

## **THE ACCESS READY BOARD OF DIRECTORS**



### **Elizabeth Campbell**

#### Biographical profile

Elizabeth Campbell was born in Fort Belvoir, Virginia. She grew up in Omaha, Nebraska and graduated from Westside High School. She then moved to Texas to attend Baylor University.

She graduated from Baylor University with degrees in journalism and Spanish in 1984. She studied with professors who were investigative reporters. Her journalism adviser was the only English-speaking reporter allowed to cover the Nuremburg trials. He described his experiences of covering the trials of the Nazi war criminals as well as covering the Kennedy and Johnson administrations during his lectures.

His lectures played a vital part in her decision to pursue a career that many believed was too visual for a blind person.

She has had the good fortune to pursue her journalism career, and she has held various reporting jobs at the Fort Worth Star-Telegram for 34 years. She feels that her best accomplishments involve stories where reporting and asking questions brought about change for the better.

For instance, she covered a small city where several council members were caught using their city-issued credit cards for shenanigans such as staying at hotels with their mistresses and buying tickets to a Michelle Obama book tour. Another example is a story about homeowners in a small town where a developer wanted to build apartments without regard for the privacy and safety of the property owners. They fought back and over 500 people showed up at a council meeting to protest, and the developer pulled out of the community.

She has had various reporting positions including covering civil courts, economic development, city governments and education while at the Star-Telegram. She enjoyed the court coverage because she wrote about

lawsuits and legal issues that highlighted the need for more oversight when companies didn't have good safety practices or when there were lawsuits involving discrimination because of religion or disability.

Covering city governments gave her numerous opportunities to tell people's stories who were not getting the help or services they needed.

She was attending Baylor University when she decided that she wanted to be a reporter. She was a sophomore and was heading toward a major in Spanish and social work when she discovered she really liked interviewing people so she could write about their lives and issues affecting them.

During her performance reviews, her editors always comment on her ability to earn people's trust and for reporting on issues fairly and accurately. She feels that her greatest strength is interviewing people and helping them to feel comfortable in telling their stories.

She enjoys interviewing people, and she also likes the challenges of writing articles that will capture the readers' attention while presenting all sides of an issue. She also likes getting out in the field and spending time getting a good picture of the diverse communities in the Dallas/Fort Worth area.

Her mother also majored in journalism at the University of Nebraska. She edited several publications, including a business journal, and formed her own public relations company. Elizabeth counts herself very lucky that she was brought up in an environment where she was expected to do the same things as her two sighted sisters. Her parents often told her that they expected her to do well in school and to go to college like her sisters.

She had to do chores around the house that she didn't particularly like, but she was not treated differently. Her upbringing helped her become an independent, productive person.

At this point, she is at a crossroads because of the continuous downsizing at newspapers. She is weighing her options and exploring other ways to put her journalism skills to good use.

She is active in the National Federation of the Blind as she is currently the president of the Texas Association of Guide Dog Users, and she has served on their local chapter and state boards.

She has always wanted to help with advocacy as there are so many issues that are vital to the blind and disabled communities, but reporters can't advocate.

She would like to gain skills in this area because she thinks it would be a perfect fit for her interests, and she believes that her interviewing and writing skills are a good start in this direction.

She likes coming up with solutions to problems, and she is good at adapting to change.



### **Dean Doulou**

Dean was born and raised in Warren, Ohio, an old steel town located in the “Rust-Belt” of Ohio, I grew up in a blue-collar household with the traditional Mid-West values of family, hard work and strong church participation.

As I was entering Junior high school at the age of 11 my family relocated to St. Petersburg, Florida and after graduating from Boca Ciega High school in the top 5% of my class in 1972 I went on to St. Petersburg Jr. College to study Hotel, Motel Restaurant management. I spent most of 1974 in Greece working with my family on the Isle of Rhodes and continued my education in the hospitality industry while studying the language and culture of Greece.

I returned to St. Petersburg in January 1975 and worked in the hospitality industry managing restaurants for Burger Chef Systems. Having been interested in business and Real Estate since I was a teenager, I entered a secondary education program to study Real Estate and Business Management. I quickly found that I had a natural love for the business development aspect of Investment Real Estate and in the following years I sat for my Florida Real Estate license and accrued hundreds of hours in additional Real Estate and Investment continuing education including 100 hours at the prestigious Institute of Business Appraisers. In 1993 I acquired

my Real Estate Brokers license, and I acquired my Community Association Management license in 2012.

Edvico, Inc.

Vice President of Acquisitions  
September 1980

June 1977 to

In June of 1977, I was retained by Edvico, Inc., an Ohio based investment company specializing in the acquisition, development and management of income producing properties (restaurants, motels and apartment complexes), to serve as Vice President of Acquisitions. I was responsible for financial management of the investment portfolio, which exceeded 60 million dollars in annual revenue in 1980. My responsibilities included financial analysis and valuations/appraisals of all acquisitions, implementation of all due diligence research and investigations, strategic planning and management of all revenues and expenses.

Partners in Business, Inc. / Sea Gull Realty

President/Broker

September 1980 to Present

I started Partners in Business in September 1980 as a sole proprietorship and incorporated the company in June of 1989. As President, broker and founder of Partners in Business, Inc., a Florida licensed real estate corporation specializing in business brokerage and commercial real estate, I have brokered, consulted and represented over 500 companies. Since 1980, my experience includes working with service businesses, wholesalers, restaurants, shopping centers, motels, manufacturing companies, marinas, printing companies, residential income producing properties, and professional practices.

In November of 2008 I purchased Sea Gull Realty, a property management company that was established in 1971 with approximately 185 residential and commercial income producing properties under management and in December of 2008 I incorporated Sea Gull Real Estate Services, Inc. In February 2009 I merged the business interest of Partners in Business, Inc. and Sea Gull Realty.

I am licensed in Florida as a Real Estate Broker and as a Community Association Manager and I am currently a member of the Pinellas Realtor Association, the Florida Association of Realtors, the National Association of Realtors, the National Association of Residential Property Managers, The Tampa Bay chapter of the National Association of Residential Property Managers, the Tampa Bay chapter of Independent Real Estate Professionals, and a founding member of the Business Advisory Board of Pinellas County.

