 each of the six State Steering Committees will employ a minimum of one half-time staff person to support their activities. State Steering Committees also have as a priority to increase the ADA training opportunities available to people with disabilities.

Minority participation in State Steering Committee activities as well as a targeting minority audiences for dissemination of information regarding the ADA is a goal for each of the six State Steering Committees. Efforts are underway in each State to identify key organizations within the various minority communities to assist with dissemination efforts. In addition to dissemination, each State Steering Committee has a priority to identify and provide training for persons who are bilingual to become part of the State's ADA Network.

Representation from the various sectors of the community impacted by the ADA on State Steering Committees continues to be a priority for each Steering Committee. Each of the State Steering Committees has been directed to identify individuals who wish to continue as members of the Steering Committees as well as recruit new members from the various sectors of the community.

Small employers and rural communities have been identified by each of the State Steering Committees as a priority for training and dissemination of information during the next year. With the Title I threshold of covered entities going from 25 to 15 employees, the number of entities covered by the ADA is significantly increased within the region. According to the major trade associations within the various States, more than 60% of the employers in the region employ fewer than 25 employees.

Elementary, secondary and post-secondary educational institutions have been identified as an area of critical need within each of the Region's States. State Steering Committee Chairs have developed a survey which they plan to disseminate throughout the Region to all educational institutions in cooperation with the State Boards of Education and Higher Education to assess ADA compliance and technical assistance needs within each State. Once the survey is completed and data collected, the State Steering Committees will develop a plan to address needs identified.

The major goal of the Great Lakes DBTAC during Year Three of the project is to support and encourage the independence and autonomy of the State Steering Committees as they develop local capacities for ADA compliance. The past two years have provided a foundation for the organization of strong coalitions between business, disability, and government groups. The Center is invested in the success of the State Steering Committees as a method of promoting local compliance with the ADA and has devoted a major portion of its resources in support of this goal. Center Staff will continue to support the State Steering Committees through attendance at their meetings and by providing them technical support via education and dissemination of materials developed by the Federal government and Federal grantees, as well as access to current information regarding ADA enforcement efforts.

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Southwest Disability and Business Technical Assistance Center (States of AR, LA, NM, OK, TX)

Center Organizational Affiliations and Staffing:

This grant is held by Independent Living Research Utilization (ILRU) of The Institute for Rehabilitation and Research (TIRR), Houston, TX. To operate the Southwest DBTAC most effectively, ILRU formed partnerships with the Better Business Bureau (BBB), Austin, TX, and with The University of Texas at Austin School of Business. To the partnership, ILRU brings knowledge of disability issues, experience in designing and conducting disability-related training and technical assistance, and access to organizations serving people with disabilities. The BBB brings a membership of 35,000 businesses and 31 member offices located in the five-State region and experience in delivering timely and useful information to businesses and consumers. BBB also delivers to the partnership direct and immediate access to a network of over 700,000 member and nonmember businesses within the five-State region. The University of Texas School of Business contributes extensive experience in conducting applied research and providing training targeted specifically to business professionals. The Southwest DBTAC is staffed by Project Director Lex Frieden, Project Manager Wendy Wilkinson, Information and Technical Assistance Specialist Shirley Herzog, Evaluation Specialist Quentin Smith, and Administrative Coordinator Laurie Gerken.

The Year Two activities of the Southwest DBTAC have been targeted to preparation of persons with disabilities to assume leadership roles in promoting effective implementation of the ADA and to assisting covered entities in understanding their obligations under the law and how best to attain compliance without incurring undue costs. There has also been a special emphasis on addressing the information needs of special populations in the Region. Region VI is characterized by areas that have high concentrations of persons from cultural minority backgrounds: New Mexico and Texas have large Hispanic populations, and New Mexico and Oklahoma have large Native American populations. There has been a dearth of materials available for use with special populations, including populations that use languages other than English as their primary language. In response to this lack of support materials, a special effort has been underway over the past year to develop materials that could be used in conveying needed information to the large Hispanic population of the Region. Effective

implementation of the ADA with non-Anglo cultures needs to be accomplished with sensitivity to the beliefs and traditions of diverse cultures.

Finally, an important commitment of the Southwest DBTAC has centered around its efforts to work with Centers for Independent Living throughout the Region. Viewing the ADA as an innovation in disability rights and understanding the commitment of centers for independent living to employment of people with disabilities, the logic of using them as the focus of ADA implementation efforts is clear. Independent living centers provide a source of people with different types of disabilities who have a commitment to ADA implementation that transcends the requirements of a job and the need to earn a paycheck. They recognize the value of the ADA in fostering self esteem in people with disabilities and its value in promoting personal growth of people with disabilities.

The emphasis of Southwest DBTAC activities in the coming year calls for greater participation of centers for independent living throughout the Region. Independent living centers will serve as the primary vehicles for promoting development of State ADA networks. Particular attention will focus on use of independent living center staff in promoting sensitivity to and understanding of disability issues for employers, businesses, public accommodations, and other covered entities. However, attention will also focus on using independent living centers as vehicles for raising the awareness of people with disabilities concerning the ADA.

ARKANSAS

The primary affiliate for activities carried out in Arkansas has consisted of the Arkansas Disability Coalition, an organization of 19 disability groups Statewide, and Mainstream Living, the oldest center for independent living in the State, serving Little Rock and surrounding areas.

Arkansas Year Two Activities and Accomplishments:

In May of 1991 a Statewide teleconference had been held to discuss implementation of the ADA on a Statewide basis. With Justin Dart facilitating the discussion, more than 100 participants from all around Arkansas in six different locations explored options for effective Statewide implementation, with coordination through the Arkansas Disability Coalition. As a result of this conference, the Coalition together with Mainstream Living and the University Affiliated Program, formed the ADA Roundtable. Comprised of more than 40 organizations

the Roundtable is responsible for planning implementation of the ADA in Arkansas. Some of the key member organizations and agencies are Advocacy Services, the Arkansas Spinal Cord Commission, the Arc, the Division of Mental Health, and the Division of Rehabilitation Services.

DBTAC support for ADA implementation activities represented only a portion of the support secured for Statewide implementation activities. With leadership provided by Mainstream Living staff, the Coalition has secured a contribution of \$31,793 from the Winthrop Rockefeller Foundation to support its activities. Other Coalition members provided funds and contributed staff, printing, and other in-kind donations.

With support from the Southwest DBTAC, the Winthrop Rockefeller Foundation, and other sources, the Coalition has focused its efforts on providing consumer training for individuals with disabilities. Drawing on a cadre of 65 experts who had been trained on the ADA in the previous year, the Coalition initiated in-depth training programs throughout the State. The results of these efforts has been the provision of ADA training to nearly 3,500 people all around the State. To assure that training is current and accurate, the Coalition has established a continuing education program for individuals who have previously participated in ADA training activities. Participation in this ongoing enhancement program will continue to grow as additional people receive introductory training on the ADA and become involved in other training activities Statewide.

In addition to the development of the Statewide diffusion network briefly discussed above, numerous other activities have been initiated by the Arkansas Disability Coalition, Mainstream Living, and other participants around the State. These include: A bulk mailing sent in March of 1993 to the more than 500 school districts in Arkansas (each package contained information on the ADA Arkansas Roundtable, the Disability Coalition, the Southwest DBTAC, and the *Title II Action Guide*); an article on the ADA and the Southwest DBTAC that appeared in the newsletter of the Arkansas Academy of Family Physicians, circulated to over 1,000 family physicians; interviews of Southwest DBTAC staff who provided information on the ADA and the Center for a public radio station that airs programs in Arkansas, Louisiana, and Texas; training of representatives from Arkansas Headstart programs by DBTAC staff; a bulk mailing sent out to all the members of the Arkansas Credit Union League that contained information on the DBTAC, the Arkansas Disability Coalition, and general ADA information, as well as the availability of the toll-free technical assistance line; a similar mailing to historical preservation commissions in Arkansas; public

service announcements (30 second spots) distributed to four television stations in Little Rock and to five other stations located throughout Arkansas; and numerous other ADA informational presentations conducted with disability groups, employers, businesses, and other targeted entities throughout the State.

Arkansas Year Three Plans:

Ongoing enhancement training via a continuing education program will keep sharp the ADA skills and knowledge of those trained previously. Additional initial trainings are also planned. Mailings and media events will continue and expand, as will PSA airings.

LOUISIANA

The primary affiliate in Louisiana has been the New Horizons Independent Living Center in Shreveport.

Louisiana Year Two Activities and Accomplishments:

Facility surveys have been ongoing over the past two years, with more than 75 conducted since the DBTAC was established; staff of the DBTAC continue to provide materials and technical assistance to New Horizons staff engaged in these activities. The New Horizons quarterly newsletter, with a circulation of over 1,500, regularly features information on the ADA and on the services available through the DBTAC. New Horizons staff worked with Center staff in conducting a series of training sessions on the ADA at the Louisiana Governor's Conference on Employment of People with Disabilities in October 1992. This series was attended by over 200 people, including both people with disabilities and people representing the business community. Louisiana representatives of the Headstart Program participated in the region-wide training on ADA offered in January 1993.

At all of the training activities conducted jointly by staff of the Southwest DBTAC and New Horizons, media coverage has been arranged. Media coverage has involved network television affiliates, public access cable coverage, radio coverage, and coverage by the print media. A mass mailing has also been done to the Louisiana Job Service Employers Committee. This mailing to over 8,000 employers with 25 or more employees offered free information on the ADA and employer obligations under the law. Over 1,100 employers responded to the mailing by requesting information from the Center.

Louisiana Year Three Plans:

The State Affiliate will continue to assist with facility audits, provide ADA materials and technical assistance, conduct training events, and publicize its activities. Every effort will be made to develop working relationships with other disability-related organizations and to foster Local Affiliates.

NEW MEXICO

The primary affiliate in New Mexico has been the New Vistas Independent Living Center in Santa Fe. New Vistas is undergoing a change in executive directors, but no problems are anticipated in continuing a productive working relationship with the Center. Also, in the coming year, efforts will be underway to develop closer working relationships with staff of the centers for independent living in Albuquerque and in Las Cruces. Contacts with these organizations have been made, and details concerning the nature of working relationships are being discussed.

New Mexico Year Two Activities and Accomplishments:

Staff of New Vistas and a member of the New Mexico Governor's Committee on Employment of People with Disabilities participated in the training program on ADA targeted to people working with Hispanic populations in the Region. Both New Vistas in Santa Fe and the Independent Living Resource Center in Albuquerque have programs for Hispanic outreach and for outreach to Native American pueblos located throughout New Mexico. In September 1993, a two-day "train-the-trainer" session was conducted in Albuquerque. Participants included individuals with disabilities, as well as representatives of government agencies, businesses, and employers. Following the two-day training session, DBTAC staff visited the Acoma and Laguna Pueblos in north central New Mexico to present information on the ADA and to answer questions from pueblo residents concerning the application of ADA in various situations. Questions were raised about the issue of tribal sovereignty and ADA jurisdiction, as well as about the rights of Native Americans with disabilities who leave the jurisdiction of the reservation.

The New Vistas Independent Living Center has produced a short video on the ADA that can be used both with people with disabilities and with businesses and other covered entities. This video is being made available throughout the Region at cost for reproduction.

New Mexico Year Three Plans:

Additional outreach activities to Native American populations, coordinated through New Vistas and the Independent Living Resource Center, are planned for the coming year. Leaders of the New Mexico Department of Vocational Rehabilitation have expressed interest in collaborating with the DBTAC and with the centers for independent living in New Mexico in exploring ways to further expand Statewide efforts toward full implementation of the ADA. Given the extraordinary demands of addressing the needs of people in a State that is very rural, the vocational rehabilitation network represents an important resource, and the feasibility of using this resource more effectively will be explored more extensively in the coming year.

OKLAHOMA

DBTAC support for activities in Oklahoma has been well leveraged to effect a great deal of progress toward effective ADA implementation, primarily through the efforts of staff of Progressive Independence in Norman and Ability Resources in Tulsa.

Oklahoma Year Two Activities and Accomplishments:

Progressive Independence in Norman has devoted more than 400 hours of staff time to ADA training efforts targeted to people with disabilities, as well as to businesses and other covered entities. Over 1,000 individuals have received training from Progressive Independence staff. Progressive Independence staff have also been actively disseminating ADA materials all over Oklahoma. Over 10,000 ADA-related informational items have been distributed by Progressive Independence staff during the past year. Progressive Independence established a toll-free 800 number for people in the State to obtain information and technical assistance on the ADA. In the short time since the toll-free number was established, Progressive Independence staff have responded to more than 300 requests for technical assistance on the ADA. Progressive Independence has published several articles on the ADA in newsletters reaching businesses, governmental entities, and individuals with disabilities and has produced four television programs on the ADA as a part of its regular program called "A Matter of Right."

A two-day "train-the-trainers" session was conducted as a collaborative project of the Southwest DBTAC and Ability Resources in Tulsa. This training, conducted in June 1993, drew 50 individuals from the area who were interested in conducting additional training

activities in Oklahoma. Follow-up and additional work with these individuals is planned for the coming year.

In addition to the activities carried out in cooperation with the centers for independent living in Oklahoma, DBTAC staff worked on other outreach efforts targeted to Oklahoma during the past year. A Statewide needs assessment survey of newspapers was conducted in Oklahoma. A bulk mailing was sent to over 538 school districts in the State concerning the availability of the *Title II Action Guide* and the national 800 number. Another mailing of the same information was sent to city officials throughout the State. Information on training was sent to over 6,500 businesses in Tulsa. Title II information packets and information on the Center were sent to all the appointed ADA coordinators for municipalities in the State. Historical Preservation Commissions in Oklahoma received information packets concerning the applicability of the ADA to historic facilities. The more than 1,183 members of the Oklahoma Advisory Council received information on the DBTAC. Information on tax credits and the ADA was sent to more than 1,000 businesses in Oklahoma City. Press releases concerning the ADA and the DBTAC were distributed throughout the State, several were sent to public access stations and business editors of radio stations. Public service announcements on the ADA and the 800 number were aired more than 30 times in the State. Information on the Center was published in a newsletter published by the Oklahoma Society of Association Executives.

Oklahoma Year Three Plans:

Progressive Independence will continue and expand its training activities, ADA materials dissemination, provision of information and referrals, technical assistance, media activities, and publications.

TEXAS

In addition to working with centers for independent living throughout Texas, DBTAC staff have continued to work closely with the staff of the Consumer Education Foundation (CEF) operated through the Better Business Bureau office in Austin, Texas.

Texas Year Two Activities and Accomplishments:

Training of more than 2,000 people with disabilities has been conducted throughout Texas. An additional several hundred people representing businesses, employers, and other

covered entities have participated in DBTAC training and informational sessions over the past year. Two 30-minute programs on the ADA were produced by the City of Houston Municipal Channel and were aired locally. These programs are made available to other public channels nationally, although no information on use outside of the Houston area is currently available. Center staff also participated in a show called "In Question" dealing with ADA and its provisions that was broadcast by Channel 20, an independent television station serving the greater Houston area. More than 20 public service announcements on ADA have been released throughout Texas. These PSAs were produced by the BBB's Consumer Education Foundation, with content supervision provided by SWDBTAC staff. These are currently being aired by stations throughout the State.

Several members of the DBTAC staff have published articles on the ADA in journals and newsletters with Statewide, and in some cases national, circulation. Three videotapes on the ADA are being finalized for distribution throughout the Region. One videotape provides a general overview of the ADA. Another provides instructions on evaluating accessibility of an existing facility and discusses aspects of the readily achievable requirements of the law. The third provides non-technical information on the general non-discrimination requirements of Title III of the law. These will be made available to organizations throughout the Region, as well as to the other DBTACs and other organizations engaged in ADA implementation nationally at cost for reproduction and distribution.

Texas Year Three Plans:

The BBB collaboration will be continued through the coming year, although the support required by the CEF to continue its involvement in ADA activities has diminished as materials have been developed and staff have become knowledgeable about the law and its provisions. Continued collaboration will be maintained over the remaining years of the project, with some redeployment of resources to address emerging needs in the Region-- particularly dealing with greater emphasis on outreach to people with disabilities. Plans are also underway to work with the REACH Independent Living Center in Dallas to participate in a program called "ADA Dallas." ADA Dallas will be a collaborative effort of disability groups, businesses, and other covered entities to raise awareness about ADA and promote outreach to groups and individuals who may not yet be aware of the law or its implications for them. Based on results of this effort, this approach may represent a prototype for other outreach efforts targeted to specific areas of the State.

Special Project

Hispanic Outreach Project:

Many Hispanic people in the Region use Spanish as their primary language, and communication with these individuals is limited when only English-language materials are available. Very few ADA-related materials were made available in Spanish by cognizant Federal agencies. Thus, Center was faced with the task of communicating effectively with a population for whom little in the way of informational resources could be provided. In response to this problem, the Southwest DBTAC has prepared Spanish versions of eight of the English-language informational materials originally developed by the Department of Justice and the Equal Employment Opportunity Commission. These materials are currently being distributed throughout the Region and have been made available to the other nine DBTACs in addressing the informational needs of Hispanic individuals and organizations in their service areas. Currently, additional informational needs are being evaluated, and appropriate materials will be developed as needs are further defined.

Recognizing that the most effective means of reaching people from other cultural groups is through the active involvement of people representing those cultures, Center staff planned and conducted a "train-the-trainer" session for Hispanic persons with disabilities in San Antonio, Texas in August 1993. People selected for the training were required to have personal experience with a disability, language skills in both Spanish and English, organizational ability, and demonstrable ties to the Hispanic business community. A total of 16 individuals from different areas of the Region were selected for and participated in the training. The two and one-half days provided an introduction to all Titles of the Act. These 16 individuals currently have the knowledge and skills to serve as ADA generalists in outreach activities to their respective communities.

In addition, Spanish language versions of the three videotapes on ADA that were discussed above are being prepared. These will be made available to community groups, businesses, civic organizations, and other entities in the Region that address the needs of Hispanic people in their communities.

