

## INSIDE:

- Board elects four new officers
- Let's Go! More field trips planned
- Donor Spotlight: American Airlines

Fall 2001

# REACH OUT

## Board launches new GIVING PROGRAM

### Where's a good place to put your money?

- 1) CDs bearing less than 3 percent.
- 2) New cars that depreciate 15 percent a year.
- 3) Individuals served by ACT.

If you answered 3, there's now a way for you to invest in the people and programs of ACT. The Board of Directors recently approved ReachOut, a simple way for tax-exempt charitable funds to be given to ACT.

ReachOut is a program board member Jerry Braznell is passionate about: "What more charitable gift can you give than to these people—people who need help?"

With ReachOut, any individual can make honorariums or memorials to benefit the programs or participants of ACT.

"The gifts "might be \$10, \$20, \$100 but it all adds up," he says.

Since Braznell became involved with ACT in 1975 he's been sold on many aspects of ACT—particularly ACT's Supported Living Program and work-related efforts. He was a founding board member in 1975 and recently rejoined the board. Over the years he's seen his son, Bill, and many others, thrive because of ACT.

"You can see these people just blossom when they get the care," he says.

Now with ReachOut, ACT has a charitable giving program to serve participants in significant ways.

As a successful businessman for more than four decades, Braznell sees the need for

ReachOut because ACT's budget relies heavily on state funding.

"Because state budgets often are shaky during hard times, it's prudent to build a charitable base," he explains. Someday he'd like to see ACT receive 20 percent of its revenue from charitable sources.

ReachOut contributions are all tax-exempt and are used solely to improve conditions and care for ACT participants. "This is a low key way that people would enjoy doing," Braznell says. To be a part of ReachOut you can give:

- Special gifts celebrating any event such as a birthday, anniversary or special occasion.
- Memorials in the honor of a relative, friend, or special individual.

"No family can bear the total cost of this," he says of the cost of supporting an individual through ACT. "You're talking in the area of \$40,000 to \$50,000 a year for each participant. I don't think it's the total responsibility of the state. It's got to be a blending."

Besides, he says, ReachOut gifts can be earmarked for specific uses.

"It's one of the greatest things a community can do—to have concern and care for people with disabilities."

### You can be a part of ReachOut

#### It's simple to be a part of ReachOut:

- Use the enclosed envelope in your newsletter and mail a donation to ACT.
- Contact Mark Hassemer, ACT executive director, concerning a specific gift you would like to make.
- Consider making a ReachOut holiday gift to be used to buy holiday gifts for ACT participants.

## HALLOWEEN FUN



*Halloween is always one of the highlights at ACT.*

*Participants in the Personal and Social Services Program, like Kelly and Nancy, top, and Tammy, above, make the most of the day with festive costumes and special treats.*

# Board elects four new officers

Four new officers recently were elected to ACT's Board of Directors.

Serving as president is Jim Williams. He currently is serving his second term which will run until the annual meeting in 2002.

Named vice president is Anna Hargis, director of advertising at Shelter Insurance. She has been a part of the board since January 1998 and now is in her second term which continues through the annual meeting in 2004.

Gerald Braznell, a retired St. Louis businessman, has been elected to the office of secretary. Serving on the board since 1999, his current term will continue until the annual meeting in 2003.

Serving as treasurer is Rick Bartelt, CEO of Columbia-based QuesTec constructors. He is now serving his first term which continues until the annual meeting in 2003.

In addition to the new officers Robert Scribner, owner, Executive Advantage, and Larry Gross, former co-owner of Candlelight Lodge, are serving their first term on the board.

Long-time board members Carol Rozier, educational consultant, and Sabrina McDonnell, vice president of administration at First National Bank, were honored for their outstanding contributions as they completed their second term on the board.

## New board member a long-time friend

There's a good reason Bob Scribner joined ACT's Board of Directors—he's a good friend of Joe Machens, Jr., an ACT participant.

Scribner and Machens have been friends for more than a decade and it's this long-term friendship that convinced Scribner to play an active role at ACT.

The friendship "has lasted even though the fact he's a loyal Tiger fan and I'm a loyal Jayhawk fan," Scribner kids. "I'm trying to get Joe to wear a KU sweatshirt, but he won't do it. I've given up."



*Besides his strong personal interest in ACT, Scribner brings to the board several business strengths.*

The solid friendship with Machens, leads Scribner to get involved despite his demanding schedule as a professor at William Woods University and as the owner of two businesses. "I think the decisions that ACT makes are critical. And because I'm a member of the community and impacted by ACT, frankly I want a piece of the action. I want a say in the important decisions that ACT makes."