As a former President of the Tampa Bay Chapter of National Association of Residential Property Managers I am often asked to participate in expert panel presentations about Real Estate investments.



### **David Mickey Ellis**

David Mickey Ellis was born in Charlotte, North Carolina. He Lived there until 1969, then his family moved to East Tennessee where he resides today.

He received his accounting degree from East Tennessee State University and gained his Certified Public Accountant (CPA) certificate in 1985. He worked with local CPA firms for 12 years until 1990.

He opened his own CPA practice in 1991. The practice has grown from one chair to ten growing in respect at the same time.

He has been secretary, treasurer, vice president and president of the Appalachian Chapter of the Tennessee Society of Certified Public Accountants, as well as treasurer of numerous not-for-profit organizations.

He began bookkeeping classes in high school about age 15 at his father's insistence on development of a vocation.

He tries always to take an abstract subject (accounting) or an illogical body of regulation (tax) and make it relevant and understandable to his clients.

He likes the interaction with people from all facets of life that bring unique situations, problems or challenges. He feels like he is fairly adept at solving problems and finding solutions.

His younger brother is also a CPA. They were raised in a loving, modest home. They had support and encouragement and were given the freedom to fail.

He believes the intense pace and work requirements will begin diminishing as he passes the torch to those coming after him. "I would like to use my experiences and knowledge to mentor those in my field, and minister to other needs as I find them.

I didn't always do things the right way, and you won't either. Learn from those mistakes and don't let them define or restrict you or impede the next right move."



### **Stephen Handschu**

Stephen is a sculptor, advocate, and teacher, Blind since birth, the refrain he remembers hearing the most when growing up is; "Stephen, the only thing you can't do is see much, so get in here and finish your Chores, homework etc."

He was born in New York City in 1947 and educated, he often says, "miss educated", in many different school settings, including, Public and Private schools with no "Special Education or VI (visually impaired) Services", Mainstreamed public school placement with "sight conservation resource room" support, and one year of "Fine Arts" College. "In all these different schools," Handschu says, "I was denied Braille and instruction with a long white cane. I was sent down the "low vision" (Magnification and recorded books) path. By the time I got to college, I was the best-read functional illiterate you ever saw. I was no more ready for college then it was for me. Unable to keep up in college, using only print, I sought and received instruction directly from several Working artists who took me and my work seriously.

Handschu began carving sculpture when 7 or 8 years old. He says, "I thought it was magic, and I still do. But the magic doesn't happen without a lot of work." He opened his first Sculpture studio during 1965 in NYC. In 1970 he moved to Detroit, where he first set up shop in a friend's garage and later restored a disused fire station where he lived and worked until 1997 when he moved to Chicago. He moved to Tampa FL. In 2010. In 2016 he returned to Detroit, where he lives today. His sculpture is well regarded by his peers and has been shown in many prestigious venues throughout the United States and Canada.

Steve cut his teeth as an advocate, in 1964, when he joined The Congress of Racial Equality (CORE), beginning his lifelong interest in voting rights. He has been a social activist ever since, in a wide variety of causes and organizations. He discovered The National Federation OF The Blind (NFB) in 1973. "NFB changed everything for me. For the first time, blind people who I wanted to be like. Blind people who were walking, reading, and doing better than I was and they were doing better because they were using the skills of blindness. With the help of many blind people, I started teaching myself Braille and Travel with the white cane." Steve started advocating for other blind people, to help them get the skills that he had been denied, for so long.

He also started teaching these skills to other blind people, adults and children. When Steve learns something, he starts teaching it. He has taught sculpture throughout his working life, in a school for disturbed teenagers, in many Workshops in schools, colleges, and homeless shelters. At the age of 70 he became a certified "1touch coach" and is now teaching the 1touch (self-defense system for blind people).

In-between sculpture sales, Steve has held many kinds of work, including furniture maker, moving man and consultant.

When asked what he is proudest of Steve answered, "I am proud of my work with CORE and the Maryland Freedom Union, teaching blind kids in the NFB Saturday School, working with the MI. Legislature to create the Michigan Commission for The Blind and serving on the Commission Board of Directors, working with the Chicago board of elections to create accessibility for disabled voters, and my Sculpture.



### **Rev. Dr. Martin G. Lewis**

Martin was born in the small town of Abertillery, South Wales and raised by his extended family while his father served in the war. At a young age, Martin was reunited with his parents in post-WWII London where he received his formal education at both a primary school and private tutors.

Martin graduated from St. Bartholomew's Hospital Medical School, University of London, under the leadership of some of the world's most famous physicians and surgeons. Having lived at the Medical Missionaries Association during his medical school days, it was his intent to serve in Africa as a medical missionary. Instead, he was appointed Lecturer in Geographical Pathology by the University of East Africa in Kampala, Uganda with Professor Michael Hutt. It was while in Africa, Martin conducted much of the early original work and research in malignant melanoma. His subsequent research and work in Europe, Australia, the UK, Canada and the USA focused on cancer research, teaching and the study of malignant melanoma and educating students and physicians alike on the general field of geographical pathology.

Dr. Lewis was a founding member of the European Society of Dermatological Research and was Co-Director of the Melanoma Clinic at the Royal Victoria Hospital in Montreal (McGill). Dr. Lewis served as a consultant for the World Health Organization and the VA Medical system in the USA. He was a member of various cancer societies and organizations in Britain, Canada and the USA. Dr. Lewis has served as Department Head Chairman of many prestigious medical schools including McGill, Georgetown, and Loyola. He also served as a Professor for USF Medical School, NOVA Southeastern University and taught residents' pathology while serving in various hospitals. Martin currently works as a pathology consultant for Surgical Pathology Labs, Inc. and regularly performs services for dermatologists and plastic surgeons. Martin is a natural storyteller which enhances his teaching style, something he loves most dearly. Since 1986, Martin has served in a ministerial capacity for the



United Church of Christ in Florida as a lecturer, preacher and teacher as well as physician in care for hospital and homebound parishioners. He recently retired as Senior Pastor for Chapel on the Hill United Church of Christ in Seminole, Florida.