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Great Plains Disability and Business Technical Assistance Center (States of IA, KS, NE, MO)

Center Organizational Affiliations and Staffing:

The Great Plains DBTAC is headquartered at the University of Missouri in Columbia, Missouri and is coordinated by Jim deJong. The Center is funded and operated within the Region VII Regional Rehabilitation Continuing Education Program (RCEP-VII) directed by Dave Roberts, Ph.D. The placement of the DBTAC in this structure has allowed this Center effectively to utilize the comprehensive resources and contacts developed by RCEP-VII through its 18-year history of service. Project staff also include Caryn Jacobs, who is responsible for the DBTAC newsletter and information and referrals, Community Coordinator John Moseley, and Office Manager Judy Diehl, who also acts as Information and Referral Specialist. Missouri Coordinator Chuck Graham is also housed at the DBTAC's offices.

IOWA

The Great Plains DBTAC has two Iowa contractors, the Access Center in Davenport, serving eastern Iowa, and the Easter Seals Farm Program in Des Moines, serving western Iowa. The two programs coordinate their activities through staff communication and share responsibilities to the State advisory council.

The Iowa Advisory Board met twice in the past year to discuss activities, goals, and ADA-related problems to address. There is on-going communication between the Access Center and the Easter Seal Society of Iowa with: Division of Vocational Rehabilitation, Iowa Program for Assistive Technology, Department of Employment Services, Iowa Governor's Planning Council for Developmental Disabilities, Commission for Persons with Disabilities, numerous Vocational Rehabilitation offices, rehabilitation facilities, JSEC groups and community colleges and four-year colleges in eastern Iowa.

The Access Center subcontract work from Great Plains Disability and Business Technical Assistance Center accounted for 14% of its total revenues. However, with board approval, over 50% of staff time and project resources are expended in eastern Iowa.

Iowa Year Two Activities and Accomplishments:

A twenty-four page ADA newspaper supplement was distributed to 128,000 homes and businesses in the Quad Cities (in partnership with the local newspaper, independent living center, and vocational rehabilitation office). An introductory flyer was sent to all Iowa Chamber of Commerce offices, to the Iowa Association of Business and Industry membership, and to all Iowa Job Service Employer Councils. Tech-Splosion II - Quad City Style was a technology fair with workshops done in partnership with the independent living center, vocational rehabilitation, and Iowa Program for Assistive Technology. A community-wide ADA rally was held on July 26, 1993 with media coverage, birthday cake, speakers, music, and information booths. The DBTAC assisted both Dubuque, Iowa and Cedar Falls, Iowa in developing a community-based ADA resource center. (The Tri-State ADA Project and Black Hawk Partnership For Disabilities, respectively).

In the early months of the grant year, a great deal of time was spent publicizing the fact that the Easter Seal Society had been appointed the Western Iowa ADA Coordinators. This was accomplished through bulk mailings and news releases explaining the purpose and goals of the ADA Project in Iowa.

To date the project has worked closely with the State Department of Vocational Rehabilitation to educate a network of liaisons throughout the State who are well trained in issues regarding the ADA. The project has provided one-on-one training to liaisons assigned to the western districts of the State. Through these trainings, the project staff became aware of educational needs in several areas. The leading request was for education of insurance carriers and public entities like libraries and court houses. In response to these requests, insurance carriers and public entities are a prominent focus of the project's outreach during the next subcontract period. The liaisons, in response to training efforts, referred a number of consumers and businesses to the Easter Seal Farm Program for technical assistance regarding ADA issues.

The most successful endeavors that were undertaken by the project include: alternative dispute resolution with employers, a mailing to car rental agencies, and two radio interviews regarding public access and employment. Alternative dispute resolution was used successfully to deal with a number of employment and promotion issues. These one-on-one meetings with employers and employees permitted the program's liaison to educate both employees and employers regarding their respective rights and responsibilities under the law.

An informational mailing to car rental agencies and car dealers who rent automobiles was also a success. This mailing was in response to a complaint from an individual with a disability who had attempted, without success, to rent a car with hand controls in the city of Des Moines. Three weeks after the mailing was completed, a follow-up call indicated that at least half of the car rental businesses now provide vehicles with hand controls with reasonable advance notice.

Another successful event of the past year was participation in two radio interviews focusing on accessibility issues and small businesses, as well as employment of qualified individuals with disabilities. These radio interviews reached a listening audience that far exceeded the number of individuals who would have attended a town meeting or forum. Several calls received from small business owners and rural towns were in response to the information provided during these radio shows.

Iowa Year Three Plans:

During the coming subcontract year, the project will work in cooperation with the Breaking New Ground Project of Purdue University in West Lafayette, Indiana to develop a mailing especially aimed at small business compliance with the ADA in small rural towns. Another primary focus of the coming year will be the education of individuals with disabilities. Consumer groups will be targeted for informational mailings. In addition, two public forums will be held on "How to Use the ADA to Your Advantage: Approaching Businesses and Employers about Accessibility and Reasonable Accommodation." During this coming subcontract year, the DBTAC is also looking forward to developing a much more active approach to Americans with Disabilities Act education.

KANSAS

The ADA office is the Kansas Association of Centers for Independent Living (KACIL). Located in Topeka, they coordinate with the nine CILs located throughout the State. Networks are established with the Association of Rehabilitation Services, the Disability Commission, the State Coordinator, the State Chamber Association, and the Attorney General's office.

Kansas Year Two Activities and Accomplishments:

The largest accomplishment was the passage of the ADAAG as the Kansas State building code for accessibility; the DBTAC had worked with the State Attorney General's Office in this regard. Therefore, local officials must ensure appropriate access features during construction. The Attorney General's office is responsible for interpretive assistance. Joint trainings conducted by the DBTAC and the Attorney General's office have increased the understanding and implementation of the ADA.

Specific outreach and activity has occurred with the public school systems across the State, utilizing locally trained consultants. In Wichita, former State representative Georgia Bradford has led a comprehensive effort with area schools. Trainings occurred for the State association of counties and the municipal leagues. OCKK of Salina has led a comprehensive effort with their surrounding counties and seven specific communities to educate and train businesses and community leaders about the regulations. Follow-up sessions on the theory of inclusive interdependence communities has fostered a more accepting attitude of ADA.

A joint meeting was held with the Kansas Medical Society to clarify the requirements for effective communication in medical facilities, reversing an original interpretive memo which stated the deaf individuals were responsible for paying for interpreters. All Vocational Rehabilitation offices were also trained, and outreach was initiated to every Statewide disability group.

Kansas Year Three Plans:

In Kansas the DBTAC Affiliate in Year Three will be the Kansas Commission on Disability Concerns (KCDC). Besides provision of technical assistance over the phone, KCDC will work with the thirty Kansas Job Service Employers Committees. Joint seminars will be presented in at least ten of these areas. Other trainings will be provided to requesting entities throughout the year. A computerized bulletin board system will be developed for quick access to current ADA information.

MISSOURI

Missouri Year Two Activities and Accomplishments:

Mr. Graham worked actively with state legislators and the Governor's office on House Bill 19 which contained \$39.5 million for alterations to state buildings and facilities (including access features) in FY 1994 and FY 1995. House Bill 19 also creates a joint

Senate and House ADA Oversight Committee to monitor the state's ADA compliance efforts. The Missouri Coordinator was the featured speaker along with the Governor at the 1993 Day of Concern for people with disabilities at the Capitol in Jefferson City. More than 1,200 persons with disabilities and other interested advocates attended. Afterwards, Graham and a number of other interested parties met with the Governor to discuss ADA compliance efforts.

Mr. Graham was subsequently invited to present at the National Conference of State Legislatures to share effective compliance strategies that the state of Missouri utilized in completing their administrative requirements and acquisition of funding for ADA compliance. He also participated in a Department of Mental Health video teleconference ADA training for state subcontractors, which was broadcast to more than 60 sites across the state. More than 2,200 persons attended each of the two trainings.

Missouri Year Three Plans:

The Missouri Coordinator will continue outreach and training activities for interested persons and organizations in the state. Particular attention will be paid to House Bill 1338, which would create a state building code for Missouri. The Missouri office will work with the legislature in an effort to include the provisions of the Americans with Disabilities Act Accessibility Guidelines (ADAAG) in the development of any building code legislation.

NEBRASKA

The Nebraska ADA Project is operated by the League of Human Dignity in Lincoln, Nebraska. The Project works closely with their other two offices in Omaha and Norfolk.

Nebraska Year Two Activities and Accomplishments:

The Nebraska ADA Project served as a resource for information and materials regarding the ADA for other agencies like Central Nebraska Goodwill of Grand Island and Nebraska Advocacy Services, which provide technical assistance and conduct training presentations on the ADA. The project has also worked extensively with educational organizations throughout the State. General ADA training presentations held at regional educational services units for the schools they serve led to 37 one-to-one or small group training projects regarding transitional and self-evaluation plans (including conducting building audits and reviewing policies) at the local school level.

In the belief that the monitoring of ADA implementation is in the hands of people with disabilities at the grass roots level, the Great Plains DBTAC has supplemented technical assistance information and materials with training presentations to local groups of people with disabilities. A total of 474 individuals with disabilities and their family members participated in these training presentations. In addition, the Nebraska ADA Project staff have participated on a committee for October as Employment of People with Disabilities Awareness Month for the past two years. The committee arranges newspaper, radio, and television interviews featuring people with disabilities and their employers, which highlight the capabilities of people with disabilities and the value of a diverse work force.

Nebraska Year Three Plans:

A number of the committees and advisory boards established by the Nebraska Governor's Policy and Research Committee and the Nebraska State employees, the Governor's Advisory Committee, ADA Program-Service Task Force, and State of Nebraska ADA Coordinator will continue to use the Nebraska ADA Project as a source of accurate and reliable information and technical assistance. The Nebraska ADA Project will also continue to work in coordination with Nebraska Advocacy Services on issues related to effective implementation of the ADA.

Rocky Mountain Disability and Business Technical Assistance Center (States of CO, MT, ND, SD, UT, WY)

Center Organizational Affiliations and Staffing:

The Rocky Mountain DBTAC is operated by Meeting the Challenge, Inc. (MTC), a small for-profit business with headquarters in Colorado Springs, Colorado. Representatives were established in each State of the region to ensure regional coverage. Additional regional network development was realized through relationships with independent living centers and other disability advocacy groups, city and county associations, and various business organizations.

At the end of Year Two the Center was staffed by Project Director Randy Dipner, assisted by Project Coordinator Patrick Going and Information Specialists Joyce Hume, Maggie Sims, and Rod Patik.

Information Dissemination

During Year Two of the project, the Rocky Mountain DBTAC produced four newsletters. Each issue was distributed throughout the region to approximately 5000 readers. Mass mailings of ADA literature were conducted throughout the year. These mailings each targeted a particular consumer group and provided materials appropriate for the group. The targeted groups included retailer associations, associations of automobile dealers, independent living centers, Chambers of Commerce, and libraries. In addition, the Center developed a one page "Update Memo" to quickly alert constituents to time-critical issues. Two of these memos were distributed during the latter half of the year. Each memo was delivered to approximately 120 key advocates and advocacy organizations throughout the region.

Client Survey

The DBTAC instituted a client satisfaction survey during Year Two of the project. The survey was sent to a randomly drawn sample of Center clients each month. After six months a sufficient number of replies were received to draw statistically significant conclusions from the data. Over half the respondents received materials from the Center. Nearly all of these clients received their materials in less than seven days and found the information

very useful. Nearly all the respondents also reported that the Information Specialists in the Center were very courteous and very knowledgeable.

Staff Training

Two members of the Center staff, Rodney Patik and Patrick Going, attended both Phase I and Phase II of the EEOC/DREDF ADA training. The EEOC has referred one client to the Center for ADA training required by a complaint settlement.

State Affiliates

Two meetings of representatives from the six States were held during the year. Both of these meetings provided excellent opportunities for the States and the Center to share ideas for enhancing the implementation of the ADA in each individual State and throughout the region. The State representatives feel this is the only chance they have to see what is happening with the ADA beyond their own State borders.

COLORADO

The key affiliates from Colorado are Sandy Burns from Colorado Vocational Rehabilitation and Faith Gross from the Rocky Mountain Resource and Training Institute. Sandy coordinated all of Colorado's State-level ADA compliance efforts, and Faith serves as the primary State ADA trainer. Other working relationships in Colorado include: Mark Simon - DREDF trainee and rights advocate, Colorado School for the Deaf and Blind, Colorado Coalition for People with Disabilities, Denver and Colorado Springs AIA Roundtables on the ADA, Denver Independent Living Center, The Legal Center, Jean Parker - Director of Colorado Cross Disability Coalition, Chambers of Commerce, Carol Hunter - Founder of People with Disabilities Access to the Woods (PAW), Bryant Moore - President of Colorado Chapter of the American Council for the Blind, Sam Mamet - Colorado Municipal League, Linda Downey - Colorado Easter Seals, Bruce Gillette - Chair of Access Colorado and private ADA consultant, Small Business Development Centers, Tom Deniston - past appointee to Access Board, Frank Nelson - ADA Coordinator for city and county of Denver, Sangre de Cristo Independent Living Center, Pikes Peak Center on Deafness, Boulder Center for People with Disabilities, and the Mountain States Employers Council.

Colorado Year Two Activities and Accomplishments:

Colorado utilized Center funding to develop a State-wide ADA Resource Guide. Highlights of other Center activities in Colorado include: active participation in ADA roundtable groups in Denver and Colorado Springs each month; cooperative training efforts that reached over 2,300 individuals in 47 sessions throughout the State; and participation on the Board of Directors for the Colorado Coalition for People with Disabilities.

Colorado is very active in training activities, with Faith Gross presenting nearly 100 sessions throughout the State. The Center provides necessary materials for each of these training activities. The State has also completed its Title II transition plan and self-evaluation. Work is now underway to make the physical modifications indicated in the plan. The Denver International Airport is a major development in the Rocky Mountain Region. The Center has participated actively with a large number of architectural firms in an effort to ensure the greatest possible compliance with ADA in its design. This was complicated somewhat since the airport design was completed before the ADA, but construction is only now being completed. Many issues became redesign issues.

MONTANA

The key affiliate from Montana is Bob Maffit from the Division of Vocational Rehabilitation; Bob serves as the Montana ADA Coordinator. Other working relationships in Montana include: Joe Todisco - LIFTT, Raelen Williard - Montana Independent Living Services, Mike Reginier - Summit Independent Living Center, Tom Osborn - North Central Independent Living Center, Montana Association of the Deaf, Jim Edgecomb - Montana Department of Administration, and the Montana Governor's Committee on Employment of People with Disabilities.

Montana Year Two Activities and Accomplishments:

Montana used funding from the Center to bring together over 50 individuals from centers for independent living and other organizations throughout the State so they could participate in a video teleconference. Montana also obtained a copy of the ADA video "Making the ADA Work for You" for use in State-wide training activities. A Braille 'n' Speak system upgrade was acquired to allow better access to ADA materials available on disk. In Montana, the Centers for Independent Living are taking a leadership position in ADA implementation. The Center has worked closely with the CILs to distribute ADA

materials, conduct training activities, and perform site assessments. Because the level of activity of the CILs has been so high, the Center has not been required to conduct as many in-State activities personally as otherwise would have been required.

NORTH DAKOTA

The key affiliate from North Dakota is Wanda Gier, who chairs the North Dakota ADA Coalition; Wanda is attached to the North Dakota Department of Vocational Rehabilitation. Other working relationships in North Dakota include: Rich Gray - Office of Intergovernmental Assistance, North Dakota ADA Clearinghouse, Robert Johnson - North Dakota League of Cities, Rosemarie Myrdal - North Dakota Lieutenant Governor, Darrell Farland - Director of Governor's Council on Human Resources, Gene Hysjulien - Associate Director of Vocational Rehabilitation, and Gene Orson - North Dakota Rehabilitation Association.

North Dakota Year Two Activities and Accomplishments:

North Dakota used funding provided by the Center to support the activities of its ADA Coalition. Funds were also used for materials duplication and dissemination at a series of ADA seminars. Other activity highlights in North Dakota include: the creation of a very complete ADA library in Bismarck called the ADA Clearinghouse. The library contains all available printed materials and many videos for loan. The Center supplies all ADA materials for distribution by the Clearinghouse. The Clearinghouse also maintains an ADA Hotline which significantly reduces the North Dakota call load on the Center. The calls received by the Clearinghouse are not reflected in the monthly report summary of ADA technical assistance for the DBTAC. Wanda Gier and her predecessor, Curt Sinness, have conducted training sessions throughout the State. The Center provides materials for these training activities and cooperates to provide the trainer when the in-State personnel are not available.

SOUTH DAKOTA

The key affiliate from South Dakota is Dave Miller from South Dakota Vocational Rehabilitation; Dave is South Dakota's ADA Coordinator. Other working relationships in South Dakota include: Jerry Wheeler - South Dakota Retailers, Nancy Schade, Bob Kean, and Colleen Fry - South Dakota Advocacy Services, Steve Stewart - rehabilitation engineer with South Dakota Vocational Rehabilitation, Casey Davidson - Prairie Freedom Center, Darrel Jepson and Dick Hicks - Paralyzed Veterans of America, Tom Huber - South Dakota

Municipal League, South Dakota Association of the Deaf, Brookings Mayor's Advisory Committee for People with Disabilities, and Bob Sutton - South Dakota Association of County Commissioners.

South Dakota Year Two Activities and Accomplishments:

Center funding was used by South Dakota to support a series of training activities for individuals with disabilities from all areas of the State. This training was coordinated through the South Dakota Coalition of Citizens with Disabilities. These training activities focused on working with small businesses to identify and remove barriers. Businesses that trained their staff on the ADA, surveyed their facilities, and began barrier removal received a special window decal acknowledging their business' ADA compliance efforts. South Dakota has provided a very sophisticated training program for its citizens and businesses. Sessions were conducted throughout the State. The Center has also presented a large number of training activities in cooperation with various State associations. The DBTAC has been able to reach many small town and county leaders through presentations at the Municipal League and Association of County Commissioners.

UTAH

The key affiliate from Utah is Tamara Wharton from the Governor's Council for People with Disabilities. Other working relationships in Utah include: Sherry Repscher - Governor's Committee on Employment for People with Disabilities, Troy Justeson - Utah Assistive Technology Project, Nancy Plant - Utah State ADA Coordinator, Bob Beadle - Utah Better Business Bureau, John Pinter - Utah Easter Seals and Project with Industry, and the Vernal Mayor's Committee on the ADA.

