

An Analysis of Accommodation Information Requests Regarding Personal Assistance Services Made to the Job Accommodation Network

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Job Accommodation Network



Job Accommodation Network

- ▶ The nation's *premier* source for information on job accommodations.



Job Accommodation Network

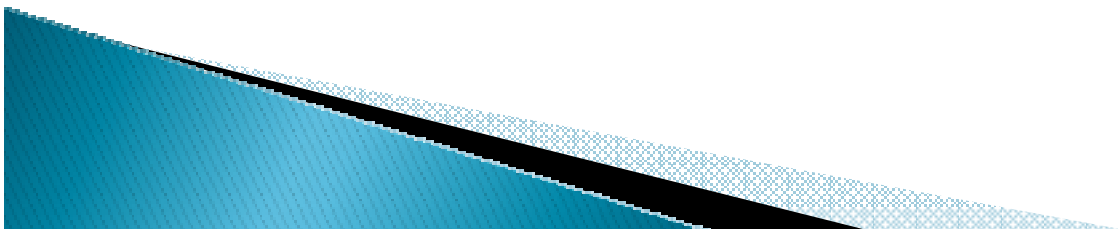
- ▶ A service of the **Office of Disability Employment Policy**, U.S. Department of Labor



since 1983

Job Accommodation Network

- ▶ JAN responds to approximately **32,000** inquiries *annually* from
 - Employers,
 - Job seekers and employees with disabilities, and
 - Service providers, and
 - Others.



Job Accommodation Network

Callers receive

- ▶ *Individualized accommodation information*
- ▶ Information about the **Americans with Disabilities Act** and other disability-related employment legislation.
- ▶ Information on *thousands* of disability service organizations, facilities, and agencies.

PAS Inquiries

- ▶ During the past year, **228 (< 1%)** of these inquiries were related to PAS. This includes:
 - Interpreters
 - Readers
 - Scribes
 - Personal attendants
 - Work task-related aides

Job Accommodation Network Follow-up Study

- ▶ Funded by U.S. Department of Labor's Office of Disability Employment Policy (ODEP)
- ▶ Data collection and analyses by Law, Health Policy, & Disability Center, University of Iowa

PAS Analyses

Conducted in collaboration with

- ▶ Center for Personal Assistance Services, University of California at San Francisco



www.pascenter.org

- ▶ And InfoUse, Berkeley, CA

Study Protocol

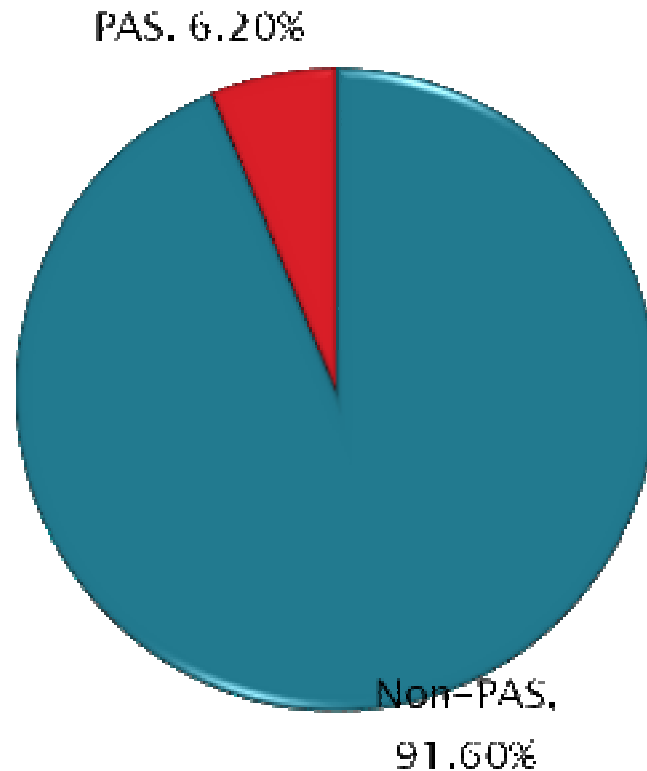
- ▶ Consent obtained at time of initial contact and again prior to interview
- ▶ Interviewed 6–8 weeks following initial contact.
- ▶ Questions related to
 - Employer demographics
 - Employee demographics
 - Types of accommodations considered/implemented
 - Costs and benefits associated with accommodations
 - Overall consumer satisfaction with JAN services