Rev. Dr. Martin Lewis has remained faithful as a physician, professor, teacher, preacher, minister to the sick as well as author of multiple medical textbooks, books relating to his experiences over 50 years' service in Africa, and currently long-distance walks in the UK written as spiritual devotions and travelogues. Martin was instrumental in establishing Hospice care at local hospitals serving alongside their staff and chaplains. He served often as an interim chaplain and counseled many patients and their families. He has served as a consultant and lecturer with the VA Affairs, local Chamber of Commerce, non-profit and civic groups, as well as schools and community events. Martin has served as Chief of Staff for several FL hospitals as well as serving and chairing several Ethics Committees in various institutions, Crisis Task Force groups, and continuing medical education for hospital doctors. Martin lives in St. Petersburg with his wife of 33 years and is proud of his five children and five grandchildren.

His career lead him to America where in 1991 he became a naturalized citizen. He likes to say, "Most Americans are such by accident of birth, I chose my new country on purpose."

Martin was always interested in medicine from a very young age bandaging up his younger sisters' dolls and nursing wounded animals. At the age of 8 years, he remembered riding on a London bus with his father saying, "Dad, I want to be a doctor." His father answered, "Well, then, you shall be one, my son". That experience always stayed with Martin. Having ADHD, he wasn't the best student in school and was always getting in trouble. He did not pass his school exams and was set for a life as a laborer. It wasn't until he met his tutor Monsieur Phillippe' who helped Martin navigate the rigors it would take to be successful in school. Once given the tools, Martin became the hardest working student and surpassed his classmates. He passed his medical school entrance exams and got into his first-choice school. He attributes his success to his parents and his tutor who always believed in him.

Having taught for over 50 years and served as a chairman of several medical school departments, it is important to have a forward vision of the road ahead. He believes his professional style is one of safe exploration. He never wishes to impose his personal style on anyone else but loves to collaborate. He likes looking at the bigger picture in order to tackle a project or problem. He enjoys surrounding himself with those who are passionate to fill in the details and he lets them take ownership of that process. He does not enjoy lengthy 'meetings' as he feels they are sometimes not as effective as working groups.

He loves people and he enjoys hearing their stories and what makes them unique. He believes, "It is important to listen and validate people, especially when they are hurting or sick. I believe that you must be compassionate and trustworthy for persons to reveal their vulnerability, something that I have witnessed both in my medical career and in my church ministries. It is also valuable as a writer."

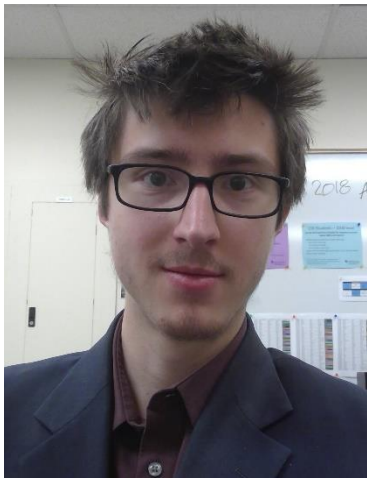
No one in his family chose a career in medicine. He says he was the 'black sheep' of the family as all his relatives were musicians or artists. "I had to trailblaze new ground which was both frightening and exciting. It set me apart as someone different. Our family grew up the coal mine valleys of South Wales and unless you had a means to escape, your fate was to serve in the mines. The folks in those valleys were deeply religious and my family raised me to have a deep faith in Christ. Church life was a crucial part of my life."

When he moved to London for school, he continued his church involvement and was baptized as a young adult after experiencing a Billy Graham campaign. He ran a young Christians youth group and intended to become a medical missionary to Africa. Life had other plans for him and while he didn't serve as a medical missionary then, he did travel to Africa as a doctor. Later in life, He was able to return to Africa with his wife, Jeanette and their children as ambassadors and missionaries for the church to Mt. Selinda Mission Hospital and Orphanage. His life's dreams have come full circle.

In January 2019, he celebrated his 80th birthday and he retired from his position as Senior Pastor of Chapel on the Hill United Church of Christ.

While he is making the transition to clergy retirement, he continues his medical practice and teaching when the opportunity presents itself. He continues with his long-distance walks in the UK and now he plans to continue with his writing and pursuing his role as author and lecturer.

He believes, "You are never too old (or young) to learn something new. No one should be afraid of things that challenge themselves and questions a way of doing things just because 'it was always done another way before'. We need to be explorers and we need to understand that as individuals we are made up of body, mind and spirit. Working with individuals, you must address them on all three levels, if possible. This is an important axiom I learned while serving in a DO hospital. We must educate ourselves and be fearless when facing the unknown. We also must never forget our dreams; those we had a children or young adult – there is always time for those dreams to come full circle. My heart's desires came true and my dreams from my youth did come true. Dreams take hard work and determination and faith never to give up on oneself."



### **Matthew Michaelis**

#### Biographical profile

Matthew was born in Boulder, Colorado, and raised in the adjacent city of Louisville, Colorado.

He has been studying computer science at the University of Colorado, Denver since 2014, and is acquiring his bachelor's degree in Computer Science in the Spring of 2019 with the intention of continuing to the PhD track.

As he is near the beginning of his career, he has only held a few positions. In 2016, the University of Colorado employed him to do intrusion analysis for their cybersecurity operations team, at which time he became professionally certified in cybersecurity from CompTIA, and he still holds their Security+ Certification. Since 2017, he has worked as an accessibility consultant and prototype designer for VOTEC Corporation working on

secure and accessible poll book check in systems. He is most pleased with the work he has done with VOTEC, as he believes it's the most good that he has helped put into the world so far in his professional career.

Holding the positions of Intrusion Analyst, and Accessibility Consultant, has given him a keen understanding of how the two disciplines interact and can conflict at times.

He has been interested in cybersecurity since he began his degree study and, "Truly realized to what extent we trust technology to keep us safe. Our entire lives are now up-linked to a vast and decentralized global network. At any time, a new glitch could be discovered that gives anyone access to your phone, your banking details, etc. We are entering an era where personal data is intangible, and there is no concept of shredding records. Cybersecurity isn't simply a matter of making sure you can't guess someone's password, it's about making sure the way we use technology can't be abused by a malicious actor. Everything from making sure people can't be tricked into logging in to a fake version of a known website to ensuring that people aren't fooled by propaganda disguised as facts on social media. These are major problems that we face as an increasingly technologically reliant society, and I wanted to make sure that I could help solve them."

