This session is scheduled to begin at 2:00pm Eastern Time.

Real-Time Captioning and the PowerPoint Presentation are available through the Webinar Platform. Audio Connection is available through the webinar platform/telephone/Mobile App.

Listening to the Session

The audio for today’s webinar is being broadcast through your computer or via telephone for those that registered for that option. If using your computer, please make sure your speakers are turned on or your headphones are plugged in.

– You can control the audio broadcast via the Audio & Video panel. You can adjust the sound by “sliding” the sound bar left or right.
– If you are having sound quality problems check your audio controls by going through the Audio Wizard which is accessed by selecting the microphone icon on the Audio & Video panel.

Listening to the Webinar, continued

If you do not have sound capabilities on your computer or prefer to listen by phone, dial:

Telephone #: 1-866-238-1665
Pass Code: 1671970
Listening to the Session, continued

MOBILE Users (iPhone, iPad, or Android device (including Kindle Fire HD)

Individuals may listen** to the session using the Blackboard Collaborate Mobile App (Available Free from the Apple Store, Google Play or Amazon)

**Closed Captioning is not visible via the Mobile App and there is limited accessibility for screen reader/Voiceover users

Captioning

- Real-time captioning is provided during this session via the webinar platform.
- The caption screen can be accessed by choosing the icon in the Audio & Video panel.
- Once selected you will have the option to resize the captioning window, change the font size and save the transcript.

Submitting Questions

- If you are listening by phone you will be instructed by the Operator on how to ask a question.
- You may type and submit questions in the Chat Area Text Box or press Control-M and enter text in the Chat Area. You will not be able to see the question after you submit it but it will be viewable by the presenters.
- If you are connected via a mobile device you may submit questions in the chat area within the App.
- Questions may also be emailed to webinars@ada-audio.org

Please note: This webinar is being recorded and can be accessed on the ADA Audio Conference Series website at www.ada-audio.org within 24 hours after the conclusion of the session. The edited written transcript will be posted at this same site within 7 business days following the conclusion of the session.
Customize Your View

- Resize the Whiteboard where the Presentation slides are shown to make it smaller or larger by choosing from the drop down menu located above and to the left of the whiteboard. The default is “fit page”

Customize Your View continued

- Resize/Reposition the Chat, Participant and Audio & Video panels by “detaching” and using your mouse to reposition or “stretch/shrink”. Each panel may be detached using the icon in the upper right corner of each panel.

Setting Preferences

- Depending on your system settings you may receive visual and audible notifications when individuals enter/leave the webinar room or when other actions are taken by participants. This can be distracting.
Adjusting Preferences

- To turn off notifications (audible/visual)
  - Select “Edit” from the tool bar at the top of your screen
  - From the drop down menu select “Preferences”
  - Scroll down to “General”
    - select “Audible Notifications” Uncheck anything you don’t want to receive and “apply”
    - Select “Visual Notifications” Uncheck anything you don’t want to receive and “apply”
  - For Screen Reader User – Set preferences through the setting options within the Activity Window (Ctrl+Slash opens the activity window)

Technical Assistance

- If you experience any technical difficulties during today’s session:
  1. In webinar platform: Send a private chat message to the host by double clicking “Great Lakes ADA” in the participant list. A tab titled “Great Lakes ADA” will appear in the chat panel. Type your comment in the text box and “enter” (Keyboard - F6, Arrow up or down to locate “Great Lakes ADA” and select to send a message); or
  2. By Email webinars@ada-audio.org; or
  3. Call 877-232-1990 (V/TTY)

Turning 26: A review of the current state of ADA research

Sarah Parker Harris, Robert Gould, Robin Jones, Glenn Fujiura
Department of Disability and Human Development
University of Illinois at Chicago

Funded by The National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR); Project # 90DP0015
Presentation Overview

• Why research the ADA?
• The Current state of evidence
• Project Overview: ADA Knowledge Translation Center Systematic Review Project
• Findings on Implementation and practice
• Findings on attitudes and social change
• ADA in specific contexts: a brief look at ADA in healthcare settings
25 years after passage, Americans with Disabilities Act has improved the lives of millions

Independence Day For Americans With Disabilities

ADA’s 25th anniversary marks celebration of progress

After 25 Years Of ADA, Workplace Struggles Remain

After 25 Years Of ADA, Workplace Struggles Remain
By Loviisa Minchella, The Baltimore Sun/TPM | August 4, 2016

PUBLIC POLICY
The ADA at 25: Important Gains, but Gaps Remain

Discrimination Doesn’t End on the 25th Anniversary of the Americans With Disabilities Act

Disability Laws Are Not Enough to Combat Discrimination

Samuel Brownback, the Frank G. Millard professor of law at the University of Michigan Law School, was the principal deputy assistant attorney general for civil
How disability law went nuts: Column

James Bovard  11:57 a.m. EDT July 29, 2015

And it has actually been a disaster at helping the disabled find work.