JAN Follow-up Study

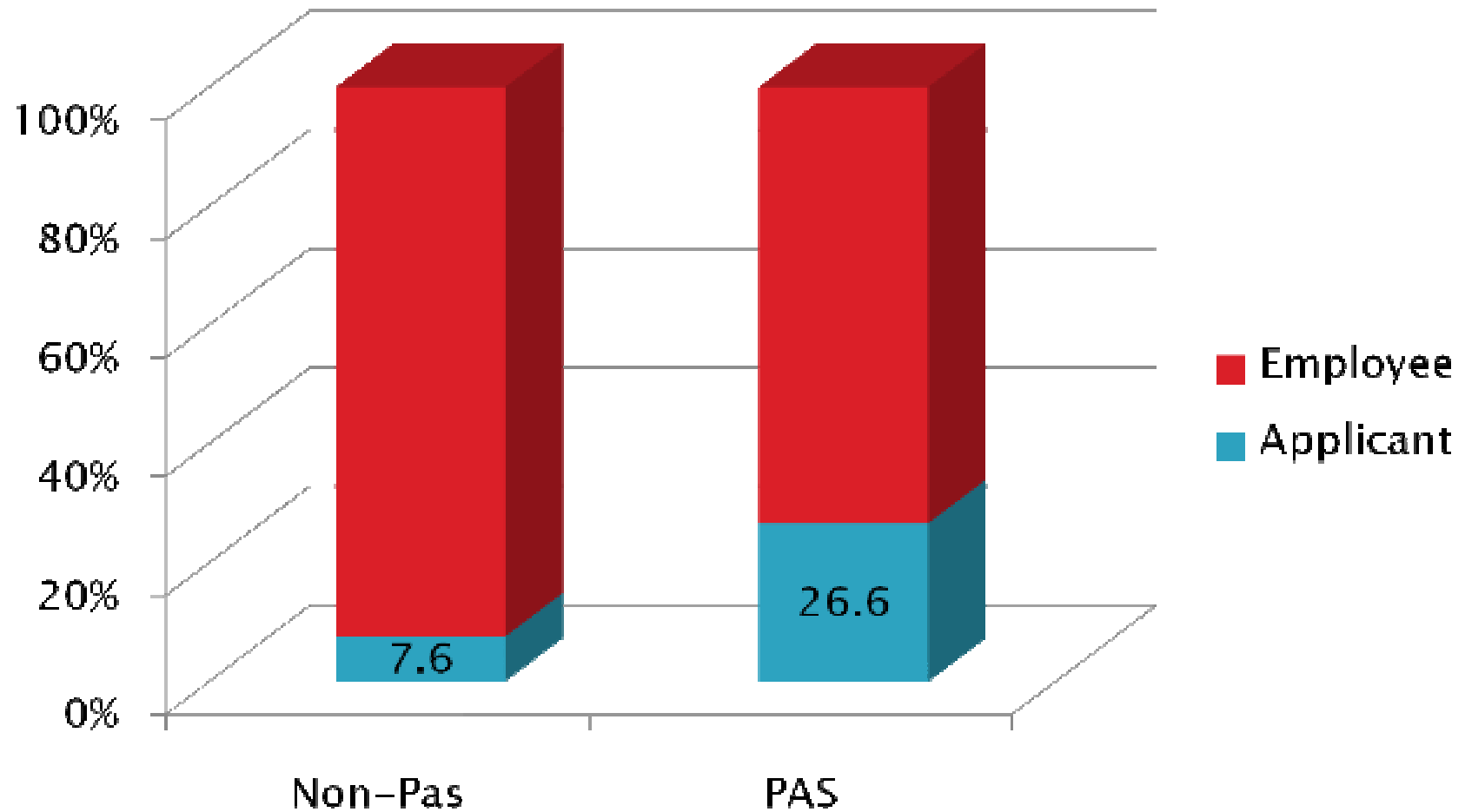
1,182 employers surveyed.