He became interested in the topic of accessibility much earlier in his life. His father dedicated his career to helping those who were often ignored by society. His influence made Matthew understand at a young age how lucky he was to have all the abilities that nearly every aspect of our society was designed with the expectation of. "He would tell me stories of how poorly society accommodates people without some of those abilities. It was patently obvious that life inherently wasn't fair to everyone, but that fact only made it more important to work towards a society of fair and equal treatment.

He always tries to think through a problem as much as possible before he begins implementing a solution. "There are quite a few programmers that jump in to solving a problem without a plan in place. These programmers end up over-complicating everything, and very often end up with a very complex solution to a simple problem. Even if they refactor later, there are

still elements of the original work in 90% of cases, as other parts of the program rely on the way the original solution worked. This leads towards unmaintainable code that takes more work to fix because of a lack of planning, which I do my best to avoid."

He really enjoys solving complex problems, and his work gives him a good combination of technical and logistical problems. Oftentimes simplicity, accessibility, and security are a closely intertwined balancing act. "In the end, it all boils down to the user being able to both use and trust the end product. Software itself has the potential to improve people's lives immensely. Because of the internet, we have free services like Wikipedia that freely offer a near sum total of human knowledge at the press of a few buttons. This is unfathomably amazing, but because of how easy it is to use, we immediately take it for granted. When you do things right, no one will notice. That's my goal, and what I strive towards; making software that is so intuitive for anyone to use that it takes no effort to use it. Creating unobtrusive, simple solutions to complex problems."

Matthew's father has worked in user accessibility for nearly his entire professional career, either working directly to design products, or as an advocate for accessible design. His dedication throughout his life to help others is a continuing inspiration to Matthew and has been since he was very young. He also introduced Matthew to computer programming very early on which led to his current career path.

"My main goals are to help people use technology to accomplish their own goals, whatever they may be. I want to ensure that software and information are both securely and effortlessly accessed by anyone who is authorized, but no one that isn't. Simplicity and standardization in design that keeps everyone at every level of ability in mind through every stage of the design process.

There are a lot of people who believe the best way to do something is the most complex, cutting-edge way. This is especially true in computer science, where a new paradigm is always around the corner. The problem with this mentality is that new paradigms are adopted in the technology's infancy. The designers spend so much time and effort to solve very specific, generic goals that benefit the average user, but leave many users

with specific needs in the dust. Be it massively bloated libraries that need to be downloaded on every page-load which expect everyone to have access to high-speed internet, or information hidden in obscured frames that is inaccessible to screen reading software to make them look fancier. By the time users have pointed out these issues, and the designers have (hopefully) taken the time to implement fixes, there's a new paradigm that everyone jumps on board with.

My point is that an overflowing stack of immature technologies which are often poorly implemented is not the way to design anything, especially not the global standard interface for nearly all human knowledge (The internet). Unfortunately, this has become the standard in many web development environments. Everyone is expected to use the internet to get their information, but individuals in control of that information often try to amplify their message through paint and polish that only makes it harder to access.

My point isn't to suggest that technology should never evolve, quite the contrary. We should adapt to the needs of all users, but we should not abandon previous progress in the pursuit of extravagance."



### **Dr. Paul Michaelis**

Paul was born in New York City. His father was a career Army officer and mother was a lexicographer. Because his father's career required frequent moves, Paul attended nine different schools before finally graduating from high school in Yokohama, Japan. While in high school, he had experience in military hospitals that treated soldiers and Marines who had been badly wounded in Vietnam. This is what motivated Paul to pursue a career in accessibility engineering.

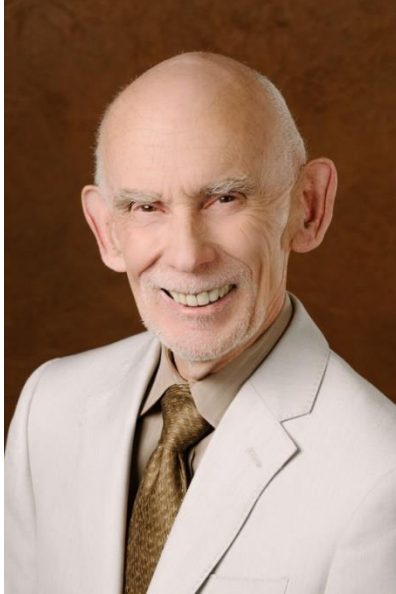
After graduating from high school in 1970, Paul continued his education at the Johns Hopkins University in Baltimore, earning a B.A. in 1974 and Ph.D. in 1978. He then moved to Dallas, where he was a Member of the Technical Staff at Texas Instruments and an Adjunct Professor at Southern

Methodist University and the University of Texas, Dallas. A change in career brought him to AT&T Bell Laboratories in 1986. Paul was promoted to Distinguished Member of the Technical Staff in 1996, a position he continued to hold when his group was spun off from AT&T as part of Lucent Technologies, and then spun off by Lucent in 2000 as Avaya Incorporated. Paul was promoted to Consulting Engineer in 2003 and then promoted to Avaya Distinguished Engineer in 2011. He retired from Avaya in 2016.

Paul's professional accomplishments include 120 US patents and fifty-three foreign patents, many of which describe technologies and products that support people with disabilities. He is a recipient of the Access Innovation Award from the Association of Access Engineering Specialists and has been an invited, a voting member of Federal advisory committees, including the Telecommunications and Electronic Information Technology Advisory Committee that authored the new Section 508 regulations.

A distinct aspect of Paul's professional style is that, as an accessibility advocate employed by companies that manufacture mainstream products, he has always kept in mind that most accessibility-related laws and regulations do not require support for accessibility if the accommodation is not "readily achievable", i.e., easily accomplishable and able to be carried out without much difficulty or expense. For this reason, the professional achievements that have given Paul the most satisfaction are the projects in which he has been able to embed support for accessibility into mainstream products without increasing the cost of those products. Notable examples include the TTY user interface he built for the Avaya AUDIX voicemail system and the UAPS software that provides by voice all of the information that is presented visually by Avaya business telephones.