He adds: "This is a friend thing. It's not a crusade for me. This is for a friend and for others like him."

Besides his strong personal interest in ACT, Scribner brings to the board several business strengths.

As the owner of Executive Advantage, based in Columbia, he has expertise in many areas of human resource management. His firm also provides executive coaching to numerous business leaders in the area.

In this role, Scribner helps executives develop leadership skills beyond their core set of interests or technical skills.

Scribner also hopes to introduce ACT managers to their peers in Mid-Missouri. "I do this with many of my clients," he says. He brings leaders together over lunch to develop relationships and share ideas and work-related solutions.

"Because I work with many businesses in this community, I can link them with peers quite easily. I match them up and help them develop peer relationships. It expands their leadership base."

## Gross brings entrepreneurship on board

Larry Gross never dreamed he'd be a part of ACT's Board of Directors.

As an entrepreneur he's used to making business decisions on his own. But now as a board member he's anxious to be a team player plus add his 30-plus years of business experience to the board.

"Working together for the greater good rather than working for myself and my family is my goal at ACT," the former orthopedic medical supplies marketer said. Gross established his medical supplies business in 1966 with revenue of \$55,000. At the time he sold the business in 1998 he had 12 salesmen and \$15 million in sales.

"I'm at a point in my life I'm not profit oriented anymore. My life basically was built around the American dream—building a business and selling it. Now I have lots of time to do the things I want to do."

Before he retired this August he was involved with his family's business, Candlelight Lodge. It was at Candlelight that he saw the success of two employees with disabilities. Seeing the reliability and hard work of those

*"Working together for the greater good is my goal at ACT," says Larry Gross, a new member to the Board of Directors.*



individuals laid the groundwork for Gross's eventual involvement with ACT.

When asked by board member Rick Bartelt to join the board, however, he hesitated. "I had some hesitation," he says, admitting he generally does not enjoy serving on boards and committees. "But I came away from the first board meeting looking forward to the next meeting."

He adds: "ACT's goals are so different than from most boards. Most are interested in profit. This is totally different. People are the bottom line. ACT is interested in the people they help and the progress they make. I'm very excited about it."

## DONOR HIGHLIGHT American Airlines

It takes companies like American Airlines to keep ACT humming every business day of the year. Since the airline became a donor in October 1992, about 430,000 tapes have been donated. American Airlines provides about 4,500 videotapes a month to ACT.

Each month a cargo van leaves from Columbia for American Airlines' air cargo facility at St. Louis International Airport. There await boxes of long-length videotapes ready for recycling at ACT.

The tapes are valuable because they are 70 minutes or more in length. Because they are long-length tapes, ACT earns more revenue from the tapes than shorter, less popular lengths.

In addition to the valuable tapes, American Airlines employees who load the tapes are always friendly and helpful, says Don Lafferty, director of the Affirmative Industry Program. American Airlines, thanks!

## Software auditing business picks up

ACT has seen a big jump in one of its unique services—auditing obsolete software.

Over the past few months several large shipments of software have come to ACT to be carefully audited. The task is to verify how many items are being returned from the retailer to the manufacturer.



*Over the past few months several large shipments of software have come to ACT to be carefully audited.*

The process is known as Return Materials Authorizations or RMAs. ACT set up the service in 1999. Typically about 12 to 15 jobs are done each year. Since September, however, 12 RMA jobs have been completed by ACT.

“We love the work,” says Don Lafferty, director of the Affirmative Industry Program. “It creates a few jobs for people.”

Normally two people work on a job which involves retrieving the software CD from the box and then capturing the serial number of the software. ACT has the CD recycled and makes a record of each serial number for the manufacturer. A full report is written and submitted to the manufacturer or an intermediary.

With software often valued at \$40 to \$60, RMAs are important to retailers and manufacturers alike. “The manufacturer doesn’t want to overpay and the retailer wants full credit.”

While large jobs have involved five to six pallets of boxed software, ACT also does small-quantity RMAs. Often a small UPS package of a half-dozen software titles is shipped to ACT for auditing.

Most of the software is out of date and has been taken off the shelf to make room for new versions.

“It’s a good service for a manufacturer,” he says. “On average we can cut RMA costs by over 50 percent.”