Utah Year Two Activities and Accomplishments:

Utah, in conjunction with the Small Business Development Center and the Utah Better Business Bureau, presented a conference for small businesses on the ADA. Center funds supported acquisition of highly qualified speakers for this program. Tamara Wharton, our ADA coordinator in Utah, was supported in her travel to the DREDF Phase II training. Utah was one of the first States to put in place an in-depth ADA implementation program. Unlike other States this program was in addition to the State requirement for Title II compliance.

Tamara Wharton led a program of training and technical assistance directed at businesses and individuals with disabilities throughout the State. She developed a method for establishing community-based ADA implementation teams which is being adopted by the Center for use throughout the region with some modifications. The Center has worked closely with Tamara to provide all materials needed for her efforts as well as trainers to support some of the sessions scheduled around the State. Utah has also instituted a program to enhance the awareness of and utilization of Alternative Dispute Resolution to resolve ADA complaints.

WYOMING

The key affiliate from Wyoming is Woody Absher from the Wyoming Governor's Committee on Employment of People with Disabilities; Woody is attached to the State department of vocational rehabilitation. Other working relationships in Wyoming include: ADA Mayors' Committee, Dan Shatto - Lander ADA Committee, Linda Jones - WAMI Outreach Coordination, Bob Bricker - Chair of ADA Task Force, Carolyn Simkins - Chair of Federal Executive Council for People with Disabilities, Jeanne Kawcak Thobro - Director Wyoming Protection and Advocacy, and Margaret Salisbury - Director of Wyoming MS Society.

Wyoming Year Two Activities and Accomplishments:

Wyoming used Center funding to purchase *Title II Action Guides* for all municipalities in the State. Funds were also provided to acquire a training video used in the State's effort to provide information to businesses and municipal leaders throughout the State. Wyoming has developed a very well coordinated and active network through the ADA Mayor's Committee. This committee, headed by Woody Absher and strongly supported by Governor Mike Sullivan, has allowed the Center to reach many towns throughout the State. Woody has begun a program of community-based ADA implementation through the Committee. This activity is providing useful information for the DBTAC's Regional community-based ADA program. The Center continues to provide large amounts of materials to Woody for distribution throughout the State.

Special Project

Universal Access 2000 Special Project:

Universal Access 2000, the DBTAC's new initiative in Year Three, will establish approximately 300 franchise-like Local Affiliates over the next three years which will cover all of the region's population and businesses. This number is based on business and population demographic information; staff believe that the 300 Local Affiliates will cover the entire region. These Local Affiliates will each have an organized program that assures quality progress against measurable milestones representing active implementation of the ADA. While quality control is necessary, there must be sufficient flexibility to recognize the differences in community needs across the region.

A key attraction of the franchise approach for Local Affiliates is reduced management overhead, but an intermediate level is necessary in the structure. These Regional Affiliates will be the key to recruiting successful Local Affiliates. They have the best understanding of the needs of their area, as well as an understanding of the possible political issues that could influence the success of one Local Affiliate over another. This level is intended as a means to communicate more easily between the central management of the project and the Local Affiliate and to deal with some problems the Local Affiliate may encounter without resorting to the central operation.

The Year Three activities of the Universal Access 2000 initiative are directed toward developing basic operating principles, as well as establishing a small base of Local Affiliates and conducting initial community operations. The Center will develop a Regional Affiliate agreement and subcontract with each of six Regional Affiliates. Each of the Regional Affiliates will be charged with recruiting six Local Affiliates. A Local Affiliate agreement will establish the relationship between the Center and each Local Affiliate. The agreement will ensure that each Local Affiliate understands exactly what is expected of it and what it can expect in return. The agreement will clearly lay out guidelines for the Local Affiliates to use in any charges for their services.

While the Local Affiliates will not receive extensive direct funding, they will receive substantial in-kind support. Each Local Affiliate will receive support materials acknowledging their connection to the Center. These will include business cards with the Center logo and a designation of them as the Local Affiliate of the Center, mailing labels, letterhead and envelopes, and other materials as appropriate. The implementation kit is a

major element of the material provided to each Local Affiliate. The kit will include all the materials necessary for the affiliate's community ADA implementation efforts and will be continuously upgraded as new materials become available. The Local Affiliates initial activities will be directed toward establishing a baseline of compliance in their communities and conducting at least one training activity. The Local Affiliates will be charged with providing monthly progress reports on the successes and difficulties encountered.

Pacific Disability and Business Technical Assistance Center (States of AZ, CA, HI, NV, Pacific Basin)

Center Organizational Affiliations and Staffing:

Berkeley Planning Associates (BPA), a program evaluation and consulting firm specializing in disability and employment issues, is the prime grantee and the organizational home of the Region IX DBTAC. The goal of the Center has been to build a strong team in Region IX consisting of the area's most knowledgeable individuals and organizations. The guiding philosophy of the Center is the collaboration of persons with disabilities and business leaders in making ADA implementation successful. The Pacific DBTAC includes a working team of representatives from the disability community, the business community, State and local government, independent living centers, governor's committees, disability and accessibility specialists, and representatives of the private sector. The Center is staffed by Project Director Erica Jones; Technical Assistance Specialists Guy Guber, Cheryl Youngwerth, and Susan Haight; and Administrative Assistant Michelle Fleuret.

The Center's Advisory Board was expanded from an initial group of State Coordinators and subcontractors to include members of the Building Owners and Managers Association (BOMA), Better Business Bureau, California Chambers of Commerce, ADIA Information Services, the Small Business Administration, Chevron Oil Corporation, independent living centers, and ADA trainers.

Trainings

The Pacific DBTAC provided 44 trainings in Year Two to over 4,815 individuals including representatives of Federal, State, and local government agencies, employers, business entities, consumers with disabilities and their representative organizations, voluntary organizations, and service providers. Trainings consisted of both presentations incorporating lecture, question and answer, video, discussion segments and small group problem solving sessions. A current list of materials available from Pacific DBTAC and complimentary training materials were distributed to most attendees.

Technical Assistance

The majority of the Center's public education efforts are provided through the operation of the toll-free ADA information line which serves Region IX weekdays from 9:00 a.m. to 5:00 p.m. Pacific time. The Center handles between 40 and 50 calls a day. The information line is staffed by three half-time Technical Assistance Specialists. Pacific DBTAC provided over 6,252 individual technical assistance efforts between October 1992 and September 1993. The percentage of each caller category is as follows: Business Entities (36%), Disability Entities (38%), Public Entities (16%) and Other (10%). Technical assistance was provided in the following areas: Employment (23%), Public Accommodations (27%), Disability Awareness (13%), Information about Pacific DBTAC (19%), Public Services (14%), Transportation (2%) and Communication (2%).

Publications Dissemination

From October 1992 through September 1993, the Pacific DBTAC distributed 51,429 pieces of ADA technical assistance material to 4,813 callers (Note: This figure constitutes approximately 75% of all callers in Year Two.). This figure includes the distribution of approximately: 6,029 EEOC Booklets (ADA Questions & Answers, Employer Responsibilities, and Employment Rights), 979 Title I Regulations, 652 Title II Regulations, 1,599 Title III Regulations, 413 *Title I Technical Assistance Manual (TAM)*, 392 Title II TAM, 243 Title III TAM, 727 Checklist for Existing Facilities, 325 *ADA Handbook*. An additional 10,577 pieces of material were distributed in Year Two by Pacific DBTAC's State coordinators. In addition to the figures cited above, the Center distributed over 9,500 copies of the first issue of its project newsletter, the *Pacific Center Update*. A total of 10,000 copies of the second issue were published, and approximately 9,000 have been disseminated to date. The Center also distributed over 5,519 Pacific DBTAC project information flyers and 5,787 copies of its "Materials Available" list. Of all materials distributed, 41% went to Business Entities, 34% to Disability Entities, 15% to Public Entities and 10% to Other.

ARIZONA

Arizona Bridge for Independent Living (ABIL) is the Pacific DBTAC affiliate.

Arizona Year Two Activities and Accomplishments:

ABIL has completed 12 trainings and workshops for over 250 people in the past year. Some examples of their trainings include: "ADA Title III Training" to AZ Cooperative Education, "ADA Title II Training" to EEOC, as well as ADA training to readiness for employability, Job Applicant Training, and ADA Advocacy Training, and the following Gateway Community College courses: "ADA Architectural Accessibility Course," "ADA Architectural Accessibility Lab," and "ADA Employment Issues Class." Over 17 seminars were conducted for over 995 individuals, ranging in topic across all titles of the ADA, along with six public workshops and 12 presentations targeted solely on Disability Awareness.

Technical Assistance was provided for approximately 624 people. ABIL conducted 24 private consultation/on-site technical assistance efforts for various entities, including: Out of Africa Wild Animal Park, Carrows Restaurants, Tempe School District, and others, primarily on accessibility issues. ABIL also participated in three Attorney General's Technical Advisory Committee meetings on development of State regulations on the ADA. Media events included three radio and television efforts and one written article. ABIL also conducted six accessibility surveys.

Arizona Year Three Plans:

Training

Arizona has two major players planning to conduct trainings in Year Three: The Arizona Bridge to Independent Living (ABIL) will reach out to businesses and employers with plans to conduct ten ADA trainings in the Phoenix and Tucson areas; The Arizona Governor's Committee on Americans with Disabilities has planned a series of six trainings to State and government officials beginning in the first quarter. The Pacific DBTAC will also directly sponsor an ADA training to the Navajo Nation this coming year. Many Native Americans, as a minority population, are unaware of their rights as citizens, consumers, and employees with disabilities. Most members of the reservation find employment outside the reservation and have requested ADA training on Title I.

Accredited community classes will be conducted by ABIL and co-sponsored by the Pacific DBTAC to train architects, building code officials, and consumers on Title III ADAAG accessibility guidelines. This class has been approved by Gateway Community College, and twenty people have pre-registered for the class beginning in October.

Arizona recently passed a State law requiring all local jurisdictions to adopt ADAAG guidelines. ABIL and Pacific DBTAC plan to initiate consumer input into the ICBO (International Conference of Building Officials) for training on ADA. Outreach and materials will also be targeted towards the CABO (Council of American Building Officials) to provide direction on ADA compliance.

Technical Assistance

Both ABIL and the Arizona Governor's Committee have installed Statewide 800 telephone numbers. Each provides approximately 500 technical assistance contacts per month and uses the Pacific DBTAC for information and assistance as well as publicizing their phone number.

Coalition Building

Arizona Bridge to Independent Living (ABIL) will organize a Statewide coalition sponsored by the Pacific DBTAC. Business, State and local government, and consumers will be included with an intent to target minority populations. The coalition intends to create a Statewide publicity campaign to inform the public about ADA.

CALIFORNIA

The Pacific DBTAC's State Affiliate in California is the California Department of Rehabilitation (CDR).

California Year Two Activities and Accomplishments:

About 200 trainings were conducted by central office and field staff in Year Two. The CDR has under development a "generic" ADA training package for use by departmental staff, public agencies, and the private sector. Over 1,600 technical assistance requests have been responded to. Ongoing technical assistance includes assisting the State Senate and Assembly to make the legislative process more accessible to persons with disabilities. The department has also put together an ADA Library. More than 32,000 items of printed material on the ADA have been distributed in the last fiscal year. The CDR has developed three publications of its own: *A Comprehensive Overview of the ADA*, *A Self-Evaluation Guide*; and *An Analysis of AB 1077 (The California ADA)*.

The CDR has sponsored and conducted approximately 200 trainings/workshops like the following: ADA Training for State Government Officials (two sessions of more than 200 persons each), about 10 sessions for rehabilitation counselors and Independent Living Center (ILC) staff, two sessions for ADA Coordinators in the Department, three sessions for ILC staff (through a contract with California State University Longbeach and the California Foundation of Independent Living Centers as subcontractor), two sessions for consumers on access standards and the ADA (through a contract with the Horner Foundation and the California Association of Persons with Handicaps as subcontractor), a two-day session for new members of the Community Access Network on access and the ADA, a day-long session for local government ADA Coordinators in local government in southern California (co-sponsored with the Los Angeles County Commission on Disability), a series of ADA workshops (co-sponsored with other organizations) in the Los Angeles area aimed at minority businesses and minority individuals with disabilities, active participation with the State Chamber of Commerce in presenting a dozen ADA workshops for businesses, active assistance to the National Council on Disability in organizing its October 1992 ADA Watch hearing in San Francisco (at which the department also made two of the presentations), and primary sponsorship of the California Disability Leadership Summit Conference held in Anaheim in October.

The CDR is co-sponsoring, with other organizations, a series of ADA workshops in the Los Angeles area aimed at minority businesses and minority individuals with disabilities, as well as preparing a project to develop radio and television PSAs to promote greater awareness of the ADA within the business community, targeting smaller businesses. This major outreach initiative to the business community has as its purpose to increase their awareness of the ADA and the new July 1994 number of employees threshold. ADA Coordinators from State departments are being called together to promote implementation and provide support. The Department is developing a new building/site access survey tool reflecting California's recent adoption of a new building code access package consistent with the ADA.

The CDR's new publication *Consumer Connections* has featured two major ADA articles. The department has organized meetings of the key ADA organizations in California to increase awareness, too promote coordination, and to enhance mutual support. Various bills in the legislative process have been closely monitored for their ADA implications (e.g., workers compensation, access, housing, communication). On 1 January 1993, California

Assembly Bill 1077 took effect; this bill is popularly referred to as "the California ADA." It amended over 40 existing State statutes to bring them into alignment with the ADA. Having been signed by the Governor in the fall of 1992, AB1077 may be the first comprehensive State law of its kind in the nation.

An electronic ADA bulletin board has been established within the CDR. An electronic and hard copy ADA update publication covering recent court rulings, Federal administrative decisions, and new legislation is in the planning stages. The CDR is also reviewing the State's implementation of the 1992 Rehabilitation Act Amendments to ensure compliance with ADA. In its ongoing review of the ADA contracting responsibilities of public agencies, the CDR will be developing appropriate guidance and training.

California Year Three Plans:

Training

The California State Department of Rehabilitation (CDR) in conjunction with the Pacific DBTAC will train 54 consumers from Independent Living Centers throughout the State of California for three days on the ADA. In turn, these consumers will be prepared to train business entities, State and local government, and consumers in their local communities. The Pacific DBTAC, with a modest amount of NIDRR funding, has been able to leverage money with the CDR and the Los Angeles County Commission on Disabilities for the conduct of eight additional ADA trainings in Los Angeles County for ethnic minority populations. African-Americans, Latino, and Asian community businesses, consumers, and community leaders are being trained in various languages in a train-the-trainer format to participate in ADA implementation in their communities. These trainings are set for the first quarter of Year Three.

A Disability Leadership Summit is to be conducted in Anaheim, California. Registration has already begun, and 1,800 providers, rehabilitation professionals, private businesses, and consumers have signed up to attend. Two days of workshops and general sessions on the ADA will be conducted. Materials on the ADA will be disseminated. The Center will assist CAPH (California Association of Handicapped Persons) in its plans to conduct six trainings throughout California on the ADAAG regulations and accessibility for building code officials, architects, and consumers.

Presentation Series

Through the Bay Area United Way, professionals and disability consumers will conduct, with DBTAC assistance, a minimum of twenty presentations to organizations in the business community. The Los Angeles County Commission on Disabilities will outreach to minority sectors of the community and conduct presentations to locally owned minority businesses.

Small Business Outreach Program

The ADA Business Advisory Taskforce with Pacific DBTAC will outreach to small businesses and provide one-on-one and group ADA monitoring programs. The California Chamber of Commerce has agreed to include its membership, and the Advisory Taskforce intends to conduct outreach beyond the Chamber's membership. Telephone contacts, materials, and on-site consultations are being set up to provide guidance to small businesses. Funds will be sought to further the outreach of the program to entities with fewer than 25 employees.

Coalition Building

Local coalitions will be initiated in Northern and Southern California. The Bay Area and Los Angeles area will build local coalitions under the direction and support of the Pacific DBTAC. Membership will include cross-disability consumers, ethnic minorities, business entities, and State and local government officials. The coalitions will decide on how best to disseminate ADA information and educate the public. Each coalition will build ongoing relations with continuous feedback from its community.

State Coordinator

The California Governor's Committee on Employment of Persons with Disabilities has an extensive Year Three plan to educate Title II entities within California State government. They are beginning with the Employment Development Department and reaching out to other agencies of State government in participation with the California Department of Rehabilitation. A plan has been set to do one training each month for government divisions and employers of large and small companies.

Model Project for Independent Living Centers

A model project is being planned to include all twenty-six Independent Living Centers (ILCs) in California to conduct outreach in ADA implementation under the sponsorship of Pacific DBTAC. The California Foundation of ILCs will gather needs assessments from all 26 ILCs in order to determine the best methods for information dissemination, technical assistance, and trainings on the ADA in community settings where each ILC is located. Outreach and awareness about ADA implications for towns, counties, and townships will be the cornerstone of ADA implementation to every sector of the communities.

Publicity

The Pacific DBTAC and California Department of Rehabilitation have agreed to co-sponsor a Statewide campaign to publicize the ADA via television, radio, and newspapers. This effort will inform the general public about the ADA and provide local contacts for information.

HAWAII

The Pacific DBTAC's State Affiliate in Hawaii is the State Commission on Persons with Disabilities.

Hawaii Year Two Activities and Accomplishments:

Ninety-four (94) training sessions for various organizations were conducted in Hawaii. The Commission has also completed seven training sessions through the Department of Personnel Services for State of Hawaii employees on the ADA, Titles I and II. These training sessions have been conducted in Honolulu and on the Islands of Maui, Kauai, Hawaii, and Molokai.

The Commission assisted in the development of a State of Hawaii Accommodations for Employees with Disabilities Manual. The purpose of this manual is to provide guidance on how reasonably to accommodate State employees and applicants for State positions.

Technical information was provided in response to 4,693 inquiries.

The Commission participated in a televised forum, "ADA and Workplace Accessibility." The audience consisted of University of Hawaii students (for course credit) and the general public (through television access). "ADA Title I Overview" was the title of a radio

show in which the Commission also participated. This show was broadcast on a Filipino radio station, and its projected audience was bilingual.

Hawaii Year Three Plans:

Education

The University of Hawaii School of Architecture will offer a 3 credit course on accessible design for persons with disabilities as a pilot in Spring 1994. The staff of the Commission will teach this pilot course. This course will focus on the broader issue of designing for full access and integration of persons with disabilities, of which ADAAG will be a major component. Other design guidelines, such as the Federal Fair Housing Guidelines will also be discussed.

