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inter **ACT** ion

Fall 2004

Alternative Community Training

ACT now fills orders for

SOFTWARE RETAILER

You're shopping on the Internet for Encyclopedia Britannica. Your mouth drops when you see the Software-Blowouts.com price of \$9.95. You click on it, pay with your credit card and within two days it's delivered to your home.

You knew it was a great deal. What you didn't know is that ACT moved the software from warehouse to your house.

ACT recently became the fulfillment provider for New Jersey-based Software-Blowouts.com. It's a new area of business for ACT but it's a very promising one.

"There's a lot of demand now for fulfillment services," says Jim Williams, director of operations and community employment which launched the new venture. He adds that ACT is just the right size to provide the service to smaller businesses. Fulfillment houses exist for large customers but few serve the small business market.

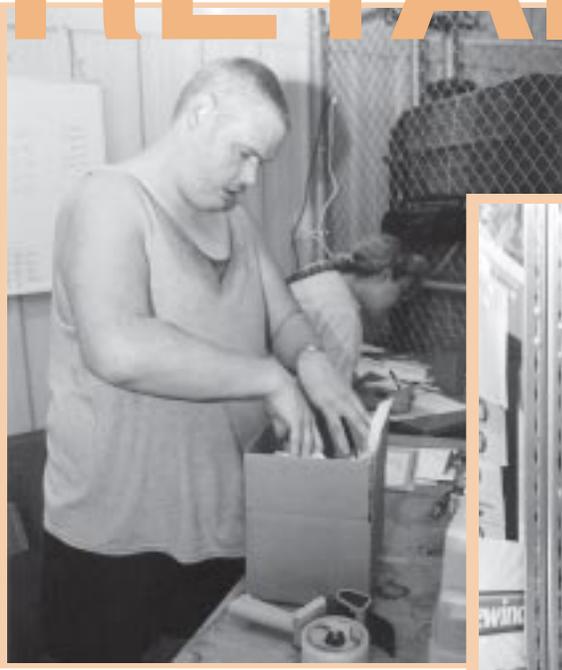
Already it's a big job fulfilling the orders for Software-Blowout. It's expected that 100 to 200 orders will be received each day. It's estimated orders may include about three items meaning as many as 600 pieces of software might be shipped by ACT each day.

Fulfillment processor Nancy Beatty now heads up the operation. She's also helped by two to three ACT clients who are part of the Affirmative Industry Program.

Software-Blowouts stocks 650 items which ACT will have on the premises. Software categories include education, language, productivity, speech recognition and video games. A few of the company's titles include Microsoft Money 2003 Deluxe, Norton AntiVirus 2004, and 101 Languages of the World.

A section of ACT's warehouse space was fenced off to become the firm's secure warehouse. Tall shelves were added to hold several copies of each software title. The space was prepared in mid-May and ready to go by the end of June.

FedEx has provided, free of charge, several



NEW VENTURE. Above, Kevin gets a software order ready to ship. Nancy Beatty, right, fulfillment processor, stocks the shelves in the storage area of ACT's latest venture—a product fulfillment service.

items to maximize shipping efficiency. FedEx provided a computer and printer, weight scale and thermal barcode printer.

"Someday our goal is to barcode it," says Williams about the inventory system. "We'd like to automate it." Currently all information is in printed form and then entered into a computer.

ACT learned about Software-Blowouts

through the owner of GreenDisk, David Beschen. ACT supplies recycled computer disks, jewel cases and other items to GreenDisk.

The key is on-time shipping, Williams emphasizes. Software-Blowouts states that most orders are shipped within 24 to 48 hours. "If we can ship on time we'll be looking to expand the service."

New employee wired for service

Chris Edwards knows he's in the right place. The new Community Living Program manager has always helped people.

"I believe that God wired me to help people," he says. "I find great satisfaction in doing that."

For more than 20 years of his life he's been involved with organizations that help people. "I think we're on earth to help people and try to do the best we can for those who are less fortunate."

A native of Columbia, Edwards is a 1974 graduate of Columbia College. After stints as an operating room technician and professional guitarist, he joined Woodhaven, expecting to work for only a short time. Instead Edwards received many promotions over his 13 years with the organization. He served as director of development for six years.

His skill at fundraising led to jobs at Jefferson City's Memorial Community Hospital, Columbia College, and Lenoir Retirement Community.

His job now is to oversee three Community Living homes as well as the seven clients who live in those homes.

Managing the homes means seeing to it that clients' needs are met promptly. "In a way we're kind of like firefighters," he says. "Where something happens, we have to respond."

Being on-call nearly any time of the day is not a problem, however, for Edwards. "It's very cool and an honor to be a part of a team where you can say that maybe I was able to make a difference today for one person. I'm full of gratitude to have the opportunity to work with these people. It's a real honor."

While Edwards' chief duties relate to the Community Living clients, he's also helping to develop a strategic plan for fundraising.