Paul and his wife Sara live near Boulder, Colorado. Their eldest son, Dr. James Michaelis, is a scientist at the Army Research Laboratory in Maryland. Daughter Katherine is in an MD / Ph.D. program in Oregon, specializing in the treatment of pancreatic cancer. Son Matthew is an undergraduate computer science major at the University of Colorado, Denver, and working part-time developing accessible interfaces for electronic voting systems.



## John Medcalf

John Medcalf grew up in New Jersey without an easily discernable Jersey accent. As the winner of several state and multi-state mathematics competitions he was able to attend Harvard and get an AB degree in mathematics. Although studies were fascinating, the industrial world was delivering an even more fascinating opportunity. This world was showing IBM that Thomas Watson's alleged prediction that the world would only ever need five computers was wrong.

The need for programming in 1962 was already outstripping the resources. Mr. Medcalf was able to find employment in oceanography, warehouse controls, nuclear waste monitoring, compilers, over the phone electrocardiograms, computer chip fabrication, nuclear medicine, and punch card ballot counting. This last employment led to him re-writing the then popular EL80 mainframe ballot counting program for a minicomputer. Coming out of this project he purchased the rights to the program from Computer Election Systems and founded his company, VOTEC.

VOTEC has been a mainstay in the election technology market for 40 years. The company has developed innovative products throughout that period. Mr. Medcalf believes in the Steve Job approach – find something people will want even though they do not know it yet. As Henry Ford is reputed to have said: "If I asked people what improvement they wanted in transportation they would have told me 'Faster horses.'"

Mr. Medcalf believes the primary reasons for his success are:

1. Empathizing with all user frustrations
2. Knowing many ways to address them – first among them being simplicity

Of course, part of what leads to leaps in technology such as Henry Ford's is the hard work it takes to take a leap. VOTEC's WelcomeVoter Kiosk is such



a leap, partly because of the work of Doug Towne and people he has connected VOTEC with. Providing a kiosk approach to voter check-in was a no brainer for Mr. Medcalf because it was obviously more inclusive of the voter.

Mr. Towne and some of his colleagues have shown VOTEC how the kiosk format can offer almost complete accessibility when the touch screen is programmed appropriately.

Mr. Medcalf is proud to call Doug Towne a friend and an inspiration to deliver inclusive technology. He looks forward to supporting Access Ready in its mission.



### **Corey R. Saur**

Corey was born in Watertown New York the only son of Jack and Marilyn Saur. He grew up in several small communities in northern New York state in the inspiring Adirondack Mountains.

He graduated from Hermon-Dekalb high school and was active several sports activities including softball, basketball, hockey, among others. He is proud of his years in Boy Scouts of America earning his Eagle Scout designation in 1976.

Corey retired in 2018 after twenty-four years with United Parcel Service (UPS). He began as a package handler and held many positions as he rose through the ranks ending his career in management as Operations Supervisor. The organization has a zero tolerance for mistakes and Corey had a perfect record while on the job and only missed one day of work in twenty-four years.

Corey began his career at UPS at the age of thirty-four after having worked in several detail-oriented industries including printing. His talent for logistics and attention to detail served him well at UPS and now at Access Ready.

When you ask others about Corey's work the words you hear are: Honest, serious, understanding and willing to help.

He states: "Many are confused by details, but that is what often makes the difference. I believe in breaking things down to the basics."

Corey has six sisters and began working a paper route and shoveling snow for neighbors at age ten.

Now that he has retired and started a second career in communications and logistics with Access Ready, he hopes to help the organization make a true difference. He said: "I want to see where this takes me, that is part of the fun. I understand and believe in what we are doing and want to help all I can to make the organization have the effect that is so badly needed.

One thing I have learned is that everything changes, and we must change if we are to keep growing. This is true for people, organizations and yes society."



### **William (Chip) Smith**

Chip was born in Sparta, Tennessee (TN). He has Lived in TN his entire life and has lived in all three grand divisions of the state. he has been back in Nashville since November 1993.

He graduated from the University of Tennessee with a degree in Business Administration Management.

Smith joined the state government ranks in November 1993 as the Executive Assistant to the Commissioner of Economic and Community Development. Smith's experience and bi-partisan appeal allowed him in 1994 to continue as the top assistant to the commissioner of economic and community development despite a change in state administrations.

His big opportunity came in 1995 when then Finance and Administration Commissioner Bob Corker (now former U.S. Senator Bob Corker) tapped Smith as his executive assistant. It was during this time that Smith

navigated the halls of the capitol and the legislative plaza to promote the governor's legislative agenda, including the state budget and TennCare. During his time with F&A, the TennCare program was under the auspices of the department, and he saw first-hand the intricacies involved in TennCare. In addition, Smith gained experience in working with the various TennCare constituencies including providers, MCOs, BHOs, advocates and enrollees.

Smith served at the Department of Health as executive assistant and director of legislation for the commissioner. Smith's duties involved the coordination of health-related legislative matters including TennCare (which was transferred out of F&A back to Health) BHOs, MHMR issues and general health related issues.

Smith topped off his State service as Deputy Commissioner of the newly formed Department of Labor and Workforce Development in 1999. In 1998, Smith became the Chief Operating Officer of the Governor's Office of Workforce Development. During this time, he was responsible for coordinating the state's transition under the Federal Workforce Investment Act. Moreover, Smith was an integral part of the successful passage of legislation consolidating the departments of labor and employment security.

Since 2002, Smith has operated as a private, governmental consultant. In this capacity, Smith has represented numerous clients on state legislative issues. In addition, Smith has assisted clients with relationship building and strategic management relative to local and state government officials.

Smith broke into the government relations arena 30 years ago when he was hired as VP of Governmental Affairs and Education for the Greater Knoxville Chamber of Commerce.