In cooperation with the community colleges (a part of the University of Hawaii system), the Commission staff will also be providing training on ADAAG to design professionals (two classes on Oahu, two classes on the Big Island, and one class on Maui).

The Commission has contracted with a consultant to prepare a special edition of its newsletter *Ha'ilono Kina* on the ADA. This special edition will contain information on exemplary actions taken by privately owned businesses to make their goods, services, and buildings accessible to people with disabilities per the requirements of the ADA.

In cooperation with KITV, the Commission will conduct a public relations campaign on the ADA. The Commission and KITV will duplicate and distribute the planned video to organizations in an effort to educate the public on ADA.

Training

Hawaii is planning a comprehensive conference and training in January 1994 for architects, building code officials, and consumers on Title III of the ADA entitled "ADA Pacific Conference Hawaii '94." It is being co-sponsored by the Hawaii Centers for Independent Living and the Pacific DBTAC and promises to draw 2,000 participants from the Pacific Region.

The Pacific DBTAC will also conduct a Statewide training for the Hawaii Department of Vocational Rehabilitation Counselors in the first quarter of Year Three. Counselors will be trained on their ADA responsibilities under Titles I and II. Also in the first quarter, a Statewide forum will be conducted by the Pacific DBTAC in the Hawaii State Capital

Auditorium on recent ADA developments. State officials, providers, legislators, businesses, and consumers will attend.

The Pacific DBTAC in conjunction with Hawaii Centers for Independent Living will provide a half-day training on the ADA for the Chamber of Commerce and Small Business Alliance in December. Businesses will be instructed on their obligations and responsibilities under the ADA.

State Coordinator

The Hawaii Commission on Persons with Disabilities has planned to assist government entities with their self evaluation plans to assure accountability to the issues of policy and procedure modifications. In addition, a plan to conduct twenty trainings to employers and government entities has been initiated. A plan has also begun to develop a guide on how to hire an ADA consultant. Many individuals who require hands-on assistance to comply with the ADA ask for direction on how to hire a legitimate consultant. The guide will provide step-by-step procedures and guidelines to ensure that an individual is asking questions that will lead to the appropriate consultant.

Coalition Building

The Hawaii Centers for Independent Living (HCIL) will be sponsored by the Pacific DBTAC to create a Statewide coalition of business entities, consumers, and State and local government. ADA awareness will be the main focus of the coalition as it determines the means by which it plans to disseminate information. Technical assistance will be targeted to the tourist industry, hotel, and restaurant establishments in providing equal access to people with disabilities. The coalition intends to reach out to each island community and emphasize architectural, procedural and service barriers.

NEVADA

The Nevada Governor's Committee on Employment of People with Disabilities is the DBTAC's Affiliate in that State.

Nevada Year Two Activities and Accomplishments:

The Governor's Committee has conducted 150 public workshops, and approximately 720 technical assistance efforts have been completed. Over 6,000 total copies of ADA materials have been distributed.

Minority efforts include the Commission's meeting with Hispanic Chamber of Commerce and Native American groups to educate these non-English speaking people on their rights under the ADA. Working with the Chamber of Commerce, the Commission coordinated with the hotel/motel industry and trained all of their employees on ADA, thus increasing business contacts as well as providing valuable instruction.

The Commission wrote the One Minute Manager, a set of small cue cards for employees in the hotel/motel industry to review at the beginning of their work shifts to remind them of how to treat people with disabilities. Events in the last month of Year Two included an Evan Terry workshop on Titles I - III, as well as a Technology Expo in Las Vegas at the Tropicana and the Governor's award for people with disabilities at the Debbie Reynolds Hollywood Hotel and Casino.

Nevada Year Three Plans:

Training

In the first quarter of Year Three a "Reasonable Accommodation and Technology in the Workplace Expo II" is scheduled for Las Vegas. Eighteen workshops and trainings are to take place and over 100 booths of information and ADA technical assistance will be set up. The targeted audience includes: employers, businesses, manufacturers, providers, and State and local government agencies. An employer seminar and training will be conducted in April 1994 in Reno. ADA compliance information and training will feature interface between consumers and potential employers. The Nevada Department of Vocational Rehabilitation has plans to train government officials on ADA through eight State trainings. The various department heads in the VR system have received training and will conduct outreach to other State entities.

Information Dissemination

A Statewide effort to disseminate materials and information on the ADA has been undertaken by the Nevada Governor's Committee on Employment of People with Disabili-

ties. All Nevada hotels and casinos have been targeted, and technical assistance will be provided.

Coalition Building

Northern and Southern Nevada are targeted to build local coalitions under the sponsorship of the Pacific DBTAC. The Southern Nevada coalition will encompass local officials, hotel and casino owners, and consumers, while the Northern coalition will include more government entities. Each coalition plans to intensify efforts to provide assistance in ADA implementation. Hotels have offered to donate meeting rooms and help recruit businesses.

PACIFIC BASIN

Pacific Basin Year Two Activities and Accomplishments:

In the Commonwealth of the Northern Mariana Islands (CNMI), Saipan completed ten ADA trainings and workshops for over 280 people, including local businesses, hotels, consumers, State officials, and legislators. A training was conducted on the island of Rota to 30 businesses and State officials, and another on Tinian to 35 people from all sectors of the community. Technical assistance was provided to over 435 individuals, and 1,500 ADA materials were distributed. Private consultations were provided to 26 companies; all 26 had site surveys conducted.

On Guam 14 ADA trainings and workshops were conducted for over 425 people, including local businesses, hotels, consumers, State officials, and legislators. Three TV interviews, three radio spots, and seven news articles in local newspapers were produced featuring the ADA. Technical assistance was provided to 630 individuals, and 2,100 ADA materials were distributed. Private consultations were provided to 64 companies, and 40 site surveys were conducted.

Pacific Basic Year Three Plans:

In American Samoa the Pacific DBTAC will sponsor an ADA training for the island's businesses and provider community with the assistance of the Department of Rehabilitation in the second quarter of Year Three. ADA compliance has been hampered on the island due to a lack of coordination. Corrective efforts are being made, and consumers are joining providers to educate the community.

On Guam and Saipan the Pacific DBTAC trained both island communities last year, and plans to disseminate information on the ADA have escalated. Each island is conducting presentations to the business community and reproducing Center materials from computer disc. Both Protection and Advocacy agencies are providing technical assistance and consultation to the community.

Special Project

Los Angeles Model Project:

The Los Angeles Model Project to ethnic minority communities began with a \$25,000 grant from Pacific DBTAC sponsored by NIDRR. This money was leveraged to raise other funds in the community to raise a budget currently totalling \$120,00 for the project. Outreach is towards community organizations, consumers, and disadvantaged business enterprises. It has been requested that each sponsoring or supporting organization for each training do mailings directly to their constituents. In all, 16 to 17 trainings are to be conducted. Each group trained has agreed to continue outreach and training in their own community. Promotional efforts have been made, and speakers are being chosen primarily from the pool of ADA experts who gathered for the April 1, 1993 program at Descanso Gardens. Each training will be led by one to two experts, with a panel of ADA specialists assembled to train each Title/subject of the ADA. All materials for the training will be provided by the Pacific DBTAC.

Initially, the Center approached the Los Angeles Urban League, the Los Angeles Chapter of the NAACP, and the Brotherhood Crusade. Each of these groups were agreeable to be sponsors of the trainings. DBTAC staff have also attempted to contact a cross-community church coalition, but as yet have been unsuccessful. Each of the groups mentioned above will also assist in outreach to small business owners. In addition, the Black Business Association and the Chambers of Commerce for Baldwin Hills, Crenshaw, and Compton have been contacted. RLA (Rebuild Los Angeles) is providing lists of business owners from the African-American Communities as well as the Latino and Asian Communities.

The most important group in the Latino Community is MALDEF, the group the DBTAC first contacted for sponsorship. MALDEF is extremely important as they were involved in census tracting for a major legal case in Los Angeles and because they educated the Latino Community about the redistricting after winning the legal case. As a result they

have extensive outreach capabilities. The next groups contacted were LA Opinion and KMEX, the Spanish language newspaper and television station respectively. While these groups are considering sponsorship, they are setting up editorial board meetings to assist with public relations and promotion. Many other groups have been contacted (Fiesta Educativa, La Raza, UNO, Santa Monica Hispanic Outreach program, etc.), but the two other primary groups from which sponsorship is being sought are MAPA and LULAC.

The most significant group in the Latino Business community is the Latino Business Association. Through a contact at Senator Art Torres office, the Center was able to approach the Association for sponsorship. Two other contacts are the Mexican-American Chamber of Commerce and Eastern Group Publications company, a high visibility newspaper publisher in the East Los Angeles Business Community.

A significant issue with the Asian Community in that it is not just one community; the Asian Community actually consists of many sub-cultures (i.e., Korean, Japanese, Filipino, Vietnamese, etc.). Many consumers only speak their native Asian language, therefore, translation becomes very difficult for mixed audiences. However, the Asian Pacific Planning Council agreed to be a sponsor of the ADA trainings. The Council represents a broad group of Asian community organizations. The Council encourages each group from different Asian subcultures to identify a person with a disability in their organizations who should attend the training. The agenda is a Train-the-Trainers program. Each of the trainees returns to his or her subculture community and trains consumers with disabilities. In this way, individual language issues can be addressed appropriately. Asian Community Rehabilitation Services has been contacted as a co-sponsor of the LACCD ADA training program and to be the coordinating group for the training in sub-culture communities.

The primary group for business outreach is the Asian Business League. This organization represents English-speaking business owners from the different Asian Communities. Individuals contacted through the Asian Pacific Planning Council are helping to make contact with the Asian Business League. They are also helping with contacting Channels 18 & 62, the Asian language television stations. In order to identify locations, determine and contact key sponsors, and obtain mailing lists, a wide variety of individuals and organizations were contacted. For consumer trainings, the focus has been on community centers and colleges as training sites for cost reasons.

Five all-day consumer trainings were conducted in Year Two: Community Rehabilitation Services, East Los Angeles; Pilgrim Lutheran Community Center, Pico/Union;

African-American Community Center, South Central Los Angeles; Rio Hondo College, San Gabriel; and West Los Angeles College, West Los Angeles. Business trainings in Year Two included: Southern California Edison, San Gabriel; RLA (Rebuild Los Angeles), Downtown Los Angeles; Latino Business Association, Pico/Union; and the Black Business Association, South Central Los Angeles.

In Year Three, three additional consumer trainings have already been scheduled: Lakeview Community Center, San Fernando; Carson Community Center, South Bay; and UCLA Extension, Central Los Angeles. Plans for Year Three also include four already scheduled business trainings: Hughes, West Los Angeles; Cal-State University Northridge, San Fernando; ARCO, South Bay; and DWP, Central Los Angeles.

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Northwest Disability and Business Technical Assistance Center (States of AK, ID, OR, WA)

Center Organizational Affiliations and Staffing:

The Washington State Governor's Committee on Disability Issues and Employment (GCDE) is a unit of State government, which operates under Executive Order. The Committee's contract and fiscal offices are provided by the Washington State Employment Security Department. The Northwest DBTAC is a collaborative effort to span Region X's four time zones, huge land area (nearly 840,000 square miles), and great diversity; it is staffed by Project Director Toby Olson and Program Coordinator Lyn Sowdon, supported by GCDE professional staff.

With ninety-one members, the Governor's Committee is able to draw together the constituencies necessary to assist in developing and guiding the State's policy directions related to disability. Twenty-one Statewide disability organizations participate on the Committee, as do the directors of every State agency with significant disability involvement. Service providers, professionals, and researchers in a cross section of disability-related fields, local governments, State elected officials, attorneys working in employment and disability law, and the business community are also well represented on the Committee.

Business and Labor Advisory Council

The Business and Labor Advisory Council consists of representatives from twenty-seven businesses and three labor organizations, including Boeing, Microsoft, Nordstrom, the AFL/CIO, U.S.WEST Communications, Safeway Inc., GTE Northwest, McCaw Cellular Communications, Safeco Insurance, the State Labor Council, Maverick International, Group Health, and others. This natural extension of the Committee's policy of directly involving interested parties in shaping and guiding the Committee's activities meets every two months to review and evaluate the services and activities of the Northwest DBTAC. The Council is also active in identification of unmet needs and/or potential opportunities.

Regional Board

The DBTAC's Regional Board consists of the directors of the State Affiliates, the chairs of the Statewide Coalitions, and the chair of the Business/Labor Advisory Council. It meets three times a year with regular conference calls between meetings. The Board allows the Center's partners and its staff to come together to review and assess the Center's activities and provide direction in matters of policy and goals. In Year Two of the project, the Board Members instituted a practice of opening up a half-day of each meeting to an open forum in which all interested parties are welcome to come and share their observations and suggestions regarding the DBTAC and its activities, or anything else related to the implementation of ADA.

Regional Conference on People with Disabilities from Culturally Diverse Communities

In December the Northwest DBTAC initiated discussions with Dr. Sylvia Walker, Director of the NIDRR-funded Research and Training Center at Howard University, and with Mr. Claude Grant, Coordinator of the Minority Initiative of the President's Committee on Employment of People with Disabilities, to begin planning a Regional Conference on persons of color with disabilities. In addition to Dr. Walker and Mr. Grant, the kick-off planning meeting, held on April 29 drew participation from the Region X Office of Civil Rights for the Department of Health and Human Services, the Region X Continuing Education in Rehabilitation Program, the Governor's Affirmative Action Policy Committee, the Washington Human Rights Commission, the Office of Minority and Women's Business Enterprises, the Department of Social and Health Services Diversity Initiative, the Seattle Human Rights Department, the King County Human Rights Department, the Washington Protection and Advocacy Agency, the Governor's Office on Indian Affairs, and Region X Blacks in Government.

ALASKA

Access Alaska, an Independent Living Center with offices in Anchorage and Fairbanks, is State Affiliate for Alaska and the organizer of the Statewide Coalition. The Coalition in Alaska is called the ADA Partners Project. The current participants include Advocacy Services of Alaska, the Governor's Council on Disability Issues and Special Education, the Governor's Committee on Employment of People with Disabilities, the Alaska Center for Deaf and Blind Adults and the Alaska University Affiliated Program. Joint

activities have also been carried out with the Anchorage Chamber of Commerce, the State Vocational Rehabilitation Agency, Southeast Alaska Center for Independent Living and the Independent Living Center of Homer.

The ADA Partners Project is a Statewide Alaska effort to create a network of Regional Mentors. These are people who will have the expertise and commitment to assist their communities in complying with the ADA, and to create an environment which supports and encourages voluntary compliance with the Act. In addition to the extensive in-kind contributions of time and staff, the organizations which make up the ADA Partners Project have given to this collaborative effort, they have also provided additional financial support to help augment the funds available through NIDRR.

Alaska Year Two Activities and Accomplishments:

The rate of ADA materials distribution increased significantly in the second year. In Year Two of the project, 6,001 pieces of approved materials were provided to recipients within Alaska. Most of this material was distributed in conjunction with some other service activity such as a training session or an information, referral request. In the first eleven months of Year Two, businesses accounted for 32 percent, people with disabilities received 31 percent, and State or local governments received 18 percent of those materials distributed within Alaska. Other recipients accounted for another 18 percent of the total.

In Year Two of the project the DBTAC trained 570 people in Alaska on the ADA. Training efforts in Year Two have focused primarily on developing and supporting the Regional Mentors. It is expected that over time this approach will result in a well established network of local community resources. The Center has already seen this approach begin to pay off in greatly increased capacity within other States of the region.

In Year Two of the project the Northwest DBTAC responded to 2,489 requests from Alaska residents for technical assistance on the Americans with Disabilities Act. Businesses remained the largest user of technical assistance, accounting for 41 percent of the requests. People with disabilities were second, making 33 percent of the requests, followed by State and local government, at 15 percent. All other categories of requesters accounted for 11 percent of the requests for technical assistance and information.

These technical assistance requests from the State of Alaska resulted in 426 referrals to other resources. Businesses were the most frequent requesters of referrals, accounting for 46 percent of the requests. State and local governments were next, at 24

percent, followed by people with disabilities, at 20 percent. All other categories of requesters accounted for only 9 percent of the requests for referrals.

Alaska Year Three Plans:

In Year Two of the project Alaska began doing follow-up training with its Regional Mentors and with those members of their local communities which the mentors have recruited to work with them as community ADA voluntary implementation teams. This will continue in Year Three. Alaska also proposes an expansion of this proven approach into new areas of the State. Ten new Regional Mentors will be recruited and brought together for an orientation and a five-day intensive Train-the-Trainers session. These Regional Mentors will then take their places in Alaska's existing Statewide network and begin providing technical assistance and training and recruiting their voluntary implementation teams.

The Alaska Partners Project is developing a State media campaign that will target the general public and the business community, to raise awareness and acceptance of ADA and promote the information and assistance available through the Northwest DBTAC. It includes promotion of print, radio and television ads, using a consultant to help prepare and place feature articles, production of a specifically targeted brochure and a portable display. The project is particularly interested in making certain that its spots are aired on RATNET programs, in order to reach the rural communities. One local television station, KTUU-TV, has agreed to a 50 percent match of free air time for purchased time. Much of the material developed in this pilot will be transferable to the rest of the Region and possibly to other DBTACs as well.

IDAHO

The Statewide Coalition in Idaho is called the Idaho Task Force on the Americans with Disabilities Act. The twenty-three members who make up the board of directors for the Task Force include representation from the Association of Cities of Idaho, the State Vocational Rehabilitation Agency, the Idaho Commission for the Blind, the Idaho ARC, U.S. West Communications, Hodsen Elevator Corporation, S.L. Start and Associates, Atkinson Distributing, Inc., the Council on Developmental Disabilities, the Commission for the Blind, the Citizen's Review Commission, Co. Ad. Inc, Parks and Recreation, the Living Independence Network Corporation, E.Q.O.L., Inc, and the Department of Health and Welfare. In accordance with its bylaws, at least 51 percent of the board members must be persons who

have disabilities. The Living Independence Network Corporation, an Independent Living Center with offices in Boise and Idaho Falls is the DBTAC State Affiliate for Idaho and the conduit for the DBTAC's support for the Task Force. The Center's support for the Idaho ADA Task Force has been augmented by additional funding from the State's two Vocational Rehabilitation Agencies, the Developmental Disabilities Council, and U.S. West Communications.