Good intentions are no excuse for perpetual legal chaos. The Americans with Disabilities Act promised a bright new era of equality and freedom. Instead, it has spawned endless lawsuits and absurd federal decrees while harming some of the people it sought to relieve.

The 1990 ADA defined disability as “a physical or mental impairment that substantially limits one or more of the major life activities” — a far broader definition that what previously prevailed in the statute book. In 2008, Congress vastly expanded that
Challenges with ADA evidence

• Conflicting and fragmented research findings on effectiveness/impact of ADA.
• Knowing what “good” research is available (i.e. valid, reliable, empirically sound).
• Needing more direct application of research in practice for various stakeholders. What do we do with all this research?

Why research the ADA?

• “Some people seem to think that evaluating the impact of the ADA is irrelevant, given that its purpose is to establish certain rights and protections. But I believe we have an obligation to make sure our laws are working. At the very least, we need to know that people affected by the ADA are aware of their rights and responsibilities and that its remedies are in fact available and effective” – Bob Dole, 1993
What does the research tell us about the ADA’s impact?

It depends who you ask…

• There is no central clearinghouse for measuring ADA’s social impact
  – (EEOC charge data available at: http://www.disabilitystatistics.org/)
• We currently lack longitudinal data (studies that track changes over multiple years)
• Persistent debate about what to measure, what matters, and how to assess the ADA’s impact

Trends in disability since 1990

Areas of Promise
• Enhanced structural accessibility and compliance
• Less overt discriminatory practice
• Broadened scope of protected class following the ADAA:
  • Innovations in healthcare, policy, and technology

Areas of concern
• Growing disparities in poverty rate and ratio (people without disabilities compare to people with disabilities)
• Stagnant labor force participation rate over the last 30 years (most commonly concluded beyond the direct scope of the ADA)
• Lack of systematic data collection

Project and purpose

• Project need: significant knowledge gaps related to lack of systematic data collection about the ADA’s impact
• Five year project funded as part of ADA-KT Center at the University of Washington to review current state of ADA research
• Response to NIDILRR call: “increase the use of available ADA-related research findings to inform behavior, practices, or policies that improve equal access in society for individuals with disabilities.”
• Goal: Create a descriptive ‘roadmap’ of the current state of evidence informed by ADA stakeholder needs and research findings
**Project Overview**

Three Stages of Review
1. **Scoping Review**: how the ADA has been studied to map the literature landscape (Years 1-2).
2. **Rapid Evidence Review**: refine priorities and analyze selected topics for preliminary assessment of the research (Years 2-3).
3. **Systematic Reviews**: synthesize research and answer key questions based on stakeholder feedback (Years 3-5).

**Search Process**
- Searched 31,543 records across 106 databases from 323 journals and 71 organizations
- From the 31,543 search records, 980 relevant records categorized in scoping review
- Created ADA Expert Panel to provide feedback, guidance, and assist in KT goals

**Stakeholder feedback and Knowledge Translation Process**
- Consulted with Expert Panel and ADA Directors to select topics of interest and refine research questions
- Identified employment, health, attitudes, and assistive technology as priorities
- Developed broader research focus: What evidence exists that the ADA has improved access to and participation in employment?

---

**Research process**

- **Stage 1**: Scoping review
  - What English-language studies have been conducted and/or published from 1990 onwards that study the Americans with Disabilities Act?

- **Stage 2**: Rapid evidence reviews
  - What evidence exists that the ADA has influenced knowledge, attitudes and perceptions about the employment of people with disabilities?

- **Stage 3**: Systematic reviews
  - What is the current state of knowledge about the ADA’s influence on disclosure, health, and attitudinal change?