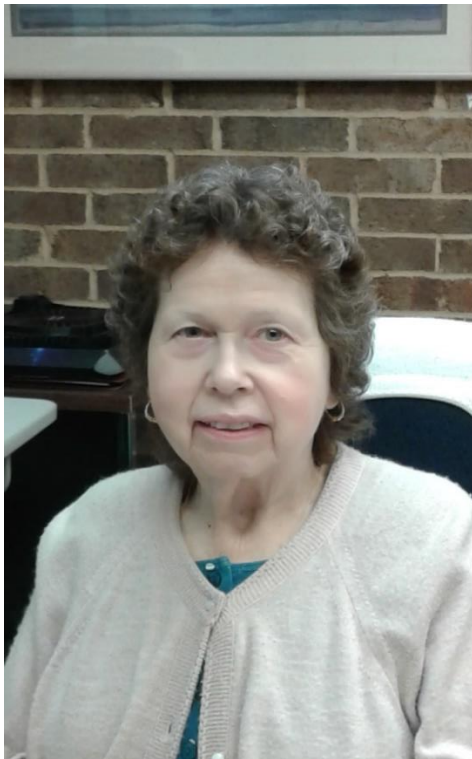
Chip's fellows' sight him as an extremely driven person who communicates well and is adept at building consensus and creating win-win solutions.

He enjoys the fast pace, diverse daily activities which present themselves. Moreover, he cherishes the opportunity to be involved in efforts that make a distinct difference in people's lives. He often takes on challenges which allow him to be a voice and advocate for the "voiceless."

His dad has had a career in both public and private sector work. He served for 8 years as Commissioner of Education for the State of Tennessee. In addition, he has served in leadership roles in higher education having been the head of two different University of Tennessee campuses and as the head of the Tennessee Board of Regents. He also was appointed by President Bush to serve as the Executive Director of the National Assessment Governing Board which was responsible for the implementation of No Child Left Behind.

He wants to put more time and focus on making a positive difference in lives of other people.

His message to everyone is to: "Wake up every day and be grateful. Take the blessings given and use them to be a difference maker. Always look for opportunities to brighten someone else's day.



### **Charlotte Stewart**

Ms. Stewart is the Executive Director of the REACH organization. REACH, which stands for Rehabilitation, Education, and Advocacy for Citizens with Handicaps, is a North Texas based nonprofit with the mission of providing services for individuals with disabilities and education to the community on disability-related topics in order to promote a barrier-free community. In order to achieve this mission, REACH operates the REACH Resource Centers on Independent Living in Fort Worth, Dallas, Denton and Plano, Texas. Through the centers, REACH provides an array of services that includes information and referral, peer counseling, independent living

skills training, individual systems advocacy, and technical assistance in complying with the Americans with Disabilities Act (ADA).

Ms. Stewart has worked extensively in the independent living and disability rights movements for the past 40 years through her experiences as REACH's Executive Director, Deputy Director at the Dallas Center for Independent Living, Vice President of the Association for Individuals with Disabilities, Chairperson of the Texas State Independent Living Council, President of the Dallas Area Rehabilitation Association, Board Member of the United Cerebral Palsy Association of Metropolitan Dallas, Board Member of Catholic Charities of Fort Worth, Member of the Fort Worth State School's Human Rights Committee, Vice President of the CASA, Inc. Board, Treasurer of the National Council on Independent Living (NCIL), President and Treasurer of the Texas Association of Centers for Independent Living, Board Member for Helping Restore Ability, and Chairperson of NCIL's Membership & Nominating Subcommittee.

Ms. Stewart has been a tireless advocate for the rights of people with disabilities and has worked for passage of such federal legislation as the ADA and reauthorization of the Rehabilitation Act. She has provided technical assistance over the past 40 years to hundreds of business leaders, employees, employers, property owners, governmental entities, apartment complex managers, etc. on accommodating individuals with disabilities in both providing services and physical/building/site accessibility.

Ms. Stewart has extensive administrative experience in the non-profit sector in the areas of personnel management, report writing, service delivery, board interaction, policies and procedures, legislative advocacy, program evaluation, program planning and development, grant writing, fiscal management, fund raising, and program accountability.

Ms. Stewart has a bachelor's degree in psychology from the University of Houston.

Ms. Stewart is a person with a disability; she has lived with rheumatoid arthritis since a diagnosis of Juvenile Rheumatoid Arthritis at age six.

Ms. Stewart lives in Dallas, Texas.



## **Mariano E. Tan**

Profile Strategic business executive with a strong track record of business development and growth in a

diverse range of functional roles including:

- President of a \$100MM BPO and ITO services business
- P&L leader of a \$30MM professional services business
- Regional leader of a \$26MM technology services consultancy
- Practice leader of a \$20MM strategic consultancy
- Sales lead for a \$16MM software as a service (SaaS) business

Professional

Experience

President

TeleTech Government Solutions

January/2009-Present

Englewood, CO

President of TeleTech Government Solutions a wholly owned subsidiary of TeleTech Holdings Inc. TTGS is composed of 500 permanent and 4000 seasonal professionals servicing Federal contracts for non-personal call center and technology services. Using a combination of new service offerings and alternative contracting methodologies, this business was able to grow from \$17MM in 2008 to over \$100MM in 2010. Strong operating discipline also dramatically improved the division's profitability making TTGS the most profitable component of TeleTech's global business in 2010. This role emphasized strategic leadership, operations management and market development.

Senior Vice President, Professional Services

TeleTech Holdings, Inc.

Feb/2006-Present

Englewood, CO

Senior Vice President and leader of TeleTech's global Professional Services and onDemand technology business. The professional services business represents 200 professionals providing management consulting and technical services to both the government business and to the global TeleTech business overall. This was a bootstrap business which was grown to \$30MM in direct revenue in its first 2.5 years based largely on the development of an operational analytics technology, and methodology, for outsourced customer relationship management. This role emphasizes sales and consulting services delivery.

Vice President, Marketing Solutions

eLoyalty Corporation

2004-Feb/2006

Lake Forest, IL

Vice President of eLoyalty's Marketing Solutions service line responsible for product strategy, marketing and development of solutions based on eLoyalty's Behavioral Analytics™ technology. This line of business delivered approximately \$16MM annually in direct revenue from software hosting and consulting services supported by a staff of 50 resources. This role emphasized on product management, sales and project management.

