

SUCCESS STORY

## SOCIAL SECURITY ADMINISTRATION

### Technology Advances Support Career Advancement Assistive Technology Levels the Playing Field

*He performs most of his work in a 'hands-free' environment with the equipment and training SSA provides.*

#### *Meet MacArthur Crawford*



MacArthur Crawford is a Computer Graphics Specialist and a Computer Support Person with the Social Security Administration (SSA). Mr. Crawford has muscular dystrophy and uses a motorized wheelchair. He has very limited use of his arms. His first job entailed producing a log, keying one character at a time on a basic personal computer. In addition, he manually produced graphics.

#### *Accommodations Provide Greater Opportunities to Work*

Mr. Crawford was provided one of the first voice recognition computers on the market in 1992. It incorporated a hands free telephone. He has also been provided a special scanner, disk drive, mouse, printer, and assorted software items. As technology improved, the capability was upgraded and ultimately, the entire configuration was replaced.

#### *Improved Technology Led to Increased Responsibilities*

His current job entails tracking materials using a database and making service telephone calls for software supplies when necessary. He also produces weekly status reports, charts, graphs, and training materials. He designs logos and flyers for the SSA and conducts other agency-wide activities. He performs most of his work in a "hands-free" environment with the equipment and training SSA provides.

#### *Share Your Story*

**If you have a success story you would like to share, please email us at:**  
[earn@earnworks.com](mailto:earn@earnworks.com).

#### **Employer Assistance & Recruiting Network**

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