Idaho Year Two Activities and Accomplishments:

The rate of ADA materials distribution in Idaho increased by more than three-and-a-half times in the second year. In the first eleven months of Year Two, 20,449 pieces of approved materials were provided to recipients within Idaho. Most of this material was distributed in conjunction with some other service activity such as a training session or an information, referral request. State and local governments were the most common recipient of materials distributed within Idaho. In the first eleven months of Year Two, State and local governments accounted for 53 percent, businesses received 24 percent, and people with disabilities received 20 percent of those materials distributed within Idaho. Other recipients accounted for another 3 percent of the total.

In the first eleven months of Year Two the Northwest DBTAC trained 1,942 people in Idaho on the ADA, nearly twice last year's number. In the first eleven months of Year Two, representatives of State and local governments accounted for 51 percent of those trained in Idaho State. Business persons accounted for 24 percent of those trained in Idaho State during the first eleven months of Year Two, and people with disabilities were 17 percent. All other categories of training recipients accounted for only 8 percent of those trained.

In the first eleven months of year two the DBTAC responded to 1,506 requests from Idaho residents for technical assistance on the Americans with Disabilities Act. State and local governments and businesses accounted for about 39 percent and businesses 38 percent. People with disabilities made 20 percent of the requests. All other categories of requesters accounted for 3 percent of the requests for technical assistance and information.

These technical assistance requests from the State of Idaho resulted in 582 referrals to other resources. People with disabilities were the most frequent requesters of referrals accounting for 43 percent of the requests. Businesses were next, at 31 percent, followed by

State and local governments at 22 percent. All other categories of requesters accounted for only 8 percent of the requests for referrals.

Idaho Year Three Plans:

At the time of this report plans are being developed to combine the Idaho Train--the-Trainers activity with a pilot test of NIDRR's model ADA training curriculum. Scheduled for April 1994, this event would bring together the seven individuals involved in the Idaho ADA Task Force who have completed either the ILRU or LINC five-day training programs, and others in the State who have been providing training. These participants would be trained in the model curriculum by trainers who were involved with its development. A followup stage to this activity will include a series of training sessions in different communities of the State, in which the Train-the Trainer participants will be teamed with DBTAC staff and possibly even some of the developers of the model curriculum, providing an opportunity to evaluate the trainers and the curriculum simultaneously.

Idaho proposes to develop a State ADA reference and lending library, which would display all of the materials and formats available through the DBTAC. Interested parties could review the materials, discuss them with trained staff, and select the appropriate items for their group or event. Bulk orders could be planned and passed on to the Center office staff. High cost items like video tapes would be available for review and short-term loan. This resource would be piloted in Boise, Idaho for possible replication elsewhere. These libraries would be resources which would continue to serve the State networks and other interested persons after the completion of the five-year project.

OREGON

The Statewide Coalition in Oregon is called the Americans with Disabilities Act Implementation Task Force. Access Oregon, an Independent Living Center headquartered in Portland, is the State Affiliate for Oregon and the conduit for the Center's support for the Task Force. Organizations participating in the Task Force include the Oregon Disabilities Commission, Tektronics Corp., Safeway Corp., U.S. Bank Corp., the Better Business Bureau of Oregon, Environmental Access Inc., the State Department of Human Services Divisions of Senior and Disability Services, Vocational Rehabilitation and Employment Services, the Oregon Visitors Association, the Handicap Accessibility Support League, and Access Oregon.

Oregon Year Two Activities and Accomplishments:

The rate of ADA materials distribution in Oregon nearly doubled in the second year. In the first eleven months of Year Two, 19,504 pieces of approved materials were provided to recipients within Oregon. People with disabilities accounted for 38 percent, businesses received 29 percent, and State and local government received 27 percent of those materials distributed within Oregon. Other recipients accounted for another 7 percent of the total.

In the first eleven months of Year Two the DBTAC trained 368 people in Oregon on the ADA. Access Oregon and the Oregon Americans with Disabilities Act Implementation Task Force have developed a plan to coordinate the efforts of Oregon's network of trainers, focusing on a few model communities in the hope that a momentum can be established in these communities.

In the first eleven months of Year Two the DBTAC responded to 2,325 requests from Oregon residents for technical assistance on the Americans with Disabilities Act. At 36 percent, people with disabilities were the most common requesters of technical assistance from Oregon. State and local governments generated 27 percent and businesses accounted for 26 percent. All other categories of requesters accounted for 11 percent of the requests for technical assistance and information. These technical assistance requests from the State of Oregon resulted in 486 referrals to other resources. People with disabilities were the most frequent requesters of referrals, accounting for 38 percent of the requests. Businesses were next at 28 percent, followed by State and local governments at 25 percent. All other categories of requesters accounted for only 8 percent of the requests for referrals.

Oregon Year Three Plans:

Three communities in various geographical locations in Oregon have been targeted as "model communities" in this project to develop local capacity, awareness, and momentum around ADA implementation. The project is beginning with the establishment of an ADA Model Community Coalition in each of the targeted communities. In the beginning stages, participants in Oregon's existing Statewide network of trainers and technical assistance providers will take the lead in working with city and county officials, appropriate disability groups, local businesses, and business organizations like the Chamber of Commerce, service organizations like the Rotary and Kiwanis Clubs and organizations representing local minority populations to recruit participants.

With the help of local trainers, the staff of the State Affiliate and the Oregon Disabilities Commission will provide the members of each local ADA Model Community Coalition with a two-day training on the Act, in order to help ensure a base level of knowledge about the ADA in those who are going to play a lead role in fostering its implementation within their communities. With the assistance and support of the DBTAC and Access Oregon, each of these local coalitions will then plan, market, and execute its own mixture of activities to promote ADA awareness and voluntary compliance. Each of the local ADA coalitions recruited and trained through this activity will select a representative to serve on the Statewide coalition, and members from the local business communities will nominate members to the Statewide Business Advisory Committee.

WASHINGTON

The Washington State Governor's Committee on Disability Issues and Employment consists of ninety-three gubernatorial appointees, recruited specifically to enable the Committee to draw together the constituencies necessary to assist in developing and guiding the State's major policy directions related to disability. Twenty-one Statewide disability organizations participate on the Committee, as do the directors of every State agency with significant disability involvement.

Washington Year Two Activities and Accomplishments:

Materials Dissemination

The rate of ADA materials distribution doubled in the second year. In Year Two 53,359 pieces of approved materials were provided to recipients within Washington State alone. In Year Two, Title II entities received 38 percent, businesses accounted for 27 percent, people with disabilities also received 27 percent of those materials distributed within Washington State. All other recipients accounted for only 8 percent of the total.

Training

In Year Two the project DBTAC trained 5,646 people in Washington State on the ADA. In the first eleven months of Year Two, representatives of State and local governments accounted for 51 percent of those trained in Washington State. Business persons accounted for 24 percent of those trained in Washington State during the first eleven months

of Year Two, and people with disabilities were 17 percent. All other categories of training recipients accounted for only 8 percent of those trained.

The Northwest DBTAC continues to provide most of its training through partnerships and joint ventures with those existing organizations which have an interest in providing ADA information to their members and constituents. The networks of trainers developed through the Northwest DBTAC's Train-the-Trainers project have greatly increased our ability to respond to training requests from small groups in far flung areas, which previously would have been turned down due to limitations in staff time and travel considerations. Also, simply by being out and active in these far-flung communities, these trainers are finding out about, or developing training opportunities which the DBTAC would not have known about or which would not have existed otherwise.

Technical Assistance, Information and Referral

In Year Two of the project the Northwest DBTAC responded to 5,919 requests from Washington residents for technical assistance on the Americans with Disabilities Act. Businesses remained the largest user of technical assistance, accounting for 40 percent of the requests. People with disabilities were second, making 29 percent of the requests, followed by State and local government at 25 percent. All other categories of requesters accounted for only 6 percent of the requests for technical assistance and information. These technical assistance requests from Washington State resulted in 549 referrals to other resources. People with disabilities were the most frequent requesters of referrals, accounting for 39 percent of the requests. Businesses were next, at 30 percent, followed by State and local government at 23 percent. All other categories of requesters accounted for only 8 percent of the requests for referrals.

Washington Year Three Plans:

Train-the-Trainers Phase II

Washington State produced many more applicants for its Train-the-Trainers session than could be accommodated in the first round. The next stage in this activity will not only provide those applicants with a two-day training on the Act, it will also provide the DBTAC with an opportunity to evaluate the skills of the first round of trainees, refresh those trainees' knowledge and renew their relationships with the Center. Phase Two will be open to up to one hundred volunteers. The two-day training will utilize NIDRR's proposed Model

Curriculum, and the Center staff will involve as many of the graduates of Washington's first Train-the-Trainer event in the presentation of the training as possible.

Rural Outreach

Washington's Rural Concerns Subcommittee will be holding its highly publicized open meetings and ADA training sessions in four to six rural communities of Washington State. The Train-the-Trainer graduates from each of those regions of the State will be actively involved in the planning of each meeting and in targeted recruitment of participants. These open meetings/training sessions will serve as the initial planning forum for the establishment of ongoing local community ADA voluntary implementation task forces.

State Forum

Washington State will host two meetings of the Northwest DBTAC Regional Board in Year Three of the project. The first of those meetings, which is scheduled for April 1994, will be held in conjunction with a half-day open forum similar to those held in Oregon and Alaska in Year Two. Interested parties from around the State will be invited to learn more about the Center and its activities within the State and to share their observations and recommendations.

Peer and Family Training Network National Training Project

Project Organizational Affiliations and Staffing:

The Peer and Family Training Network Project on the Americans with Disabilities Act (ADA) provides training and technical assistance to parents and other family members of children and young adults with disabilities, consumers, and other community members through an existing system of Parent Training and Information (PTI) Centers. The training is delivered by a team of trainers: one person who is an adult with a disability, and one person who is the parent of a son or daughter with a disability. Trainers are housed in each of the three Regional Training Centers, and each has responsibility for a specific region of the country. These include the NIDRR grantee, the Parent Information Center (northeast region), subcontractor Georgia Arc (south region), and the PACER Center (midwest region). The Parent Information Center is the Coordinating Office for the project. In addition, the National Parent Network on Disabilities (NPND), which is located in the Washington, DC area, has responsibility for collaborating with other NIDRR, DoJ, and EEOC funded projects in the DC area. Key project staff located at PIC in Concord, NH are Judith Raskin, Project Director; Robert Wardell, Project Coordinator; and Bonnie Dunham, ADA Trainer.

Project Year Two Activities and Accomplishments:

Training sessions for PTIs have been held at 20 sites. A total of 878 individuals attended the general sessions. A total of 562 individuals attended the Training of Trainers sessions. In addition to the PTI-sponsored training, project staff conducted training and/or presented information on the ADA to 2,509 individuals in the following locations: General training for 24 persons in West Barnstable, MA; training for 14 persons in Fiskdale, MA; training on Title I for 13 persons in Portsmouth, NH; general training to 274 persons at four parent training workshops in various locations in MN; training on Title I for 8 persons in Manchester, NH; training on Title II for 15 persons from State and local government agencies (police and fire departments) in Concord, NH; training on daycare and the ADA for 20 daycare providers in Concord, NH; training on the ADA to 109 persons as part of an overview of major Federal laws affecting persons with disabilities at 8 sites in New Hampshire; training on Title II for 47 school district personnel in Concord, NH; training on child

care and the ADA for 357 persons at three locations in MN; training on Title III of the ADA for 125 persons in MN; general training on the ADA for 66 persons in Richfield, MN; general training on the ADA for 30 persons in St. Cloud, MN; general training on the ADA for 16 persons in Rochester, NY; general training on the ADA for 18 persons in Rockville, MD; general training on the ADA for 100 persons attending the POWERS annual meeting in Reston, VA; training the ADA and how it relates to young children for 305 persons attending an early intervention conference in Winston-Salem, NC; training on the ADA for 48 PTI staff and advocates in MN; general information about the ADA for 35 students and educators in MN; general information on the ADA for 70 persons attending a family support meeting in Berkeley, CA; information presented to 12 physicians at a committee meeting of the Academy of Pediatrics in Crystal City, VA; training for 50 persons at the TAPP Western Regional Conference in Billings, MT; training for 125 persons at a meeting of early intervention programs; training for 12 service providers in College Park, GA; training for 28 parents and consumers in Rochester, NY; training for 310 parents and consumers at the National Spina Bifida Conference in Lake Buena Vista, FL; panel presentation on the ADA and what it means for parents for 100 individuals at a meeting of the American Association of University Affiliated Programs in Bethesda, MD; training at TAPP Southeastern Regional meeting for 33 attendees; training for 39 participants at the University of Georgia's "Quality of Life" program; presentation for 94 participants at the Georgia Rehabilitation Counselor's Convention; information provided to 7 attendees at Ms. Wheelchair Georgia Contest; information provided to 5 executives from the Toys-'R-Us headquarters; and participation in the National Advisory Board meeting of the Parent Directed Resource Center, San Jose, CA.

Project staff presented information on the ADA to 707 individuals at the following conferences: Minnesota Learning Disabilities Association Conference; American Association of University Affiliated Programs (AAUAP) national meeting in Bethesda, MD; Disability Rights Alliance in MN; Metropolitan Center for Independent Living in MN; National Family Support Conference, Atlanta, GA; Learning Disabilities Association of Minnesota conference; ARCH meeting on respite care in Washington, DC; Partners in Policymaking meeting in Indianapolis, IN; Partners in Policymaking meeting in Raleigh, NC; Advocates for the Developmentally Disabled conference in Rochester, NY; President's Committee on Employment of Persons With Disabilities annual conference in St. Louis, MO; ACCH National meeting in Chicago, IL; Regional SSI-MCHB meeting, Kansas City, MO; National Joubert Syndrome meeting, Arlington, VA; International Down Syndrome Society

Family Support Workshop, Orlando, FL; Statewide Parent Meeting, Columbia, SC; Early childhood conference, Orange County, CA.

A total of 2,359 individuals received information and training directly from project staff during the year. Information sharing and/or secondary training on the requirements of the ADA has been conducted by peer trainers (individuals who completed the training of trainers sessions). Those for which we have statistics (unduplicated count) reported the following: Training, technical assistance, information and resources were provided to 11,562 individuals; six hundred and seven referrals were made to other agencies regarding the ADA; two hundred sixty-three training\informational sessions were conducted by the peer trainers who were trained in the first and second years of the project;

Project staff received 1,834 requests for information, materials, and technical assistance from consumers, parents, service providers, and other individuals via the telephone and mail. Many of the requests for information or technical assistance are now being made directly to the PTIs and peer trainers. As reported under secondary training (above), they handled 11,562 requests. Project staff also continue to collaborate with other agencies involved with the ADA. Project staff have collaborated with other State disability organizations or agencies to co-sponsor conferences.

Publicity regarding project activities was carried in newspapers in New Hampshire, Minnesota, and Georgia. Public service announcements regarding the training sessions were carried by radio and print media in all States where training took place. Articles describing the project were carried in the newsletters of PIC, PACER, GA/Arc with a combined circulation of 50,000. Articles on Title I and Title IV were featured in the *New Hampshire Challenge*, a newspaper which has over 7,000 subscribers in NH. Three articles, "Summer Fun," "The ADA and Child Care Centers," and "Back to School" were published in the *PACESETTER*, newsletter of PACER. Project staff also contributed articles on the ADA to *IMPACT*, a newsletter published by the Institute on Community Integration, College of Education, University of Minnesota with a circulation of several thousand.

Deborah Leuchovius authored an article entitled "Title II: Accessible Programs and Services." Patricia McGill Smith co-authored with her an article entitled "Claiming the Promise: Parents and the ADA," which appeared in *IMPACT* and was reprinted in *Insights*, a publication of the Nebraska Spina Bifida Association. An article about the project appeared in the *TAPP Northeast News* in April of 1993.

As a result of the Project Director's presentation at the National Spina Bifida Conference this year, the Parent Information Center was listed in *Parents Magazine* (September 1993) as a resource for parents of children with disabilities. All parents contacting PIC as a result of this article are provided with a copy of *The Americans with Disabilities Act: A Guide for People with Disabilities, Their Families, and Advocates*.

The project provided 17,976 pieces of ADA material to individuals throughout the country at training sessions and an additional 16,832 pieces of material via direct contact or mail as part of our technical assistance efforts. The *Consumer and Family Guide on ADA* has been distributed to training participants, persons with disabilities, family members and others requesting it. Multiple copies have been provided to the ten DBTACs. Information about project activities was also placed on SpecialNet, an electronic bulletin board.

The Site Manual was revised; this is provided to all PTIs to help them set up the training in their States. The project continues to distribute large quantities of the ADA material provided by the Federal government. There continues to be a need for ADA material in alternative formats.

As a result of the evaluation data collected from the training sessions and based on the experiences of the Regional Training Centers, the following modifications have been made: The general training session has been expanded to three and one half hours. A more interactive approach for Session II includes more case histories, participatory exercises, and physical activities. A blend of teaching modalities and styles will continue to be utilized in the training. Greater standardization of evaluation forms and process has been implemented.

Local Capacity Building for Independent Living Centers National Training Project

Project Organizational Affiliations and Staffing:

The National Council on Independent Living (NCIL) is a national membership association of community-based not-for-profit organizations known as Independent Living Centers (ILCs). NCIL is the only cross-disability grassroots national association run by and for people with disabilities; it focuses its attention on national policy issues and the independent living movement, while local centers focus much of their attention on local and State policy issues. NCIL provides technical assistance and leadership to its membership in many areas of concern to the disability community.

Currently the NCIL ADA Peer Training Project has 1.6 FTE working on the project. NCIL Executive Director Anne Marie Hughey is responsible for the day-to-day programmatic and fiscal management of the project, with assistance from the NCIL Administrative Assistant and Bookkeeper. The NCIL Governing Board is ultimately responsible for the program as a whole. NCIL contracted with the Disability Rights Education and Defense Fund (DREDF) to provide the training and various ADA material utilized by the trainees. NCIL also utilizes a Technical Advisory Group (TAG) to assist in the development of goals and objectives, identifying trainees, and evaluating the progress of the project. The TAG is made up of individuals from the World Institute on Disability, the Independent Living and Research Utilization Program, DREDF, and the Association on Programs in Rural Independent Living (APRIL).