Vice President, Strategy and Value Management - eLoyalty Corporation

Lake Forest, IL

2001-2004

Managing Vice President of eLoyalty's Strategy and Value Management group. The group of 30+ specialized consultants provided situational assessment and business strategy for eLoyalty's highest value and emerging clients while developing knowledge capital for emerging service offerings. The services provided by this group focused on Marketing,

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Dana Point, CA 92629

Sales and Customer Retention strategies driving \$15MM - \$20MM annually in direct and converted (sold) revenue at the highest average margins achieved in the company.

Vice President, West Practice Area

eLoyalty Corporation

1998-2001

San Francisco, CA

Business and Delivery Manager for Western operations of eLoyalty responsible for multiple client engagements servicing a \$26MM annual revenue base and providing approximately 20% of total area revenue. Directly responsible for the recruiting and development of 60+ consulting resources and the management of five to seven anchor accounts. Also responsible for the institution of a lab-based remote delivery model for Customer Relationship Management (CRM) package deployment.

Vice President, Telecommunications Practice

Technology Solutions Company

1996-1998

Chicago, IL

Regional Manager of Western Engagements for TSC's Telecommunications Practice. This practice involved approximately 25 strategy consultants focused on regulatory and build-out strategy for both start up and incumbent telecommunications firms. Responsibilities included business development and account management, personnel development, revenue management, and internal business strategy.



Senior Principal / Principal, Manufacturing / Aerospace and Defense Practice

Technology Solutions Company

1991-1996

Dallas, TX

Project Manager and Team Leader for several large and strategic client engagements managing technical teams of over 45 developers in a geographically distributed environment. Responsibilities included team leadership, technical architecture and systems development. Provided domain expertise in systems integration and data conversion technologies. Designed and implemented complex custom applications to support shop floor control, inventory management, order management, customer management, Product Data Management (PDM) and Available to Promise (ATP) systems.

Scientific Analyst and Member of the Technical Staff

Northrop Advanced Systems Division

1989-1991

Pico Rivera, CA

Technical Team leader for client-server development of leading-edge applications developed as part of a DoD sponsored factory-of-the-future initiative. Responsibilities included project administration, application design, systems administration and training.

Led highly productive technical teams of 5-8 developers in a Unix-based development environment. Specified and developed custom applications to support shop floor control, finite job scheduling and inventory control. Managed sub-contractor to develop an Automated Storage and Retrieval System (ASRS).

Education Master of Science, Computer Science

California State University, Fullerton Artificial Intelligence

Bachelor of Science, Computer Science

California State University, Fullerton Real-time Systems Design

Other - Orange County Symphony

Anaheim, CA

President (2003 – 2006)

Financial Operations Director (2000 – 2003)

Member ASCAP and BMI

Mariano E. Tan

Key Business

Accomplishments

The establishment of TeleTech Government Solutions (TTGS) as a respected provider of specialized solutions to the US Federal Government. In less than two years TTGS secured new contracts with a cumulative annual value of over \$80MM and delivered more than \$150MM in profitable revenue to TeleTech. Among its notable programs, TTGS it was the prime contractor of technical support services for the FCC's DTV transition program and was the provider of telephony systems for the US Census Bureau's 2010 Census.

The development of a new consulting practice for TeleTech that leverages analytics technology and management consulting to sell technology implementation and hosted computing services to TeleTech's embedded base accounts. Originally launched with a \$2MM annual revenue target, this business has grown to over \$30MM in less than 3 years.

The design of a method and toolset for analyzing and optimizing contact center operations in order to enhance entanglement with TeleTech's embedded accounts through the provision of specialized analytical services and customer-focused data. This newly developed analytical service utilizes both speech and predictive analytics to identify and model operational improvements in the context of various desired outcomes. TeleTech has applied for patents for the technology and methods developed as part of this program.

The development of a Strategic Consulting Practice which became eLoyalty's highest-utilized skill group providing innovative strategies and solutions to clients while methodically developing eLoyalty's delivery capacity and improving its delivery efficiency. In addition to providing quality services, this group was also instrumental in supporting business development activities for large-scale and complex business initiatives. The group maintained an average utilization of over 70% with voluntary attrition under 15%.

The conception and development of a software factory model for efficient service delivery in a resource-constrained technology environment. The Accelerated Package Engineering group in eLoyalty was developed to respond to ongoing pressure from clients and competition to deliver customized CRM solutions based on vendor packages in shorter timeframes with lesser costs. Given the scarcity of properly trained talent, the group leveraged a solutions assembly approach to software development, using a blend of on-site and off-site (factorybased) technologists and analysts, to deliver a dozen systems implementations in its 18-month operational lifespan with an average return of over 75% directly contributed margin. While operational, this group experienced no voluntary attrition.

Hands on development of a strategic consulting practice (TSC's Telecommunications practice) to reposition the company in the consulting value-chain while providing enhanced opportunities for add-on revenue creation for the firm. This task involved the recruiting and development of specialized talent that would enhance the footprint of TSC's classically technology-oriented service portfolio.

The management of the implementation of the supporting applications for the teleservice, field service and field sales staff of a Medical Imaging Systems provider. This position afforded opportunities to influence critical design sessions, facilitate organizational restructuring and drive strategic alignment of the project with the executive steering committee. The first phase of implementation involved over 45 dedicated resources over a ten-month timeframe. The technology-enabled business processes designed in concert with this system was credited with a \$30MM improvement in sales

bookings over its first six months of implementation leading the client to launch a follow-on project to globalize the system for other operations.

Project management of the development of an integrated order fulfillment application for the refrigerated foods consolidation of a major food manufacturing and distribution company. This effort required over 55 developers to custom build a full suite of order fulfillment applications over more than 2 years.



### **Douglas George Towne**

Douglas was born in Northern New York state and raised in the small village of Fine along the rapids of the Oswegatchie River. Growing up in this village of three hundred people instilled in him an understanding of home and community.

He attended the Clifton Fine Central School in a neighboring town until he lost his eyesight at the age of ten. Then he attended the New York State School for the Blind at Batavia until the age of seventeen when he returned to his home district school due to a change in the law which allowed children with disabilities to attend public schools. He graduated from Clifton Fine Central School in 1976. Then he moved on to study history and journalism at the State University of New York at Plattsburg. Over the years he has attended several specialty schools to further his professional education.