JAN Follow-up Study

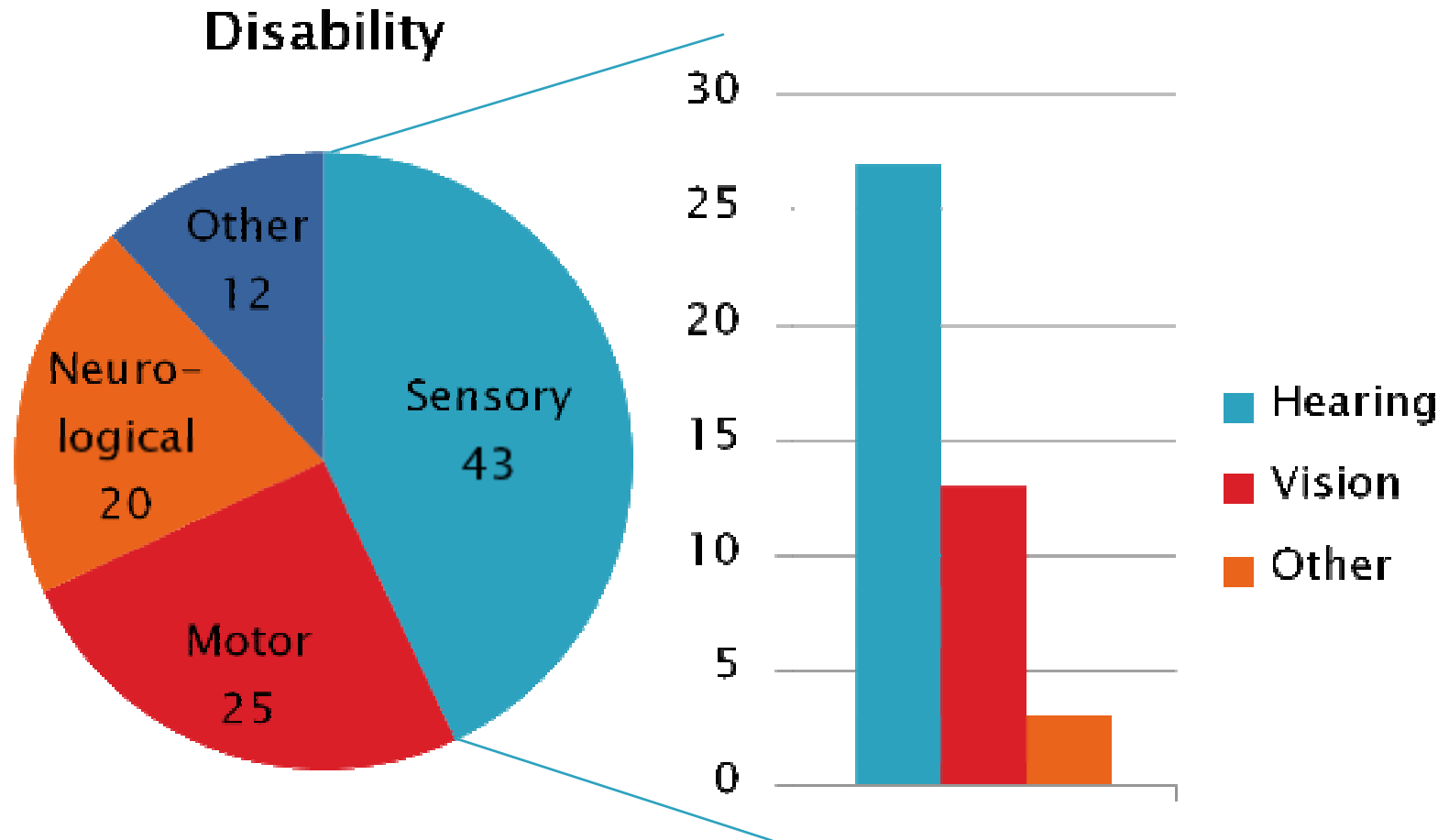
PAS was reported as having been considered by **73 (6.2%)** of the employers interviewed.