Project Year Two Activities and Accomplishments:

Late in the year, 33 staff or associates of independent living centers/programs participated in a 5-day ADA Enhancement Training. The Enhancement Training provided the participants with a full day's training on the *Title II Action Guide* and *Working with Title II Entities*, a full day on the overlaps between Title II and III, a full day on ways in which to market the ADA and provide community education on the ADA, over four (4) hours of Questions and Answers with representatives of DoJ, ATBCB, and DOT, and a half day on issues related to Alternative Dispute Resolution. The remainder of the training gave the

participants an opportunity to work in small discussion groups on more intense questions and hypothetical situations from DREDF (approved by EEOC and DoJ).

Of the 33 total participants, 32 had disabilities, and 7 were persons of color. Altogether, 14 of the 33 participants were from Centers for Independent Living which are not members of NCIL and 3 of the remaining 19 participants were from non-voting NCIL member centers. Accommodations were made for personal assistance services, interpreting, note taking and reading needs. Each of the trainings was audio taped and copies were made available to those participants who requested the tapes as a reasonable accommodation. Also trainees who needed to take extended breaks, due to stamina issues, were given the opportunity to meet individually with the trainers, and were provided with notes and audio tapes of portions of the training that they missed. All materials handed out to the participants were available in alternative format and additional copies were made available for participants' use to train and provide technical assistance in their home communities.

Early in the year training applications were also sent out to the full ILRU independent living center/program directory. Intense recruitment efforts were made to minorities, underrepresented disability populations, and those centers with limited training budgets. Over 75 centers/programs responded, and of those 50 were chosen to participate in the trainings. All efforts were made to ensure that participant representation was diversified by region, culture/ethnicity, and disability types.

Of the 48 centers/programs sending staff to the trainings (2 individuals had to cancel at the last minute due to emergencies), 34 were from non-NCIL member centers and 3 of the remaining 14 were Associate (non-voting) members of NCIL. Six of the participants were from minority communities, three were from underrepresented disability groups (people with psychiatric or cognitive disabilities), and approximately 12 were from rural centers.

Two fundamental ADA trainings were held. The first was held in Los Angeles, CA., from Wednesday, January 20, 1993 - Sunday, January 24, 1993. The second training was held in St. Louis, MO., from Wednesday, March 9, 1993 - Sunday, March 13, 1993.

Each training was 5 days in length. The trainings covered all Titles of the Act and provided the participants with process skills and training techniques to utilize in their trainings and technical assistance services. Accommodations were made for personal assistance services, interpreting, note taking and reading needs. Each of the trainings was audio taped and copies were made available to those participants who requested the tapes as a reasonable accommodation. Also trainees who needed to take extended breaks, due to

stamina issues, were given the opportunity to meet individually with the trainers and were provided with notes and audio tapes of portions of the training that they missed. All materials handed out to the participants were available in alternative format and additional copies were made available for their use to train and provide technical assistance in their communities.

Approximately 35 reports of secondary training were received from trainees for the year. Over 2,000 requests for information on the ADA have been received. Seventy of these were from consumers and 30% from public and private entities. Over 6,500 individuals have participated in secondary trainings lasting from 30 minutes to five hours. (Many of the trainings have been 2-3 hours).

The NCIL ADA Project Director provided information on the ADA at various meetings and conferences. In May of 1993 the ADA Project Director provided the NCIL Annual Meeting and Conference participants (approximately 250 people) with information related to the NIDRR funded ADA Peer Training Project and provided information to the conference participants of individuals trained through the NCIL ADA Training Project. Two workshops were held during the NCIL Annual Conference related to the ADA: "Implementation of the ADA" and "Technical Equipment and the ADA". During the month of June the NCIL Project Director participated in a Region II RRCEP conference and provided the participants (approximately 30 people) with information related to community involvement with the ADA. The NCIL ADA Project Director participated in a 40-hour mediation training sponsored by the EEOC during the month of June and received certification as a mediator.

Project Year Three Plans:

During Year Three NCIL will conduct three training events: Fundamental ADA Training for a new group of 25 staff and associates of Independent Living Centers, and two Enhancement Trainings, each attended by 25 participants of prior Fundamental Trainings. Thus ADA training will be provided to a total of 75 persons. Throughout the year, as materials are made available to the NCIL office, they are reviewed by the Project Director to determine usability. Those documents that have gone through the DoJ, EEOC and/or ATBCB review process are copied and made available to the trainees and all Independent Living Centers/programs. When available, copies of the material received are requested in alternate format from the producer of the material. NCIL will continue to update its

bibliography of the materials available from the NCIL office and make it available to all the training participants and other ILCs as requested.

NCIL will continue to provide technical assistance and support to trainees in their communities in training ILCs in implementing the ADA. Throughout the year, NCIL has provided and will continue to provide information and referral to the ADA trainees and other independent living centers and organizations. As requested DoJ/EEOC reviewed (and approved) ADA materials are provided and will be provided to callers. NCIL will also produce training materials which will assist trainees in marketing the ADA and working with the media.

NCIL has contracted with June Isaacson Kailes, private consultant, and ILRU to produce materials for trainees' use in marketing ADA services and educating their communities on the ADA. These materials will be made available for review by NIDRR, although none of the materials developed for NCIL through this objective discuss the requirements of the ADA or in any way interpret the Act.

Barrier Free Environments, Inc.
Materials Development Project on the
Public Accommodation/Accessibility Provisions of the ADA
(Adaptive Environments Center primary subcontractor)

Project Organizational Affiliations and Staffing:

Barrier Free Environments, Inc. (BFE) is a for-profit corporation. Adaptive Environments (AEC) is a non-profit corporation which is a subcontractor to the NIDRR-funded Rehabilitation Research and Training Center for Accessible Housing at North Carolina State University. BFE staff (as individuals, not as BFE staff) also participate in the Center for Accessible Housing. This project is a collaborative effort between BFE and several subcontractors including the Adaptive Environments Center (AEC) and the United Cerebral Palsy Association's (UCPA's) Washington, DC office.

BFE provides project management for the grant, overall guidance of project work, and is responsible for the projects that are done at BFE. BFE also provides the primary liaison to NIDRR and other Federal agencies, including the Department of Justice and the Access Board. The BFE staff includes: Project Director, Ronald Mace, FAIA; Project Manager, James Bostrom; and the following design and technical staff: Leslie Young, Donald Hanks, Rex Pace, and Kelly Houk.

The AEC subcontractor staff includes: Project Director, Elaine Ostroff; and the following technical staff: Chris Palames, Lisa Sloane, and Mary Gardner.

UCPA's Washington, DC office has continued to organize and manage the materials evaluation activities during Year Two, utilizing a Materials Advisory Panel. The UCPA subcontract work is managed by Sally Weiss.

Project Year Two Activities and Accomplishments:

The following materials were produced in Year Two; please see Appendix B regarding availability, prices, and ordering information.

Public Service Announcement Kit

This is a collection of 18 slides and a suggested storyboard and text that can be used by DBTACs as raw material for the creation of Public Service Announcements. This kit can be used to generate television (and video) announcements to promote the mission of each grantee or Affiliate, to announce the availability of their services, and to help keep their existence and consequently the ADA constantly in the public eye. The kit includes advice on methods and procedures necessary to produce a public service announcement. The PSA Kit was designed for use by each of the ten DBTACs, the two National Training Projects (NTPs), and the State and Local Affiliates that work with the Centers. Each of the DBTACs and the NTPs has been provided a copy of the PSA Kit. The storyboard and text have also been made available on ASCII disk and in large print versions.

Title II Action Guide for State and Local Governments

The *Title II Action Guide* is a practical manual and workbook designed to guide State and local governments through the Title II compliance process. It features a planning and implementation process to help insure equal opportunity for people with disabilities to participate in programs, services and facilities, and it was developed in close cooperation with a number of State and local officials who are involved with Title II and who have over a decade of Section 504 experience as well. The Action Guide features the 5-4-3 approach, which includes the 5 Action Steps, 4 Principles for Effective Compliance, and 3 Phases for Implementation. It includes a detailed analysis of the regulations, a summary of the five administrative action steps, a detailed discussion for implementation with many practical examples, and a series of structured worksheets to guide the evaluation and transition planning process. The intended users are the public officials and the ADA Coordinators who are responsible for Title II implementation. Advocates will also find the publication helpful in clarifying both the regulations and the expectations for Title II implementation.

LRP Publications is distributing the book through brochures available at the regional DBTACs. There are discounts for bulk purchases. The alternate accessible formats available at the same price are in Braille, large print, audio cassette, and computer diskette.

"Work in Progress: Title II of the Americans with Disabilities Act" Video

This 24-minute video shows some of the actions taken by a county government and a city government to comply with Title II of the ADA. Topics covered in the video

include employment, effective communications, program accessibility, historic structures, accessible playgrounds, and involvement of people with disabilities in the planning process. Material in the video applies to programs and services offered by most State and local government agencies covered by the ADA. The film provides good examples of an ongoing coordinated process for ADA compliance and makes it easier to understand the spirit behind the law. The video is designed for a general audience that includes government officials, advocates, citizens, and policy makers. The format can be effectively used for group presentations or for individual viewing. The completed video will be distributed to each of the DBTACs in the first quarter of Year Three. (Additional copies of the tapes will be available for purchase from BFE and Adaptive Environments.) The video is available in one universally usable version that has open captions (for people with hearing impairments), standard audio, and audio description (for people who are blind or visually impaired). All VHS video players will be able to play the tape with open captions and standard audio. The audio description format can be heard on video players with side band capability.

ADA Design Tech Sheets

This project has involved developing a set of illustrated technical materials on the ADA Accessibility Guidelines (ADAAG). Each Tech Sheet covers a specific topic covered by the ADAAG (such as parking, toilet stalls, signage etc.) and includes requirements for new construction, alterations, and historic structures. The materials provide additional explanation about the ADAAG requirements and present the information in a format that can be understood by technical and non-technical users. The Tech Sheets are between 8 pages and 20 pages long. Tech Sheets that cover the following topics are being produced: Signage, Areas of Rescue Assistance, Accessible Route, Ground and Floor Surfaces and Protruding Objects, Parking and Passenger Loading Zones, Curb Ramps, Toilet Stalls, Lavatories, Controls and Reach Ranges, Telephones, Doors, ATMs, Medical Care Facilities, Accessible Transient Lodging, Business and Mercantile Facilities, Supermarkets, and Restaurants.

The Tech Sheets are designed for technical and non-technical users. Technical requirements are presented using both easy-to-understand written explanations and illustrations. This format provides general users with an overall understanding of the ADAAG requirements and provides technical users like architects and builders with detailed requirements and referral to specific ADAAG specifications. The Tech Sheets will also be useful to

advocates by providing them with additional illustrated material that explains accessibility requirements. Thirteen of the sixteen Tech Sheets are currently being developed. Two, "Toilet Stalls" and "Medical Care Facilities," are ready for final review by the Department of Justice and will be distributed to the DBTACs in the first quarter of Year Three. The remaining topics will be completed in the first eight months of Year Three. Copies of the Tech Sheets can be ordered from brochures that are distributed by the DBTACs or by calling BFE. Accessible formats for each of the Tech Sheets will include large print, ASCII disk, and Braille.

Cost Catalog

This book is an illustrated collection of common barrier removal situations, with detailed costs provided with regional cost indicators. More than 60 individual projects are illustrated and described with the ADAAG reference, the technical requirements, a discussion of the process and a detailed list of construction specifications. It will be useful for all covered entities who need to remove barriers, including building owners and managers, ADA coordinators, contractors and advocates. This publication is being jointly published by RS Means, a national construction specifier, and LRP Publications. It should be ready for distribution by mid-year 1994. It is to be available in Braille, large print, audio cassette, and on computer diskette. All of the non-print versions will have enhanced audio description, which is additional text describing the graphic material, to make the document fully accessible to readers who are blind.

Title II Action Guide Supplement on Employment

This supplement to the *Action Guide for State and Local Governments* provides a process to assist State and local government entities in implementing the required self evaluation for all employment practices. As in the *Action Guide*, a series of worksheets are designed to help coordinate the process as well as identify problem areas and proposed solutions. They provide a hands-on tool to evaluate the overall employment experience. The five worksheets are: "Getting Started - Scope of the Self Evaluation," "Identifying Steps in the Employment Process for New Hires," "Identifying Stages in the Employment Process for Incumbent Workers," "Reasonable Accommodation," and "Identifying Essential Job Functions."

The Employment Supplement also includes updates from the Equal Employment Opportunities Commission on interpretations of the regulations for alcohol and drug abuse

and for benefits. The Employment Supplement is designed for use by managers and human resource staff of public entities. It can be used by a range of entities, small or large. It is also a tool for advocates to use as they monitor the implementation of Title II employment practices. Since it covers all aspects of Title I, it can also be used by small and large businesses in their compliance process. The Employment Supplement will be available for distribution by mid-year from LRP Publications, the same publisher that is distributing the *Title II Action Guide*. The alternate formats which will be available from the publisher at the same time and at the same price include: large print, audio tape cassettes, and computer diskettes.

ADAAG Highlights: Disabilities, Barriers and the ADAAG

This is a single projector sound/slide presentation with accompanying written narrative to be used for training and technical assistance on accessibility and the ADA. It is about people with disabilities, the barriers they experience every day, and the architectural and communications implications of the ADA Accessibility Guidelines (ADAAG). The content of the slide show can be used by the DBTAC and Peer Training Project staffs and their Affiliates and is intended for a general or technical audience. The slide show also has a set of supplementary slides on specific topics that can be used for training programs or technical training.

The slide show is designed for general and technical audiences. Some parts of the show provide good background information to better understand the abilities and needs of people with disabilities, while other sections provide technical details and rationale for specific requirements of the ADAAG. The show can be used as a general awareness aid or as part of a training package for technical professionals like architects and builders. The slide show will be available by mid-year. Copies will be provided to the DBTACs and Peer Training Projects. Additional copies will be available from BFE. Order forms will be distributed to the DBTACs, Peer Training Projects, and their affiliates for circulation in their Regions. Accessible formats will be provided in the form of an audio tape with additional audio description of the content of each slide, a script on ASCII disk, and a printed script for use as the slides are shown.

Case Studies

This project will present a collection of case studies of Title III public accommodations and Title II entities. The case studies will provide examples of physical, policy, and service barriers along with suggestions for modifications that can be done to eliminate barriers to people with disabilities or other changes that can be made to provide program accessibility. Typical settings that will be included are a hotel, a store, a recreation area, and a school. Other settings that are currently being selected will cover situations where accessibility to people with disabilities is less common, like miniature golf courses and automobile dealerships. In each setting, one or more examples will be selected for presentation in the collection rather than a comprehensive list of all barriers for that facility.

The case study examples will be presented in a 35- to 40-page booklet format. Copies will be easily reproducible so the DBTACs and affiliates will be able to distribute specific sections of the material as needed or as an entire booklet. The Case Studies booklet will be completed by the third quarter of Year Three. A number of copies will be provided to the DBTACs for distribution. In addition, the DBTACs, Peer Training Projects, and their affiliates will be provided with brochures for ordering additional copies from BFE. The Case Studies will be available in accessible formats. An ASCII disk version will be available along with an audio tape version that will provide additional description of the photographs and illustrations used to describe existing conditions and solutions.

Title II Self Evaluation for Schools

Title II Self Evaluation for Colleges

Title II Self Evaluation for Libraries

These three books are being prepared with the Department of Education, Office of Civil Rights (OCR) as technical assistance tools for the three types of public entities for which they have Title II enforcement responsibility. Much of the information comes from the *Title II Action Guide*, with much more detailed information and specific examples taken from several OCR documents and from interviews with representatives from the three types of institutions. The books are organized to follow the Title II regulations, with the worksheets as part of each chapter. The survey tool from the Title II Action Guide has been redone and expanded to be a modular tool for ease of use in larger facilities. These will be used by responsible staff in all of the three types of settings. Advocates will also find it useful for specific facility type information. The OCR will distribute the books to all

schools, colleges, and libraries at no cost. The books will be available in Braille, large print, audio cassette and computer diskette. Each will be available at mid-year.

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Cornell School of Industrial and Labor Relations Materials Development Project on the Employment Provisions of the ADA

Project Organizational Affiliations and Staffing:

This national Materials Development Project on the ADA Employment Provisions grant is held by the Cornell University Program on Employment and Disability of its School of Industrial and Labor Relations, with the National Rehabilitation Hospital (NRH) of Washington, DC as subcontractor. Cornell's Program on Employment and Disability offers a curriculum of over fifty courses to various rehabilitation and disability constituencies both regionally and nationally on issues of the workplace. The Program also serves as the training provider for the Region II Northeast DBTAC. Project Director Susanne Bruyère, Ph.D., is assisted by ADA Training Coordinator P.J. Partlow, Training Coordinator Thomas Golden, and Materials Development Specialist Shelia Smith. The NRH subcontract is directed by Jan Galvin, Director of Rehabilitation Engineering there.

Project Year Two Activities and Accomplishments:

ADA Issues Series (10 titles)

Pre-Employment Screening Considerations in The Implementation of the ADA Employment Provisions, by Marjorie Karowe, Attorney, Schenectady, New York.

Reasonable Accommodation Under the Americans with Disabilities Act, by Barbara A. Lee, Associate Professor, Rutgers University, New Brunswick, New Jersey.

Model Plan for Implementation of Title I of ADA: From the Human Resource Perspective, by Kay Robinson, Associate Director, University of Rochester, Rochester, New York.

Attitudes Toward the Employment of Persons with Disabilities, by Harold E. Yucker, Hofstra University, Hempstead, New York.

The Implications of the ADA for Personnel Training, by Susanne M. Bruyère, Director, Program on Employment and Disability, Cornell University, Ithaca, New York.

*Certain titles have not completed the required Federal agency review process and will therefore become available in Year Three. Please see Appendix B for known availability status, prices, and ordering information.

The ADA and Workers' Compensation, by Bruce Growick, Associate Professor Rehabilitation, Ohio State University, Columbus, Ohio.

Psychometric Testing and Reasonable Accommodation for Persons with Disabilities, by Mary Anne Nester, Branch Chief for Professional and Administrative Examining, U.S. Office of Personnel Management, Washington, DC.

The Implications of the ADA Employment Provisions for Health Insurance Benefits for Persons with Disabilities, by Gwen Thayer Handelman, Associate Professor of Law, Washington and Lee University, Lexington, Virginia.