## SUCCESS stories Beth

### Go Beth!

October 26 is a day Beth will always remember. That day she was showered with gifts, hugs, accolades celebrating her selection as Employee of the Month by the University of Missouri Health Sciences Center. Beth has been a valued employee of the Center’s Main Street Cafe since May 2000. “She’s been an absolute joy to work with,” says Debbie Wren assistant manager of the restaurant. “We indulge her; we spoil her.” Their appreciation for Beth was proven with many gifts including a \$50 gift certificate to the Columbia Mall, a giant chocolate cake and numerous mementos from Beth’s cherished MU Tigers.



## LET’S GO! More field trips planned

Adding one staff member may not sound like much, but to ACT’s Day Program it’s big news.

For participants in the program it means they’ll be involved in many more community activities. The new staff member helps reduce the staff-to-participant ratio to 1-to-3 much of the day. That ratio fosters a greater chance for activities and community involvement says program director Don Lafferty.

For a long time a 1-to-4 ratio has been maintained. But because ACT believes in the highest quality care for its participants, a goal was set to reduce the ratio to 1-to-3.

One of the biggest advantages of the lower ratio is that more field trips and volunteer activities will be possible for ACT participants.

Already, Lafferty is exploring the use of a creative arts program in Columbia where participants could expand their artistic horizons.

The drive to “get out” more is the very heart of ACT’s philosophy, Lafferty says.

“A philosophy this agency really puts its arms around is that individuals belong in the community as much as anyone else.”

It’s ACT’s “main emphasis to get people

in the community, interacting with community members and enjoying the privileges you and I have as community members. It’s a philosophy not only of the Day Program but all of ACT.”

### Worldwide “trips” now a reality

In other Day Program news, six new computers soon will offer greater variety, learning opportunities and enjoyment for participants.

The computers will have CD drives, graphic cards and the speed to run today’s software. Because the equipment will not be networked like previous computers, the equipment can move about to participants in the Day Program.

Software already is being spotted for the souped up machines. There will be a healthy mix of games and educational software. Typing and math tutorials will be bought as well as educational software such as a 3-D geographic program that can take participants on virtual trips to Rome, Mexico, Berlin and numerous cities throughout the world.

## UPCOMING HOLIDAYS

**ACT will be closed  
the following days in 2001-02.**

**Monday, December 24, 2001**  
**Tuesday, December 25, 2001**  
Christmas

**Wednesday, December 26, 2001**  
through  
**Friday, December 28, 2001**  
Personal and Social Services  
Program closed

**Monday, December 31, 2001**  
**Tuesday, January 1, 2002**  
New Years

**Monday, January 21, 2002**  
Martin Luther King Day

**Monday, February 18, 2002**  
Presidents Day

**Monday, March 25, 2002** through  
**Friday, March 29, 2002**  
Personal and Social Service  
Program closed

**Monday, May 27, 2002**  
Memorial Day

# Be Santa's Helper this year

*Get that checkbook out and make your first contribution to ACT's ReachOut program this Christmas.*

ReachOut is a special giving program designed to increase outside revenue sources to ACT. Through ReachOut you can designate your contribution to any specific area or individual served by ACT.

The holiday season brings to light needs for many ACT participants. Many no longer receive family support. Only a generous holiday spirit can provide what many of us take for granted. With contributions, ACT's goal is to make available to every participant:

- A Christmas tree
- Christmas gifts
- ACT's annual holiday party

With your contributions, you'll be Santa to many individuals. Consider making your ReachOut contribution today. Just use the enclosed envelope and designate where you'd like to see your gifts used.



## 'Tis the season Donations continue to come in

Several donors recently have contributed to ACT in honor of special individuals and occasions. Presenting contributions were:

### The Conner Fund

Elizabeth Conner

### In memory of Louis Hemphill

Alfred and Stephanie Vance  
Marcia and Hugh Porter  
Mr. & Mrs. J.R. Roberts  
Perry & Thelma Kemplin  
Mrs. Louis Hemphill

### In honor of Dave and Marcia Machens

Williams-Keepers LLC

### In honor of Bill Braznell

Marjorie Graham

### Miscellaneous

Michael and Barb Gentry  
Peggy Payne

## CHECK YOUR NAME

Please take a moment to check your name and address. Are your name and address correct? Is this newsletter being sent to the appropriate individual? If you have any corrections please call ACT at 573-474-9446 or 800-359-4607, or fax 573-474-7458.

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### Board of Directors

<b>President</b>	Jim Williams
<b>Vice President</b>	Anna Hargis
<b>Secretary</b>	Gerald Braznell
<b>Treasurer</b>	Rick Bartelt
<b>Members</b>	Linda G. Arnold Gary Freeman Larry Gross Dave Machens Mike Moore Robert Scribner Nathan Williams
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