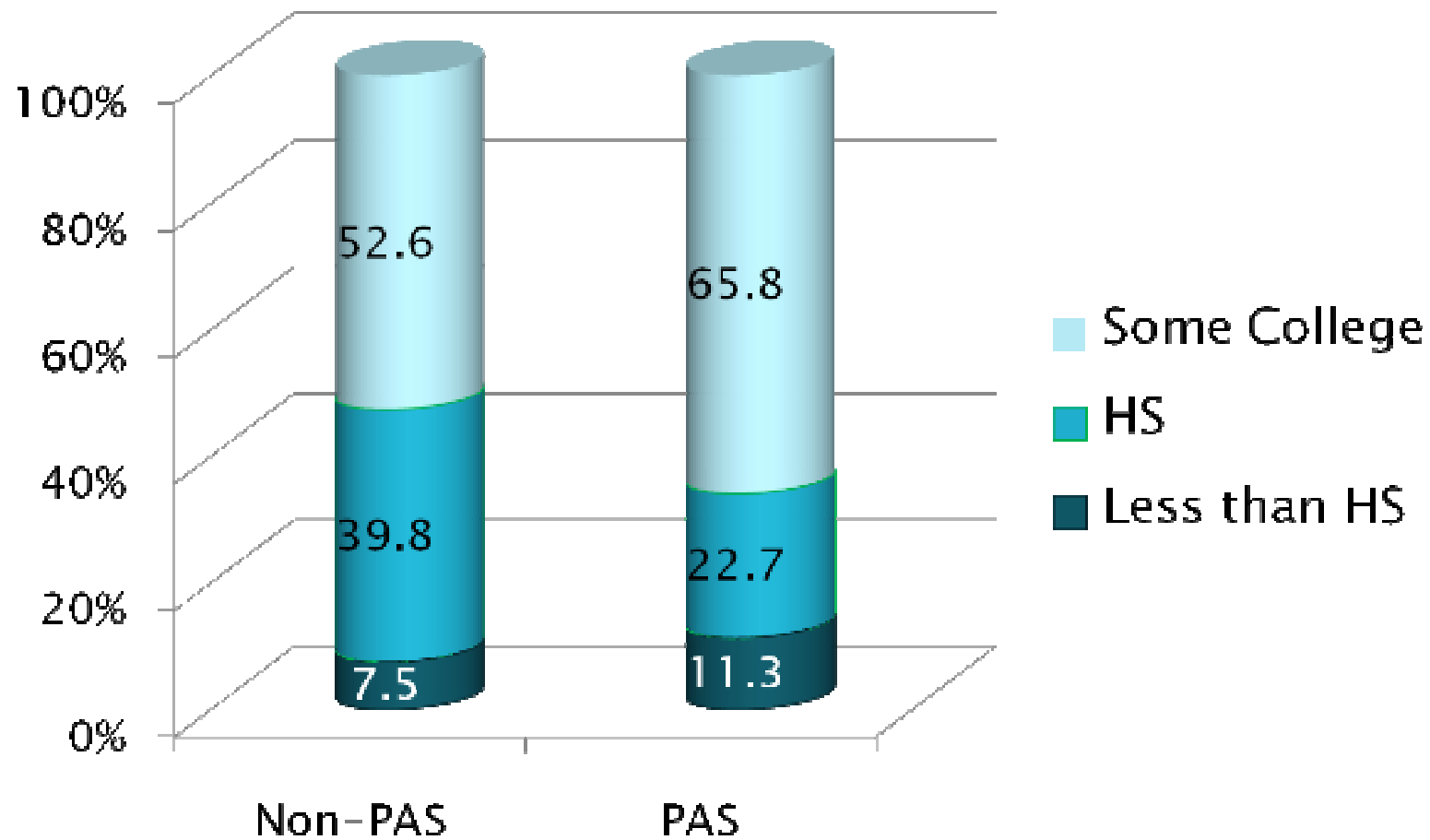
Work Status of the Individual



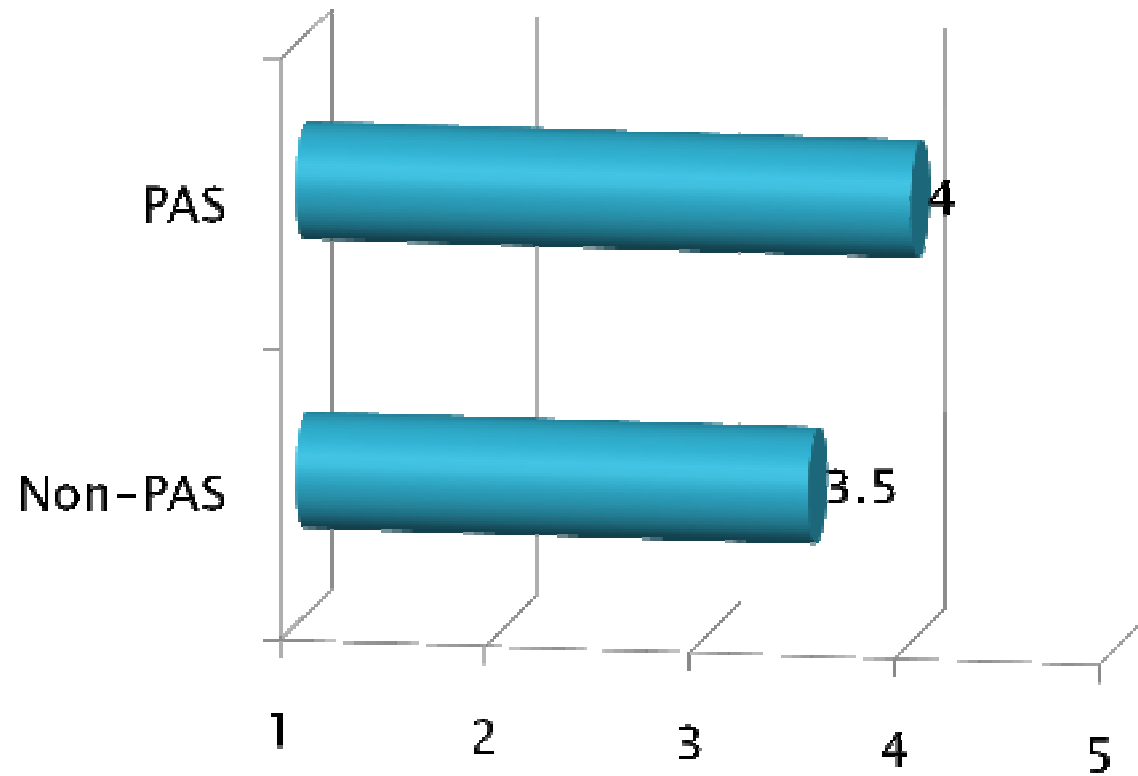
Type of Disability Involved



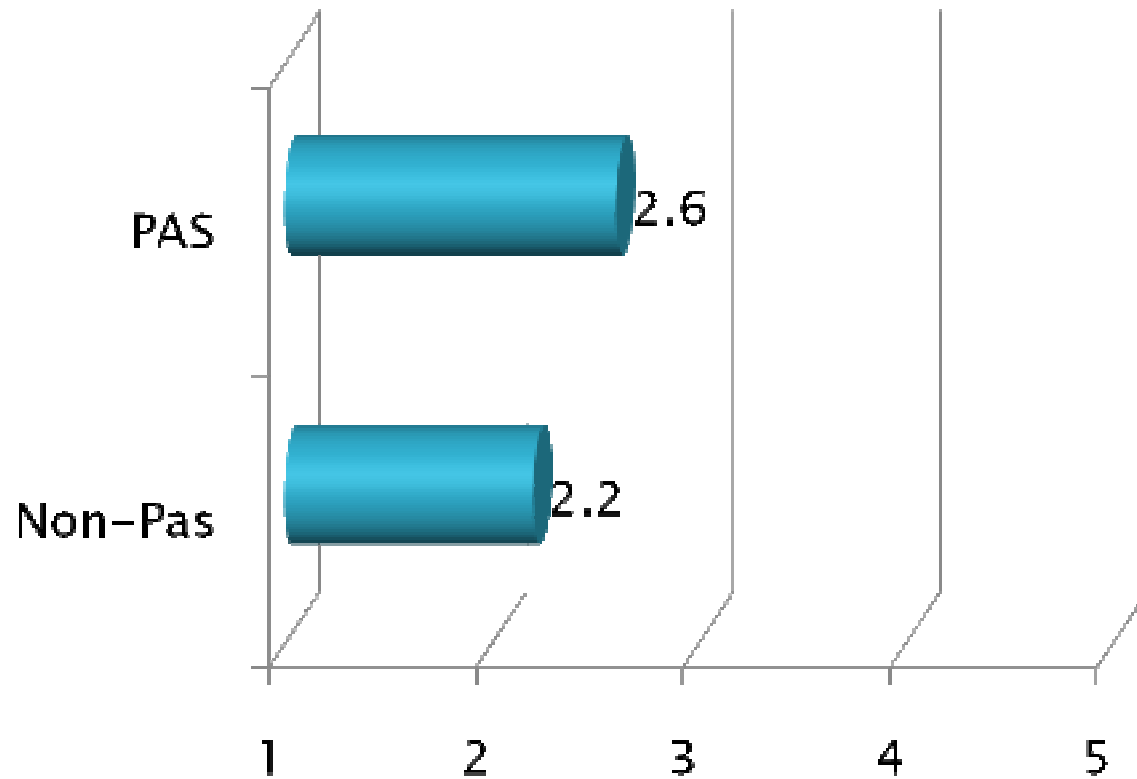
Level of Education



Degree of Limitation Without Accommodation