In 2001 he founded Disability Relations Group (DRG) national disability relations, image management, public policy facilitator and social enterprise for-profit consulting firm. Prior to this he worked at Caring and Sharing Center for Independent Living in St. Petersburg Florida. He took on these advocacy positions after a successful career in corporate management and the Mortgage banking industry from which he retired as CEO of Continental Charter Mortgage.

He is best known for his advocacy and technical work on accessible elections, which garnered him the prestigious State-Wide Advocate of the

Year award for 2002 from the Florida Independent Living Council and recognition from Congress as well.

He began his life as an advocate for people with disabilities at age thirteen while attending the School for the Blind. As a member of the Student Council and Editor and Chief of the school paper he successfully led several actions designed to improve the life of the students.

Doug represents a new breed of an advocate for persons with disabilities. He negotiates through his exercise of reason and logic, with a full awareness of the difficult choices responsible government requires.

- Katherine Harris, Florida Secretary of State

"It is difficult in a few words to express the measure of respect and trust I have in Doug Towne. I can only sum up what I have witnessed over nearly two decades of knowing and working with him. His visionary approach is thoughtful and penetrating. He has the unique ability to engage issues and projects at the micro level of the individual, while simultaneously grasping the potential impact and scope in the macro global arena."

- Sue Buchholtz, MBA, President/CEO Evergreen Life Services

He comes from a family of hard-working blue-collar turned white people. His Dad Harold spent the first half of his life in farming and then another thirty years digging iron ore out of the ground. His Mom Thelma was a homemaker and a then-respected entrepreneur. His brothers and sister followed couriers in independent business and government service.

His career goals at this point are focused on Access Ready and its mission. "Accessible information technology that opens up the future to people with disabilities is legacy enough for anyone." He states.

He considers himself blessed to have been able to follow in the footsteps of people who through their ideas have encouraged the genius and generosity of the human spirit. These extraordinary people carve out history from blank stone. He states, "I am pleased to work in the shadow of greatness as a simple scribe and facilitator."



**Gabrielle Ward**

Murfreesboro, TN 37132

(615) 417-1129

[gglenward22@gmail.com](mailto:gglenward22@gmail.com)

Gabrielle (Gabbie) Ward was born in Memphis Tennessee. Following her parents careers she was raised in both Tennessee and Texas.

She is a graduate of Brentwood High School in Brentwood Tennessee and is Currently studying Communications at middle Tennessee State University.

As a student advocate she has assisted in getting braille approved as an elective for students in Tennessee. She also helped spread awareness of the blind and visually impaired in the Williamson County school system. She has also counseled some blind and visually impaired students and their parents.

As she explains: "I am still a college student but that said, I counsel the accessibility department on how to improve accessibility at my college."

As a communication major, she became interested in it through the courses she took, and she wants to use her major to improve accessibility for people with disabilities.

Everyone who knows Gabbie makes it clear that she is very goal and team oriented. everything she does works towards a goal, but she wants to reach that goal as a part of a team that works together to improve the world around them.

When asked what she enjoys the most she states: "I enjoy helping people and assisting in creating change. I believe I am a good communicator which Helps me understand the needs of others."

Her sister is also a college student however they have different majors. She tells everyone she had a wonderful childhood with a Group of four sisters and two outstanding parents. As a visually impaired kid, my parents Helped her learn to advocate for herself and how to advocate for others.

As a young person just starting out, she is still unsure what she wants to do once she graduates. "I would like to help people with disabilities in some capacity as well as public speaking potentially.

In my opinion, life is about learning and helping."



### **Carol Westlake**

Carol was born in Wooster, Ohio, perched between Cleveland and Columbus, it is a small-town rich in culture with a strong commitment to education.

Carol attended the public schools in Wooster and honed her sense of community by volunteering with seniors and children with disabilities from a young age. She attended George Peabody College for Teachers in Nashville, Tennessee, graduating with a special education degree. After teaching students with intellectual disabilities in Cincinnati Ohio, she returned to Nashville to pursue her master's degree and PhD at Vanderbilt University.

While still a student, Carol joined the world of advocacy and public policy, not content with exclusively academic pursuits, she completed her master's degree, but she finished her PHD studies except for the Dissertation to receive her doctorate. She did not finish up her PhD, because advocacy work drew her heart. As she got more active in the community and saw a career path, the PhD seemed much less important. Tens of thousands if not many more have benefited from her decision to throw herself into advocacy.

Carol wanted to be engaged in the community in partnership with self-advocates and others who were actively working to improve their own and others' circumstances. That work led to a lifelong commitment to advocacy and organizing.

More than thirty years ago it also led Carol to work with a handful of other leaders to establish the Tennessee Disability Coalition. She was its founding executive director, a position she still holds. Carol has built the

Coalition from the ground up, growing its organizational membership from 6 to more than 40, and the staff from one to thirty-seven. In 2019 the Coalition is celebrating its 30th anniversary as a strong mission driven, cross-disability coalition focused on promoting the full and equal participation of people with disabilities in all aspects of life.

Its success, in part, is a tribute to Carol's professional style of inclusiveness, integrity, and reliance on facts and reason to achieve shared goals. A sharp focus on mission and purpose, with an ability to negotiate the complexities of policy decision-making has allowed Carol to bring people together and to achieve advocacy successes. One distinct aspect of her style is her willingness to partner with others and to build teams to accomplish goals.

In 2008 Carol was presented with the Justice for All Disability Rights Award by the American Association of People with Disabilities on the 18th anniversary of the Americans with Disabilities Act. This recognition is a source of great pride.

A leadership role in advocacy, and one that requires collaboration and team effort is one of the best professions. It is a role that allows one to live one's values each and every day and provides opportunities to engage with others who share those values.

Carol was raised in a large family with brothers and a sister who were more different than alike, but who are still close, respecting our different skills and interests. With an engineer father and an activist mother, they all grew up sharing a strong sense of social justice, civic responsibility, and care for others instilled by their parents.

Carol's career goals at this point in her life are to provide mentorship to the next generation of disability advocates, and to support the creativity of those who work to create opportunities for increased independence, productivity, and personal success for everyone in the community of mankind.

She is grateful for a lifetime of opportunity and challenges that have brought her into contact some amazingly strong, resilient, generous, and



brilliant individuals who have shared their gifts and have demonstrated how to get the real work done.