The Reasonable Accommodation Process in Unionized Environments, by Susanne M. Bruyère, Director, Program on Employment and Disability, Cornell University, Ithaca, New York, and Suzanna Gomez, Staff Representative, Civil Rights Department, AFL-CIO, Washington, DC.

Total Quality Management Applied to the Implementation of the ADA, by Susanne M. Bruyère, Director, Program on Employment and Disability, Cornell University, Ithaca, New York, and Dale Brown, President's Committee on the Employment of Persons with Disabilities, Washington, DC.

Brochure Series on Reasonable Accommodations in Implementation of the ADA (11 titles)

Working Effectively with Persons Who Have Cognitive Support Needs, by Susanne M. Bruyère, Ph.D., Cornell University, Program on Employment and Disability, Ithaca, New York and Thomas P. Golden, Cornell University, Program on Employment and Disability, Ithaca, New York.

Working Effectively with Employees Who Have Sustained a Brain Injury, by Thomas P. Golden, M.S., Cornell University, Program on Employment and Disability, Ithaca, New York and Paul Sachs, Ph.D., Professional Psychology Group, Bala Cynwyd, Pennsylvania.

Working Effectively with People Who Are Blind or Visually Impaired, by Mary Dickson, President, Creative Compliance Management, Portland, Oregon.

Employment Considerations for People Who Have Diabetes, by Mary Dickson, President, Creative Compliance Management, Portland, Oregon.

Employing and Accommodating Workers with Psychiatric Disabilities, by Laura L. Mancuso, Director of Technical Assistance, National Association of State Mental Health Program Directors, Alexandria, Virginia.

Causes of Poor Indoor Air Quality and What You Can Do About It, by Nellie J. Brown, Western Regional Director, Chemical Hazard Information Program, NYS School of Industrial and Labor Relations, Cornell University, Buffalo, New York.

*Certain titles have not completed the required Federal agency review process and will therefore become available in Year Three. Please see Appendix B for known availability status, prices, and ordering information.

Working Effectively with Employees Who Are HIV-Positive, by Nona McQuay, Occupational Health Educator, Chemical Hazard Information Program, NYS School of Industrial and Labor Relations, Cornell University, Buffalo, New York.

Accommodating the Allergic Employee in the Workplace, Nellie J. Brown, Western Regional Director, Chemical Hazard Information Program, NYS School of Industrial and Labor Relations, Cornell University, Buffalo, New York.

Workplace Accommodations for Persons with Musculoskeletal Disorders, by Frank N. Morosky, P.T., Manager, Cornell University Back Injury Prevention Program, Cornell University, Ithaca, New York.

Working Effectively with People with Learning Disabilities, by Dale Brown, Program Manager, President's Committee on Employment of People with Disabilities, Washington, DC.

Working Effectively with People Who Are Deaf or Hearing Impaired, by Rehabilitation Research and Training Center for Persons Who Are Deaf or Hard of Hearing, Little Rock, Arkansas.

In addition to the development of the print products for this effort, training was conducted both as pilots in the geographical area of Region II, as well as distributed through co-sponsorship with the other Regional Disability and Business Technical Assistance Centers. A list of training programs offered during Year Two follows: Reasonable Accommodation in the Workplace, Atlanta, GA, 12/92, 100 registrants; Advanced Job Placement Skills: Implementation of the ADA for Employment Specialists, Ithaca, NY, 12/92, 18 registrants; Reasonable Accommodation in the Workplace, College Park, MD, 9/93, 58 registrants; and Reasonable Accommodation in the Workplace, Chicago, IL, 9/93, 50 registrants.

Staff of the National Materials Development Project on the ADA Employment Provisions at Cornell University disseminated information on the ADA, with an emphasis on the employment provisions, as journal articles in the following publications: *The Journal of Rehabilitation Administration*, "The Implications of the ADA for Labor Relations, Collective Bargaining, and Contract Administration"; *Journal of Rehabilitation Psychology*, "A Special Issue entirely devoted to the Implications of the Americans with Disabilities Act of 1990 for Psychologists"; *Journal of Rehabilitation Education*, "A Special Issue entirely devoted to the Implications of the Americans with Disabilities Act of 1990 for Rehabilitation Education and Training, with emphasis on the employment provisions"; and a book entitled *The Americans with Disabilities Act of 1990 and Psychology* (co-published by Springer Publications and the American Psychological Association).

Staff of the National Materials Development Project on the ADA Employment Provisions at Cornell University also distributed information about materials from their project and the initiatives of the other ADA NIDRR grantees at the following national conferences: *Implications of the ADA for Rehabilitation Professionals*, American Congress of Rehabilitation Medicine, San Francisco, California, November 1992, 25 participants; *The Implications of the ADA for Labor Relations, Collective Bargaining and Contract Administration*, De Paul University, Chicago, IL, May 1993, 45 participants; *The ADA and Reasonable Accommodations in the Workplace: Considerations for People with Mental Illness (in collaboration with National Rehabilitation Hospital)*, President's Committee on Employment of Persons with Disabilities, St. Louis, Missouri, May 1993, 170 participants; RESNA Conference, *Implications of the ADA on the Practice of Rehabilitation Professionals*, Reno, Nevada, June 1993, 87 participants; *Implications of the ADA on the Practice of Rehabilitation Professionals*, American Congress of Rehabilitation Medicine Conference, Denver, Colorado, June 1993; 17 participants; and *Implications of the ADA for Psychologists*, American Psychological Association Conference, Toronto, Canada, August 1993, 30 participants.

IAM CARES Materials Development Project Focusing on the Employment Provisions of the ADA Report for Fiscal Year 1993

Project Organizational Affiliations and Staffing:

IAM CARES is the nonprofit corporate subsidiary of the International Association of Machinists and Aerospace Workers (IAM). In 1986, IAM established its Center for Administration, Rehabilitation, and Employment Services, better known by its acronym of IAM CARES, as the organizational home for its services for people with disabilities. IAM actually began providing rehabilitation and employment services for people with disabilities in 1980 through a grant from the Rehabilitation Services Administration's Projects With Industry (PWI) program. IAM CARES was awarded this NIDRR grant for development of materials focusing on the employment provisions of the ADA.

Angela Traiforos, Executive Director of IAM CARES, is Project Director of the Materials Development Project (MDP). Patricia A. Morrissey, with Employment Advisory Services, Inc., is the Project Manager and writer of the fiscal year 1993 ADA guides (details below). Corporate Productions, Inc., a subcontractor to the MDP, under Bill Loudon's supervision with technical advice from Patricia Morrissey, produced the ADA videos (details below). Patricia Morrissey wrote the video scripts and Trainer's and Viewer's guides which accompany the videos.

Project Year Two Activities and Accomplishments:

The publication *A Guide to the Americans with Disabilities Act for Union Representatives* was completed and cleared by EEOC. This guide is a comprehensive overview of the employment provisions of the Americans with Disabilities Act (ADA) for union representatives. It includes what is currently known about how the ADA affects the terms of a collective bargaining agreement. The guide provides basic information about who must comply, compliance dates, who is protected, actions that are prohibited, and the role of a union in compliance. It explains the obligation to accommodate and how to comply with it. The guide also outlines areas of employment policies that might be affected by the ADA: alcohol and drug use; health and safety; production standards; conduct, dress, and atten-

dance; overtime and vacation; sick leave and unpaid leave; training; termination or suspension of seniority and temporary vacancies; transfers; safety equipment; and medical benefits. It outlines areas of employment practices that might be affected by the ADA: information maintained on jobs; approach to setting job qualifications; restrictions on pre-employment inquiries; and testing.

The guide also suggests how to interact effectively and appropriately with applicants and employees with disabilities. It describes enforcement and penalties and the importance of good faith efforts to accommodate. The guide provides checklists for reviewing approaches to interviewing, job descriptions, job qualifications, and providing access to individuals with disabilities, and it includes a resource list. The guide may be used by union representatives and others involved in assisting individuals with disabilities to pursue employment opportunities, as a resource document by union personnel who represent the collective bargaining unit, and by union personnel who train members of the collective bargaining unit. Please see Appendix B for price and ordering information. The guide is available through the DBTACs and from LRP Publications, in both print and audio tape.

Also completed in Year Two were Video, Trainer's Guide and Viewer's Guides: "Hiring Individuals with Disabilities: It's Good Business." The video provides an overview of the employment provisions of the ADA for employers; specifically, it includes: comments from individuals with disabilities on how other people react to their disabilities; comments from small, medium, and large company representatives on selected efforts to employ individuals with disabilities; examples of reasonable accommodations currently being provided to employees with disabilities; information on the Americans with Disabilities Act (ADA) definitions for "an individual with a disability" and "qualified individual with a disability"; information about prohibited actions, restrictions on interviewing; information concerning forms of reasonable accommodation and the process for determining an appropriate accommodation; and information about where to get assistance. The video could be used for an orientation to the employment provisions of the ADA, or in conjunction with a training program. The Trainer's and Viewer's Guides provide background on the video and the message it conveys; clarify or supplement points made in the video, address points omitted in the video on selected topics, and suggest questions to ask to stimulate discussion. The Trainer's Guide also suggests points at which to stop video for discussion and optional exercises. The video in open caption, a Trainer's Guide, and 10 Viewer's Guides are

available as a package from Corporate Productions, Inc., (818-760-2622) and also available through the DBTACs. Please see Appendix B for price and ordering information.

Guides for Individuals with Disabilities

The ADA and Employment Opportunities: What You Should Know About the Hiring Process

This is a guide that explains what the Americans with Disabilities Act is and who is protected by it, why it was enacted, and what the reasonable accommodation obligation is and why it is important. It describes application completion and submission assistance that should be available when applying for a job, and how to get such assistance. This guide also explains what an employer can and cannot ask during an interview; what information about job functions an individual with a disability should request before or during an interview, and why it is important; how the ADA impacts on qualifications and how to present them. It describes accommodations an individual with a disability could request when asked to take a test, and suggest when and how to make such a request. Included is a description of employment policies and practices that are affected by the ADA and suggestions for how to check them against the law (e.g., performance standards, safety, leave, benefits, training opportunities, social events, promotions, transfers, terminations).

The guide features checklists to help the individual prepare for employment and be an effective self-advocate after being employed. This guide could be offered in a variety of settings to individuals with disabilities -- e.g., schools, employment assistance organizations, and agencies, where it could be used in conjunction with training activities. The publication is in final review by EEOC and will be available through DBTACs and LRP Publications in print and audio tape. Please see Appendix B for price and ordering information.

Reasonable Accommodation and Assistive Technology

This is a guide that explains what the reasonable accommodation obligation is and why it is important; it also describes the process that should be followed when making decisions about accommodations. The guide lists and gives examples of reasonable accommodation found in the Americans with Disabilities Act (ADA) and describes situations in which the need for accommodation may arise. It suggests strategies for securing needed accommodation, and lists resources that may be useful in securing assistive technology.

This guide could be offered in a variety of settings to individuals with disabilities -- e.g., through schools, employment assistance organizations, and agencies, and it could be used in conjunction with training activities. The manuscript is awaiting final EEOC clearance, EEOC requested edits have been made and submitted to EEOC. The guide will be available through the DBTACs and LRP Publications in print and audio tape. Please see Appendix B for prices and ordering information.

A Basic Guide for Individuals with Disabilities: Facts You Should Know When You Are Looking for a Job and When You Have a Job

This guide combines the information in the first two guides -- the hiring process and the reasonable accommodation obligation. It is written at a reading and conceptual level for individuals with limited literacy, comprehension, or English language skills. It could be given to individuals with disabilities who cannot read or understand the other two guides -- the guide on the hiring process or the guide on reasonable accommodation, and could be used in conjunction with training activities for individuals with limited or different language comprehension skills on their rights under the ADA.

The manuscript is awaiting final EEOC clearance; EEOC requested edits have been made and submitted to EEOC. The guide will be available through DBTACs and LRP Publications in print and audio tape. Please see Appendix B for price and ordering information.

A Guide on Employment Requirements for Families of and Professionals Involved with Individuals with Disabilities

This guide explains what the ADA is and who is protected by it, including individuals related to or associated with individuals with disabilities; why it was enacted; what is prohibited, including retaliation or coercion; and what the reasonable accommodation obligation is and why it is important. It describes what kind of accommodation an individual with a disability may need when applying for a job, and how a friend or relative might help. The guide also explains what an employer can and cannot ask during an interview; what information about job functions an individual with a disability should request before or during an interview and why it is important; and ADA impacts on qualifications and how to present them. It describes employment policies and practices that are affected by the ADA and suggest how to check them against the law (e.g., testing, performance standards, safety, leave, benefits, training opportunities, social events, promotions, transfers, terminations). This guide could be used to provide information in a variety of settings to individuals who

are friends and relatives of persons with disabilities, and could be used in conjunction with training activities.

The manuscript is awaiting final EEOC clearance; EEOC requested edits have been made and submitted to EEOC. The guide will be available through DBTACs and LRP Publications in print and audio tape. Please see Appendix B for prices and ordering information.

A Guide for Individuals with Disabilities: The Effect of the ADA on Access to Health Benefits and Other Selected Employment Policies

The guide addresses how the ADA affects the use of medical examinations in connection with employment. It addresses how the ADA affects policies connected to health plans, worker's compensation programs, the use of medication in the workplace, and protection of personal information related to medical records, accommodation, disability, and medication. The guide could be offered in a variety of settings to individuals with disabilities, and used in conjunction with training activities.

The manuscript is awaiting final EEOC clearance, EEOC requested edits have been made and submitted to EEOC. The guide will be available through DBTACs and LRP Publications in print and audio tape. Please see Appendix B for prices and ordering information.

Video, Trainer's and Viewer's Guides for Individuals with Disabilities: "Employment and the ADA: It's Your Opportunity"

The video provides an overview of the employment provisions of the ADA; specifically, it includes: comments from individuals with disabilities about barriers they have faced and what they expect from the workplace; information about what the Americans with Disabilities Act (ADA) guarantees and promotes; information about how to present qualifications; information about when and where to request and expect reasonable accommodation; practical tips for getting ready to pursue employment opportunities; and information about where to turn for assistance. The video could be used for an orientation to the employment provisions of the ADA, and could be used in conjunction with a training program.

The Trainer's and Viewer's Guides provide background on the video and the message it conveys, clarify or supplement points made in the video, address points omitted in the video on selected topics, and suggest questions to ask to stimulate discussion. The Trainer's Guide suggests points at which to stop video for discussion and suggests optional

exercises. The final rough cut is in EEOC review, and the video is scheduled for release in the first quarter of Year Three. It will be in open caption: the video cassette, a Trainer's Guide, and 10 Viewer's Guides will be available as a package from Corporate Productions, Inc. and also available through the DBTACs. Please see Appendix B for prices and ordering information.

Technical Assistance Coordinator

Organizational Affiliations and Staffing:

The NIDRR ADA Technical Assistance Coordinator project is a three-year contract awarded to Abt Associates Inc., the nation's premiere social research firm, after a competitive RFP procurement process. This national project involves facilitating, coordinating, monitoring, and assessing the ADA technical assistance activities of the fifteen grantees comprising the NIDRR ADA Technical Assistance Initiative: ten regional Disability and Business Technical Assistance Centers (DBTACs), three Materials Development Projects (MDPs), and two National Training Projects (NTPs). Abt Associates is assisted in this mission by Walcoff & Associates of Alexandria, VA, which has a substantial subcontract to organize and execute the Directors' Meetings and to manage the Initiative's electronic bulletin board, and three other subcontractors: the N. Neal Pike Institute on Law and Disability of the Boston University School of Law, the Information Center for Individuals with Disabilities (also of Boston), and the Trace Research Center of the University of Wisconsin-Madison, which is responsible for software development in connection with the National ADA Cooperative Service Directory.

The Abt Associates Project Director is Raymond E. Glazier, Jr.; other key project staff included Project Coordinator Polly Arnoff, who was replaced during the year by Miriam Hertz, and Data Base Manager Beteena Kessinger, who was replaced by Alexander Ho. The Walcoff subcontract is directed by Jacquie Sheehey; the Pike Institute subcontract by Executive Director Henry A. Beyer, Esq.; the Information Center subcontract by Executive Director J. Archer O'Reilly, III; and the Trace Research Center subcontract by Greg Vanderheiden.

Year Two Accomplishments:

There are a set of five project coordination activities, second year progress on which is presented below, that run concurrently for the duration of the contract (which commenced 30 September 1991).

Obtaining and Distributing ADA Technical Assistance Materials to the DBTACs, NTPs, and MDPs--The project's *Selected Topical Bibliography on the ADA*, was updated twice during the year based on computer literature searches and networking. This document,

which has a special emphasis on training materials (including audiovisuals) and titles useful for technical assistance, is being updated semiannually and has gone through several editions already. It is being maintained on the West Virginia Rehabilitation Research and Training Center's NIDRR-funded Project Enable electronic bulletin board, where any user can download and print the most current edition. This ADA bibliography has attracted sufficient positive notice that requests for copies are received by the Technical Assistance Coordinator from parties outside the NIDRR ADA Technical Assistance Initiative. Prepaid orders are fulfilled by Abt at a small charge to cover copying and mailing costs, and the proceeds credited to the contract budget for coordination activities. (The bibliography is also made available in large print and on ASCII diskette on request.)

The Information Center for Individuals with Disabilities and Abt have assumed joint responsibility for maintaining contacts with Federal agencies and the publishing industry in regards to forthcoming ADA-related titles, as well as for actually obtaining review copies of titles for annotations to the Bibliography and cataloging in our project library, which is maintained at Abt Associates in Cambridge. The project library was visited during the year by several researchers (some of them persons with disabilities), who found its holdings comprehensive and organized for easy access. Grantees are not permitted to disseminate any publication that has not been cleared in advance by Department of Justice (DoJ) or Equal Employment Opportunity Commission (EEOC) legal review; therefore the *Selected Topical Bibliography* indicates approval status of listed training materials.

Abt continued to operate its established system for coordinating grantees' requests for free publications of Federal agencies like DoJ and EEOC; the needs of the grantees were compiled monthly into bulk orders which were forwarded by Abt to each agency; drop-shipments were then made by them directly to grantees and their designees (subcontractors, State Affiliates of regional centers, etc.). The Project Coordinator maintained ongoing relationships with designated liaison people at each agency for publications requests. Problems continue to be encountered in getting timely shipments of needed quantities and getting publications in alternative formats (Braille, large print, ASCII disk, audiotape). This system obtained for grantees in excess of a quarter of a million government publications disseminated to many thousand requestors throughout the nation.