---

**Included research**

<table>
<thead>
<tr>
<th>Stage</th>
<th>Type</th>
<th>Included</th>
<th>Excluded</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Scoping review screening on abstract for ADA related research</td>
<td>(n = 980)</td>
<td>(n = 33,619)</td>
</tr>
<tr>
<td>2</td>
<td>Rapid evidence full articles screening for ADA specific research</td>
<td>(n = 461)</td>
<td>(n = 519)</td>
</tr>
<tr>
<td>3</td>
<td>Quality Appraisal - 4/6 minimum reporting level</td>
<td>(n = 291)</td>
<td>(n = 228)</td>
</tr>
<tr>
<td>4</td>
<td>Thematic Coding: specific topics included</td>
<td>Healthcare included (n = 20)</td>
<td>Attitudes included (n = 38)</td>
</tr>
</tbody>
</table>
State of the ADA evidence

Sources
• Majority (67%) academic journals; remainder from “grey literature” (e.g. conference proceedings, books, dissertations, reports.)

Topics
• Most common topics: employment (48%) and education (16%)
• Least common topics: emergency preparedness and voting
• Common Issues across research: attitudes, knowledge, implementation barriers, compliance, costs.

Subgroups
• Very little research across different stakeholder groups
• Majority of research is either on people with disabilities or businesses representatives (e.g. “employers”).

Methods
• About half of evidence base is quantitative, primarily from single application surveys.

What do we know: Implementation and practice

• Widespread differences in efforts to implement the Spirit versus the letter of the law: overstated and contradictory reports of compliance.
• Research and implementation gaps are increasingly related to more complex applications of the ADA (i.e. not just physical compliance)
• Almost no data after the ADA Amendments

Research on ADA attitudes

• Most frequently considered in context of employment (36/43 records)
  – 20/43 report “employer” attitudes
  – Only 11 consider perspectives of PwD
• 30 report quantitative data, 7 qualitative data, and 6 records mixed-methods
• 6 different types of attitudinal assessments
  • Primarily single use scales, followed by “perceived reasonableness” and “attribution” scenarios
Attitudes and ADA knowledge

- Frequently studied in relation to contact theory
- “Positive” attitudes about disability linked with increased exposure to disability in work and community settings

<table>
<thead>
<tr>
<th>Theme</th>
<th>Attitudes about or studied in relation to</th>
<th>Frequency included</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>22 14 10 10 14 10 12 12 10 10 10 10 10 10 10 10</td>
</tr>
<tr>
<td>Knowledge</td>
<td></td>
<td>54.2%</td>
</tr>
<tr>
<td>Accommodation</td>
<td></td>
<td>40.5%</td>
</tr>
<tr>
<td>Skills, abilities, capabilities</td>
<td></td>
<td>40.5%</td>
</tr>
<tr>
<td>Exposure to contact</td>
<td></td>
<td>54.8%</td>
</tr>
<tr>
<td>The law</td>
<td></td>
<td>32.6%</td>
</tr>
<tr>
<td>Organizational Culture</td>
<td></td>
<td>27.4%</td>
</tr>
<tr>
<td>Fairness</td>
<td></td>
<td>26.6%</td>
</tr>
<tr>
<td>Org, nonbusinesses, industry, etc.</td>
<td></td>
<td>25.3%</td>
</tr>
<tr>
<td>Management</td>
<td></td>
<td>19.8%</td>
</tr>
<tr>
<td>Decisions</td>
<td></td>
<td>19.8%</td>
</tr>
<tr>
<td>Discrimination</td>
<td></td>
<td>14.5%</td>
</tr>
<tr>
<td>Conformity</td>
<td></td>
<td>14.5%</td>
</tr>
<tr>
<td>Role of Service Providers</td>
<td></td>
<td>14.5%</td>
</tr>
<tr>
<td>Quality of life</td>
<td></td>
<td>14.5%</td>
</tr>
<tr>
<td>Access/Accessibility</td>
<td></td>
<td>14.5%</td>
</tr>
<tr>
<td>Advocacy</td>
<td></td>
<td>14.5%</td>
</tr>
<tr>
<td>Affirmation</td>
<td></td>
<td>14.5%</td>
</tr>
<tr>
<td>Harassment</td>
<td></td>
<td>14.5%</td>
</tr>
<tr>
<td>Discrimination</td>
<td></td>
<td>14.5%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>150.0%</td>
</tr>
</tbody>
</table>