ACT's fundraising "is in its infant stages but having said that, we're in a growth mode and



NEW TO ACT. Chris Edwards is a new program manager of the Community Living Program. In addition to his responsibility of managing three homes and seven clients, he'll put to work his extensive fundraising experience.

there are a lot of opportunities to raise funds."

Some ideas may be to have an annual fund to help augment the \$30 per month allowance for clients who are physically unable to work. Another idea may be to establish an endowment fund involving wills and trusts of benefactors. Yet another idea may be to establish a fund to support a full-time nursing position which is now part-time because of state funding.

Whether it involves direct assistance to a client, or planning a fundraising strategy, Edwards is thankful to be a part of ACT. "It's satisfying to know that I can in a small way help because that's what I'm supposed to be doing."

CLIENT CARE motivates new manager



NEW PROGRAM MANAGER. Amanda Harms is a new program manager for the Community Living Program. She says she's putting to work her college education; she'll graduate from Columbia College this fall.

Amanda Harms likes being close to the action. As program manager in the Community Living Program, she now has direct contact with eight clients residing in three homes.

For Harms, every aspect of her job brings the satisfaction that someone is being helped. "I like how influential this work is and how much of a difference it makes in people's lives. You can really see the fruits of your labor, which is really nice."

As a program manager, "we take care of small, everyday things to life-changing things." Her job ranges from making sure staff members are following a client's individual plan to ensuring healthy meals are provided clients. The job also means filling in for staff should the need arise.

"I'm pulled in a lot of directions but I really like the diversity. There's never a dull moment. If there is, you're probably missing something."

Another job reward is the fact that she's putting to work her college education. She'll graduate in October with a bachelor's degree from Columbia College. Her major is psychology and minor Spanish.

She served as an administrative assistant for the Region 10 Council on Developmental Disabilities when she learned of the job opening from Don Lafferty, director of the Community Living Program. With that work experience and her upcoming degree in psychology, Harms is well-prepared for her many tasks.

"This is the first job that deals with my degree," she says. "I really like it."

As for ACT, Harms adds she is impressed with the respect shared among employees and clients alike.

"From the executive director to direct care staff, they all treat everybody with respect. I've been really impressed with the degree of dedication everybody has to the cause. Everyone's focused on the goal."

Meet an old friend with a new name:

COMMUNITY LIVING

There's a new program name at ACT — the Community Living Program. Community Living formerly was called the Supported Living Program but due to the many changes in the program a name change was in order.

Supported Living "no longer captured the essence of the services we were providing our clients," says Don Lafferty, director of Community Living. He explains that the program broadened its scope in recent years by offering the Independent Living Program and the opening of the first group home.

All of the services offered under the residential umbrella were not represented with the old title. While Community Living encompasses the services now provided "it helps us to keep in mind the aspirations of our program," says Lafferty

MEDICAL BOOKS DONATED

Columbia's Kilgore Pharmacy has donated 20 medical books to ACT. The books are worth \$700. Each program manager and each Community Living Program residence receives a book. The books provide valuable information concerning prescription drugs and their effect. Thanks Bob Kilgore!

EBAY SALES STRONG

ACT is now earning up to \$1,500 a week on eBay sales. As a result of the strong sales Jeremy Anderson has been hired as a full-time employee. In addition to handling all eBay transactions he also will help with ACT's new fulfillment service. While eBay sells many ACT items such as computer diskettes, videotapes and jewel cases, all kinds of donated items also are sold on the Web site. ACT welcomes donations of overstocks, seconds, closeouts and any other marketable items for auction on eBay.

'MULCH DAY' A BIG SUCCESS

Everyone at ACT pitched in June 8 to beautify the grounds. Employees and clients worked to freshen up the outside and spread mulch around trees and bushes. A steady supply of juice and donuts helped fuel the successful event. Columbia's three Wal-Mart stores donated all the mulch. The Wal-Mart Supercenter donated three pallets of Windsor bricks for decorative landscaping.

X-RAYS NOW BEING PROCESSED

The Affirmative Industry Program recently took on new items to recycle —x-rays and microfilm. The items were donated by the University of Missouri department of records. The hope is to sign up the University of Missouri Hospital and other Columbia health care facilities for x-ray donations. The project provides several jobs for ACT clients because the materials must be removed from envelopes or separated from paper. Once removed from envelopes or paper the items are shipped to a Chicago firm which recycles the materials.

DONATIONS

The following donations have been made to ACT recently:

Honorarium of Ed Rozier by Carol Rozier
Honorarium of John Schupp by Marian Schupp

Other Donations:

Missouri State Employees Charitable Group
AP Green Foundation

GROWTH TRIGGERS NEED FOR LEASED FACILITY

ACT recently has leased a building of more than 4,000 square feet to use for several purposes. The new space is directly across the street from ACT and is owned by Local Branch 763 of the National Association of Letter Carriers.