Ensuring the Quality and Consistency of the Activities and Materials of the DBTACs, NTPs, and MDPs--Materials produced by the MDPs and others which DBTACs or

NTPs wish to utilize are subjected to a two-tiered review process: the Technical Assistance Coordinator (TAC) first reviews the item for content with legal commentary by Abt's subcontractor the Pike Institute of the Boston University School of Law. After first revision (if necessary), the item is submitted for legal review to the EEOC (Title I matters) and/or the DoJ (Titles II and III matters). During Year Two a total of more than 35 titles were reviewed by the TAC and the Pike Institute.

To facilitate public access to the DBTACs and to foster consistency in provision of information and referral (I&R), a national toll-free line (800-949-4ADA) was established by Abt in Year One, with each DBTAC reimbursing the TAC for its subtotal of the monthly bill. While the marketing convenience and usage volume discount advantages of a single national telephone number are achieved, the system's operation is invisible to the caller, whose call is electronically routed to the regional Center responsible for the caller's area code; this allows for local service provision to local constituencies. In 12 monthly reports to NIDRR and the DBTACs, Abt monitored Year Two call volume per region and average call duration and cost; volume of "blocked" or "busied out" calls (not answered because available lines are tied up with other callers) was also monitored on a monthly basis, and percentages of unanswered calls computed and analyzed.

Because volume of ADA calls tends to peak at certain hours of the business day, as do calls to most businesses and agencies, it is inevitable that not all callers will be able to get through on the first try during these time periods. Having in place the number of telephone lines and I&R personnel to accommodate all callers at peak hours would be wasteful excess capacity during the better part of the business day. Based on the data analyses provided by the TAC, which included national mean (average) percentage of unanswered calls, as well as national median percentage and regional percentages, NIDRR set as a goal having all Centers build I&R capacity (lines and personnel) to the extent that the percentage of "busied out" calls not exceed 10% for any region. This goal was accomplished by July of 1993.

A national ADA Expert Consultant Pool, the Cooperative Services Directory (CSD), is being built at the regional level by the DBTACs, using software that has been developed by the University of Wisconsin-Madison's Trace Research Center, a NIDRR RRTC. The Trace Center, an Abt subcontractor, has developed a file utility that will allow

the TAC's merging of the ten regional directories into a single National ADA Resource Directory, to be maintained at Abt on a project PC (equipped with a compact disk reader).

Consultation on Technical and Legal Issues--The objective here is to address issues and concerns of interest to the NIDRR ADA Technical Assistance Initiative overall that arise during the implementation of program efforts. Task activities include authoring or commissioning timely and topical "white papers."

Pike Institute Director Beyer, in addition to coordinating the legal review process noted above, deals with many questions and issues of a legal nature on a day-to-day basis in telephone interaction with the TAC. The Pike Institute staff responsible for their *Disability Advocates Bulletin* authored, on a quarterly basis, an "ADA Highlights" column of brief notices of ADA cases, court rulings and administrative hearing findings, as well as more detailed "ADA Developments" stories about each of them. The four Year Two products averaged six news stories each and a total of about 2,400 words per quarter. These and other Abt-authored national news items on the ADA's implementation are posted as an "ADA News Service" in the public section of the Project Enable EBB, where grantees and any other users can download and reprint them freely with the appropriate credit line. These news items are intended primarily as generic material for use in the DBTACs' regional newsletters to constituents. (All ten Regional Centers continue to publish constituency newsletters established in the Initiative's first year.) However, their EBB posting makes these items available to other organizations and individuals as well.

Evaluation--On a month-to-month basis the performance of tasks vital to the DBTACs' and NTPs' missions was monitored throughout Year Two based on quantitative data provided by them in a standardized reporting format with separate report forms for: Training, Technical Assistance, Referrals, Publications Dissemination, Resource Directory, Needs Assessment, and Public/General Outreach Activities. (Hence the headings of the First Year Topical Overview above.) These data were compiled by the TAC and summarized in 12 monthly, four quarterly, and an annual performance data report prepared by the TAC Data Base Manager and submitted to NIDRR. These routine reports are presented in the forms of numerical tables and more readable histograms that permit region-by-region comparison of activity, as well as the national aggregate of the NIDRR ADA Technical Assistance Initiative for purposes of internal monitoring and presentation to other Federal agencies. The annual issuance of the summary reports in the series of which this is the

second volume presents both quantitative and qualitative descriptions of the NIDRR Initiative's achievements, permitting assessment of the effort's benefits to the public.

The TAC contract's statement of work for this task also includes the operation and management of the project electronic bulletin board (EBB) within the West Virginia Rehabilitation Research and Training Center's Project Enable EBB. Walcoff & Associates, Inc., an Abt subcontractor, has a major role in this sub-task. The NIDRR Initiative has a separate section (TECH ASSIST) in the bulletin board for queries, notices, and information exchange amongst the fifteen grantees, NIDRR officials, and the TAC. The Project Enable EBB is also being used, as noted above, to make available project-authored generic national news items for local newsletters and to the general public via the Initiative's "ADA News Service."

Training and Information-Sharing Meetings of the Directors of the DBTACs, MDPs, and NTPs--In Year Two Abt Associates and Walcoff & Associates planned, in conjunction with the grantees, and executed three three-day national gatherings of the Directors and other key staff of the fifteen grantees:

November 2-4, 1992 at the Ritz Carlton at Pentagon City, Arlington, VA-- NIDRR grantees shared with each other "best practices" in the provision of information, referrals, technical assistance, and training as the Presidential Election came to a climax in the election of President Clinton. Materials development concerns focused on estimations of the demand for particular titles, including needs for various alternative format editions and Spanish and other language translations. Other Federal agencies providing ADA updates and other program participation included the Architectural and Transportation Barriers Compliance Board (ATBCB, now the Access Board), the Equal Employment Opportunity Commission (EEOC), and the Department of Justice (DoJ).

May 25-28, 1993 also at the Ritz Carlton at Pentagon City, Arlington, VA-- Grantees took an in-depth look at the future of the NIDRR ADA Initiative and focused on strategies for the development and support of State Affiliates and local networks to promote "grass roots" ADA implementation and compliance. Other national organizations offering ADA Compliance support and resources participated in the program, as did representatives of the Consortium for Citizens with Disabilities. ADA updates were also provided by participants from the EEOC, the Public Access Section of DoJ, the Office of Civil Rights of

the Department of Education, the Access Board, and the Federal Communications Commission (FCC).

September 15-17, 1993 at the Embassy Suites Hotel, Chicago, IL--The grantees shared both achievements and disappointments as they met for the first time in the Midwest. A panel of local business people and a panel of representatives of disability organizations and Midwestern disability advocates shared their perceptions of progress and problems in the ADA's implementation in the region. The three Materials Development Projects (MDPs) presented their final products, including several videos. Plans were revealed for development of a generic package of ADA training materials and other new special projects by various regional DBTACs. Representatives of the EEOC discussed new developments and plans for coordinating and sharing with the DBTACs.

Year Three Plans:

In addition to ongoing performance of the concurrent project task activities reviewed above, Abt Associates plans the following: Semiannual updating of the *Selected Annotated Topical Bibliography on the ADA*, distribution of hard copy to all grantees, and posting on the Initiative's EBB; substantive, editorial, and legal review of the new print and audiovisual products of the DBTACs; merging of the computerized regional cooperative service directories into a National ADA Resource Directory; compilation of a separate project library section of ASCII disk and audiotape versions of materials for ADA technical assistance and training; estimation of costs of making additional materials available in alternative formats, as well as Spanish translations of MDP published products; preparation of technical or legal white papers on topics yet to be identified; preparation and EBB posting of generic material for the "ADA News Service" on a quarterly basis; compilation and submission of twelve monthly and four quarterly grantee performance data reports; compilation of annual performance data and preparation of an Annual Report on Year Three of the NIDRR ADA Technical Assistance Initiative; planning and conducting two national grantee Directors' Meetings (March and August 1994) for further training and information sharing; a review of the service and charges on the national toll-free ADA I&R line provided by the current carrier with a view to improving efficiency and economy of service; and assuming a proactive stance on publicity and promotion for greater public awareness of the NIDRR ADA Technical Assistance Initiative.

Appendix A:

**Vital Information on
NIDRR Grantees and Affiliates**

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**New England Disability and Business
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**Great Lakes Disability and Business
Technical Assistance Center
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(404) 365-9472 Fax

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4826 Chicago Avenue South
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(612) 827-2966 V/TTY

Patty Smith, Larry Searey
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1600 Prince Street, Suite 115
Alexandria, VA 22314
(703) 684-6763 V/TTY

National Training Project on Local Capacity-Building for Independent Living Centers

Grantee*

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Local Capacity-Building for
Independent Living Centers
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* Over 83 people participated in ADA Train
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List of names, addresses, and phone numbers
provided on request.

Materials Development Project on Accessibility/Public Accommodations

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Materials Development Project on Employment

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Materials Development Project on Employment

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Information Center for Individuals with Disabilities

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(617) 727-5540 V
(617) 345-9743 TTY
1-800-462-5015/MA only/V/TTY

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Appendix B:

NIDRR MDP Publications and How to Get Them

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Barrier Free Environments Titles II and II MDP (Adaptive Environments Center subcontractor)

Title of Product	Availability
Public Service Announcement Kit - 18 slides + storyboard, text "Checklist for Existing Facilities" - 13 pp.	(DBTACs only) Contact DBTACs
Fact Sheet 1, "Who Has Obligations Under Title III?" - 3 pp.	Contact DBTACs
Fact Sheet 2, "Providing Effective Communications" - 8 pp.	Contact DBTACs
Fact Sheet 3, "Communicating with People with Disabilities" - 4 pp.	Contact DBTACs
Fact Sheet 4, "Tax Incentives for Improving Accessibility" - 3 pp.	Contact DBTACs
Fact Sheet 5, "Alternatives to Barrier Removal" - 3 pp.	Contact DBTACs
Fact Sheet 6, "Resources for More Information" - 6 pp.	Contact DBTACs
<i>ADA Title II Action Guide for State and Local Governments</i> - 166 pp.	from LRP @ \$10.50 per copy* + shipping & handling; order forms from DBTACs
"ADAAG Highlights: Disabilities, Barriers, and the ADAAG" Slide Presentation (available to DBTACs February 1994)	from BFE at cost**; order forms from DBTACs
ADA Alterations Tech Sheets for Architectural Features, set of 12, 8- 20 pp. each on: Signage; Areas of Rescue Assistance; Accessible Routes; Ground and Floor Surfaces, and Protruding Objects; Parking and Passenger Loading Zones; Curb Ramps; Toilet Stalls; Lavatories; Controls and Reach Ranges; Telephones; Doors; ATMs (to be com- pleted by May 1994)	from BFE at cost**; order forms from DBTACs.
ADA Alterations Tech Sheets for Types of Facilities set of 5, 8-20 pp. each on: Supermarkets, Restaurants, Medical Care Facilities, Business and Mercantile Facilities, and Accessible Transient Lodging (to be completed by May 1994)	from BFE at cost**; order forms from DBTACs

*Contact publisher directly for quantity discounts: LRP Publications, Dept. NIDRR, P.O. Box 980, Horsham, PA 19044-0980, phone 1-800-341-7874.

**Barrier Free Environments, P.O. Box 30634, Raleigh, NC 27622, phone 919-782-7823 (V-TTY).

Barrier Free Environments Titles II and II MDP (Adaptive Environments Center subcontractor)

(continued)

Title of Product	Availability
Case Studies of Titles II and III Accommodations - 35-40 pp. (to be completed by April 1994)	Contact BFE or DBTACs
<i>ADA Alterations Cost Catalog</i> - 100-125 pp. (to be available by January 1994)	from LRP* or RS Means (price not yet set); order forms from DBTACs
<i>Title II Action Guide Supplement on Employment</i>	from LRP @ \$14.00* + Shipping & Handling; order forms from DBTACs
"Work in Progress: Title II of the Americans with Disabilities Act" video - 24 mins.	from BFE @ \$13.98 per set + Shipping & Handling**
<i>Title II Self Evaluation for Schools</i> (to be available by June 1994)	free from Department of Education, Office of Civil Rights***
<i>Title II Self Evaluation for Colleges</i> (to be available by June 1994)	free from Department of Education, Office of Civil Rights***
<i>Title II Self Evaluation for Libraries</i> (to be available by June 1994)	free from Department of Education, Office of Civil Rights***

*Contact publisher directly for quantity discounts: LRP Publications, Dept. NIDRR, P.O. Box 980, Horsham, PA 19044-0980, phone 1-800-341-7874.

**Barrier Free Environments, P.O. Box 30634, Raleigh, NC 27622, phone 919-782-7823 (V-TTY).

***Contact: Office of Civil Rights, U.S. Department of Education, Mary Switzer Building, 400 Maryland Avenue, SW, Washington, DC 20202.

Cornell School of Industrial and Labor Relations MDP

Title of Product	Availability
<i>Reasonable Accommodation in the Workplace</i> manual - 532 pp.	Contact DBTACs
<i>An Overview of the ADA Employment Provisions</i> , Vol. 1 (complete)-157 pp.	Contact DBTACs
<i>Overview of the ADA Employment Provisions</i> , 41 pp.	from LRP*; order forms from DBTACs
<i>The Place of Job Descriptions in Implementation of the ADA</i> , 21 pp.	from LRP*; order forms from DBTACs
<i>Advanced Job Placement Skills</i> , Participant Manual, 521 pp.	Contact DBTACs
<i>Effective Negotiations Skills in Implementing the ADA</i> , Participant Manual, 52 pp.	Contact DBTACs
<i>Guide to Planning and Conducting Training Programs on the ADA</i> , 66 pp.	Contact DBTACs
ADA Issues Series (10 titles)	
<i>Pre-Employment Screening Considerations in The Implementation of the ADA Employment Provisions</i>	Contact DBTACs
<i>Reasonable Accommodation Under the Americans with Disabilities Act</i> , 49 pp.	from LRP*; order forms from DBTACs
<i>Model Plan for Implementation of Title I of ADA: From the Human Resource Perspective</i> , 22 pp.	from LRP*; order forms from DBTACs
<i>Attitudes Toward the Employment of Persons with Disabilities</i>	Contact DBTACs
<i>The Implications of the ADA for Personnel Training</i>	Contact DBTACs
<i>The ADA and Workers' Compensation</i>	Contact DBTACs
<i>Psychometric Testing and Reasonable Accommodation for Persons with Disabilities</i>	Contact DBTACs

*Contact publisher directly for quantity discounts: LRP Publications, Dept. NIDRR, P.O. Box 980, Horsham, PA 19044-0980, phone 1-800-341-7874.

Cornell School of Industrial and Labor Relations MDP

(continued)

Title of Product	Availability
<i>ADA Issues Series (continued)</i>	
<i>The Implications of the ADA Employment Provisions for Health Insurance Benefits for Persons with Disabilities</i>	Contact DBTACs
<i>The Reasonable Accommodation Process in Unionized Environments</i>	Contact DBTACs
<i>Total Quality Management Applied to the Implementation of the ADA</i>	Contact DBTACs
<i>Brochure Series on Reasonable Accommodations in Implementation of the ADA (11 titles)</i>	Contact DBTACs
<i>Working Effectively with Persons Who Have Cognitive Support Needs</i>	Contact DBTACs
<i>Working Effectively with Employees Who Have Sustained a Brain Injury</i>	Contact DBTACs
<i>Working Effectively with People Who Are Blind or Visually Impaired</i>	Contact DBTACs
<i>Employment Considerations for People Who Have Diabetes</i>	Contact DBTACs
<i>Employing and Accommodating Workers with Psychiatric Disabilities</i>	Contact DBTACs
<i>Causes of Poor Indoor Air Quality and What You Can Do About It</i>	Contact DBTACs
<i>Working Effectively with Employees Who Are HIV-Positive</i>	Contact DBTACs
<i>Accommodating the Allergic Employee in the Workplace</i>	Contact DBTACs
<i>Workplace Accommodations for Persons with Musculoskeletal Disorders</i>	Contact DBTACs
<i>Working Effectively with People with Learning Disabilities</i>	Contact DBTACs
<i>Working Effectively with People Who Are Deaf or Hearing Impaired</i>	Contact DBTACs

IAM CARES Employment MDP

Title of Product	Availability
Guide Series for Employers and Supervisors (5 titles)	
<i>Interview Guide</i> , 9 pp.	Contact DBTACs
<i>Job Descriptions Guide</i> , 11 pp.	Contact DBTACs
<i>Reasonable Accommodation Guide</i> , 16 pp.	Contact DBTACs
<i>Modified/Special Equipment Guide</i> , 16 pp.	Contact DBTACs
<i>Guide for Union Representatives</i> , 68 pp.	from LRP*; order forms from DBTACs
<i>Complying with the ADA</i> , 54 pp.	from LRP*; order forms from DBTACs
"Hiring Individuals with Disabilities: It's Good Business," Employer Video --26 mins. (package of open caption video, Trainer's Guide, 10 Viewer's Guides)	Package from CPI @ \$129.00 + Shipping & Handling;** order forms from DBTACs for discount to \$89.00
"Employment and the ADA: It's Your Opportunity" Consumer Video --26 mins. (package of open caption video, Trainer's Guide, 10 Viewer's Guides)	Package from CPI @ \$129.00 + Shipping & Handling;** order forms from DBTACs for discount to \$89.00
Guide Series for Individuals with Disabilities (5 titles)	
<i>What you Should Know About the Hiring Process</i>	Contact DBTACs
<i>Guide to Reasonable Accommodation and Assistive Technology</i>	Contact DBTACs
<i>Facts You Should Know When You are Looking for a Job and When You Have a Job</i>	Contact DBTACs
<i>Employment Requirements for Friends of and Professionals Involved with Individuals with Disabilities</i>	Contact DBTACs
<i>The Effect of the ADA on Access to Health Benefits and Other Selected Employment Policies</i>	Contact DBTACs

*Contact publisher directly for quantity discounts: LRP Publications, Dept. NIDRR, P.O. Box 980, Horsham, PA 19044-0980, phone 1-800-341-7874.

**Corporate Productions, Inc. (CPI), 4516 Mariota Avenue, Toluca Lake, CA 91602, phone (818) 760-2622/(800) 224-0089.