Attitudes about disability

Participation, skills, and capability
• Wide acceptance of acceptance contrasted with ongoing evidence about concerns of safety, productivity, and to a lesser extent, reliability + issues of “blame” for disability
• Perception bias: social desirability factor where entities are unlikely to report actual noncompliance or discrimination

Top three barriers in the workplace (Kessler Foundation 2015 Report)
• 16.5% of people with disabilities report getting less pay than others with similar jobs
• 15.7% reports attitudes on their part of their supervisor
• 15.5% report attitudes on the part of their coworkers

Read more at: https://kesslerfoundation.org/sites/default/files/2015/11/KF3Survey15_Results-secured.pdf

How disability law went nuts: Column

James Bovard 11:57 a.m. EDT July 29, 2015

And it has actually been a disaster at helping the disabled find work.

Good intentions are no excuse for perpetual legal chaos. The Americans with Disabilities Act promised a bright new era of equality and freedom. Instead, it has spawned endless lawsuits and absurd federal decrees while harming some of the people it sought to relieve.

The 1990 ADA defined disability as “a physical or mental impairment that substantially limits one or more of the major life activities” — a far broader definition that what is currently protected in the statute today. In 2008, Congress made it clear that the
Disability knowledge and ADA knowledge

- Increased contact with people with disabilities is often shown to have an inverse relationship with attitudes towards disability rights (e.g., the ADA).
- Data suggests a knowledge translation gap: This does not mean that disability exposure leads to aversion of disability civil rights, but does mean we need to be careful in how we obtain and use ADA information.

Compliance is not the same as avoiding litigation.

Same information different story

How to Avoid Your Business Becoming an ADA Target

- Attitudes about the ADA and civil rights are more complex than feelings about disability “awareness” or “acceptance” and are easily shaped by different types of information.

Read more at: http://adamusings.com/2013/04/02/how-to-avoid-your-business-becoming-an-ada-target/
Complying with the Americans With Disabilities Act: The ADA Basics

The ADA was established to recognize that people with disabilities deserve and need equal access to employment, transit, stores, restaurants, and other businesses to be a part of their community and have purchasing power. The act itself prevents anyone from being discriminated against on the basis of disability. It sets requirements for making a workplace accessible. In doing so, it established new business construction guidelines.

The ADA recommends reviewing your business policies to make sure your compliance is comprehensive. For instance, segregating disabled customers or employees — such as in a designated waiting area — is prohibited. Also, policies that prohibit animals should be sure to exclude service animals. You should also keep your employment records and other information related to applicants who are covered by the ADA. They'll come in handy in case you face a discrimination suit.

While experts say the law has succeeded in opening access to buildings and providing legal protections, it still hasn’t been effective in changing attitudes about disabled people. Advocates lament that the employment rate among America’s disabled population hasn’t increased in 20 years. Of the 26 million disabled people in the country, 21 million are unemployed.

“We still need to work on the public attitudes about people with disabilities and their capabilities,” says Richard Harris, director of the division of policy planning and research for the office of disability employment policy under the U.S. Department of Labor. “The attitudes in the workplace haven’t changed as much as they need to.”


What do we know: Common themes across reviews (cont.)

Organizational culture:
• Full inclusion requires balancing perceptions of fairness and special treatment
• Evidence of positive changes through “natural” supports and exposure

“If we believed that ADA is the power and we are the recipients of its strength, rather than we are the power and ADA is a tool for us to use, I fear we may still have a long way to go.” — Bob Kafka

Equal access does not mean special treatment

Special Rights
- Less likely to request accommodations
- Less likely to grant accommodations
- Access viewed as unfair treatment
- Hostility and distrust: formal complaints

Equal Rights
- Enhanced Compliance
- Increased diversity
- Natural policies and supports
- Avoids complaint process
**Misunderstanding rights as special treatment**

- Robert & Harlan (2006) [p]ejorative and prejudicial attitudes toward noncompetitive job incumbents were reportedly fortified by feelings of hatred and resentment, articulated by coworkers who believed workers with disabilities got ‘special treatment,’ a ‘free ride,’ or an ‘easier job.’ (p. 610)

For further reading:

**Factors that impact implementation and compliance**

- Decisions and attitudes linked to discussions about ‘Disability origin’ or ‘attribution of disability’
- Conditions ‘attributed to’ an individual (e.g. injury caused by drunk driving, mental illness, substance abuse) less likely to be considered meriting accommodation
  - Complex finding: Data from EEOC does not reveal heightened rate of merit resolution for more ‘attributable disabilities’