Degree of Limitation With Accommodation

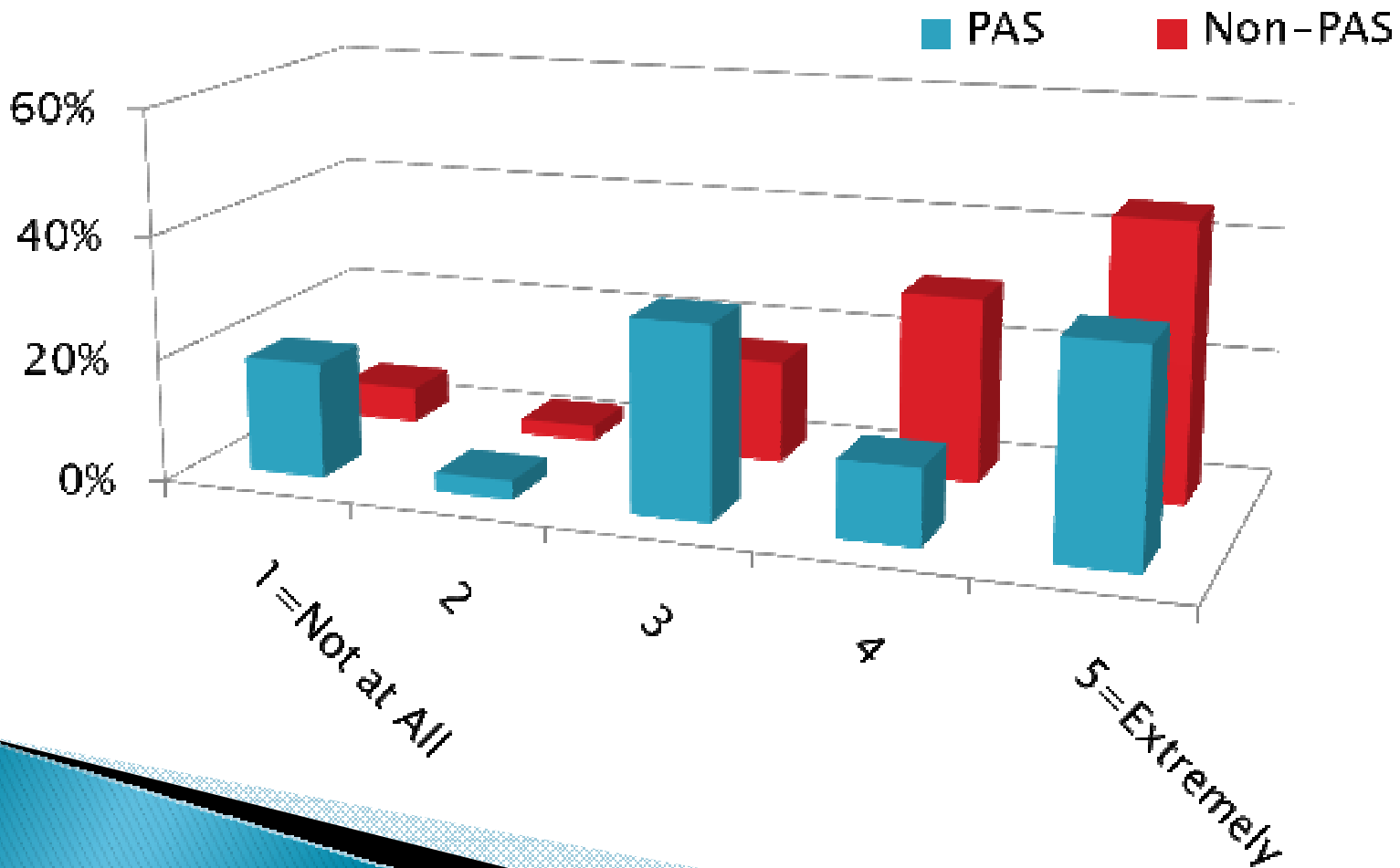


Status of the Accommodation at Time of Follow-up

Type of Accommodation	Implemented or in Process	Decision Pending	Rejected