Growth in all aspects of ACT has precipitated the need for more space. It will house a portion of the Community Integration Program which now serves 48 clients.

The building also will house parts of the Affirmative Industry Program which has launched several new ventures in recent months.

"It'll be a good temporary solution for our space needs and give us time to decide what we want to do for the long term," says Jim Williams, director of operations and community employment.

SPOTLIGHT Nancy Beatty

Nancy Beatty has taken on many challenges during her career with ACT. Her latest job is to be the fulfillment processor for ACT's new fulfillment center. The center stocks, packages and ships orders for Software-Blowouts.com

How long have you worked at ACT?

Going on nine years. I started in 1996.

Tell us some of the tasks you've taken on during those nine years?

I worked in the warehouse with receiving, then the GreenDisk line started. I was an inspector for that and supervised the production line. I also worked with 3/4-inch videotapes. Eventually I was a training specialist and trained people plus ran the GreenDisk line. I did packaging and shipping, too, for several years then this job became available.

What did you do when you learned about the new fulfillment center being set up?

I wanted to go ahead and try this.

Do you like this job?

This has always been my dream to be able to package and ship all day. I enjoyed working with people but this has been my dream job to be able to do this all day long. I like it. I was amazed because I told Jim Williams (director of operations and community employment) that eventually I want to be where I package or ship all day. So when this came up it was a dream come true.

What do you like about your job?

I like being able to pick the product, package it and be ready for shipping. It's like a challenge to get them all out. We're planning on over 100 packages a day so speed counts and accuracy counts.

Did you ever think you'd work anywhere else?

Not since I got started here because I love it here. It's just like a family away from family. Everybody here is nice. I feel close to everybody. Everybody just kind of fits in. It's like one big family. It's comfortable, laid-back and there are great bosses. I think I'll stay here.

What kind of goals do you have for the fulfillment center?

Maybe to be able to do 200 orders a day. Maybe get big enough to have more participants and eventually have enough to have an assembly line. I enjoy a challenge. I always like a challenge.

Could you tell us about any hobbies you have?

I like watching movies. I'm a movie freak and I like to read.



CONDOLENCES TO THE SCHUPP FAMILY

Everyone at ACT wishes to express sincere condolences to the Schupp family on the passing of Marian Schupp on May 15, 2004. John Schupp, the son of Guy and Marian, has been a long-time participant in ACT's day program.

ACT also appreciates Marian for remembering our consumers in her estate plan. Her testamentary gift will benefit the individuals we serve by providing needed funds to enhance our programs. On behalf of the consumers, staff, and Board of Directors at ACT, we want to thank the Schupp family for their generosity and continue to pray for their well-being.

From Jesse James to Ronald Reagan

Spring and summer mean lots of community-based activities for clients of the Community Integration Program. Many clients went to Thomas Hill Lake in Macon County and also visited the Jesse James Historical Site at Liberty. And a trip to Long Branch State Park took place in March.

Participants also enjoyed the view of the Missouri River from the Holt's Summit Winery. The travelers also visited the World Bird Sanctuary at Valley Park, MO. To remember President Ronald Reagan a group viewed a portion

of the Berlin Wall at Westminster University in Fulton.

A few of the ACT-based activities have included the start-up of a Bible study class. Healthy pizza and cherry cobbler also were made by those taking part in the Healthy Cooking Class. And since lots of folks like their morning coffee, a group has begun the Coffee Club which goes out about two times a month for coffee and a roll or donut. The group makes it a point to visit different restaurants and coffee shops each time.



SUMMER TRAVELERS. Members of the Community Integration Program have traveled far and wide during spring and summer. A few sites include, from left, a part of the Berlin Wall in Fulton with Lindsey, Joyce and Chris posing for a picture; the World Bird Sanctuary which intrigued Sylvia, and the Jesse James Historic Site where Bryan made friends with a museum staff member.



FESTIVE FOURTH. The Fourth of July was full of food and fun for about 15 ACT staff and clients. Staff member Barb Abshier hosted a day of barbecue and fireworks at her Harrisburg home. With Barb, left, is Perry.



CONGRATULATIONS GRADS!

Congratulations are in order for two new high school graduates—ACT clients Lindsey, a graduate of Hickman High School, and Chad, a graduate of Rock Bridge High School.

Both June graduates have been a part of ACT for several years. They worked in the Affirmative Industry Program while in high school. Now because they are familiar with ACT, they have each joined the Community Integration Program and the Affirmative Industry Program.

ACT's work with students is the result of a good working relationship with the Columbia Public Schools. The school district supports ACT in providing work to clients while in school.



CLASS OF 2004. Congratulations to two ACT clients who recently graduated from Columbia high schools. Lindsey, left, is a graduate of Hickman High School. Chad, right, is a graduate of Rock Bridge High. Both began working with ACT in the Affirmative Industry Program while they were in high school and now participate in ACT's Community Integration Program and Affirmative Industry Program.

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