**ADA research on healthcare**

<table>
<thead>
<tr>
<th>Research Purpose</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theme</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Compliance</td>
<td>8</td>
<td>40%</td>
</tr>
<tr>
<td>ADA Knowledge</td>
<td>8</td>
<td>40%</td>
</tr>
<tr>
<td>Licensure and accreditation</td>
<td>5</td>
<td>25%</td>
</tr>
<tr>
<td>Implementation</td>
<td>3</td>
<td>15%</td>
</tr>
<tr>
<td>Experience</td>
<td>3</td>
<td>15%</td>
</tr>
<tr>
<td>Total</td>
<td>27</td>
<td>(100%)</td>
</tr>
</tbody>
</table>
Key themes

Healthcare: preliminary findings

Common themes across reviews

Attitudes
- Stigma and blame related to disability
- Disability attitudes, ADA acceptance, contact theory

Healthcare
- Evidence limited to physical access
- Missing: experience from people with disabilities

Employment
- Primary topics: employment rate, accommodation barriers, employer knowledge, attitudes
- Translation gap: knowledge, hiring decisions
Discussion

• Systematic evidence of positive attitudes about disability since the ADA’s passage is not associated with a similar embrace of disability civil rights has implications for practice related to Disability as diversity

• Evidence of increasing structural access, organizational compliance, and ideological support of inclusion
  – need for more information and best practice about what this looks like in practice

What don’t we know

• Experiential data: infrequent reporting from key disability stakeholders.

• Limited knowledge of ADA success stories, personal encounters with stigma, and implementation process.

• Knowledge gaps: how are people using the ADA in daily life? NOD (2010) 60% of people with disabilities believe the ADA has made no difference in their lives

Challenges, limitations, and lessons learned

• Too soon to see substantive evidence post ADA Amendments.

• “Partial picture” from included research: perception bias and overstated compliance plays a large role in collecting ADA information. Research also tends to capture the extremes (negatives and positives)

• Research does not always reflect practice. Need for more innovative ways of engaging with diverse stakeholders and disability groups as partners, storytellers, translation experts, and dissemination gurus
**Next Steps**

Immediate to finalize project
- Complete remaining systematic reviews (healthcare and disclosure)
- Dissemination and translation of results

Ongoing
- Need to establish best practices in: diversity, compliance, and excellent in ADA implementation
- Comparison and replication following ADAA
- Increase understanding of implementation process (e.g. how is knowledge of the ADA used?)
- Knowledge gaps: experiences of People with disabilities and advocacy groups

Thanks to our Expert Panel:
- Meera Adya, Director of Research, Burton Blatt Institute
- Mary Lou Breslin, Senior Policy Advisor, Disability Rights Education and Defense Fund
- Julie Carroll, Senior Attorney Advisor, National Council on Disability
- LaWanda Cook, Extension Associate/Training Specialist, Northeast ADA Center, Cornell University
- Lee Frieden, Professor, Biomedical Informations/Physical Medicine and Rehabilitation, University of Texas; Director, Independent Living Research Utilization Program, Texas.
- Jill Houghton, Executive Director, US Business Leadership Network
- Bonnie O’Day, Senior Researcher, Mathematic Policy Research
- Jon Sanford, Director, Center for Assistive Technology and Environmental Access; Associate Professor, Architecture, Georgia Institute of Technology
- Richard Scotch, Professor, Sociology, University of Texas at Dallas
- Bobby Silverstein, Principal at Powers Pyles Sutter & Verville PC, Washington DC
- Barry Taylor, Vice President for Civil Rights and Systemic Litigation, Equip for Equality
- Lex Frieden, Professor, Biomedical Informations/Physical Medicine and Rehabilitation, University of Texas; Director, Independent Living Research Utilization Program, Texas.
- Julie Carroll, Senior Attorney Advisor, National Council on Disability

Questions?
- Contact Rob Gould rgo3@uic.edu for more information
- For further information and reading:
  - Technical report available at: [http://adata.org/research](http://adata.org/research)
Thank you for participating in today’s ADA-Audio Conference Session

The next scheduled session is:
“Rights of Veterans with Disabilities in Employment, Housing and Transportation”
June 28, 2016

www.ada-audio.org                                      877-232-1990 (V/TTY)