PAS (N = 67)	58.2%	28.4%	13.4%
Purchase of a Product or Piece of Equipment (N = 308)	52.6%	25.2%	18.8%
Changes to Work Schedule (N = 230)	70.9%	11.7%	17.4%

Accommodation Effectiveness

- ▶ How effective was the accommodation?



Cost of the Accommodation

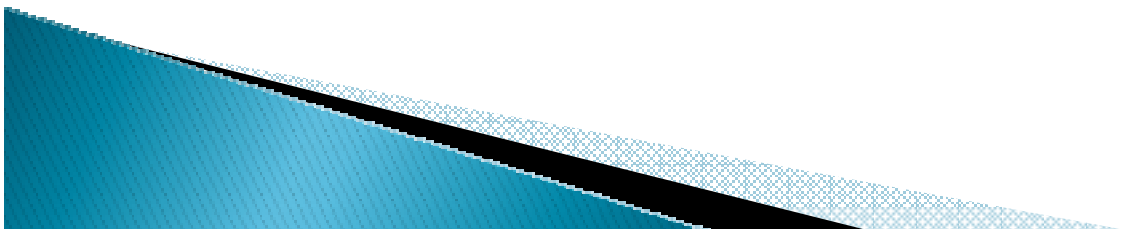
- ▶ Non-Pas cases, median cost = \$500
- ▶ PAS cases, median cost = \$1,350

Possible Reasons:

- ▶ Far fewer PAS-related cases on which to make comparison
- ▶ Many non-PAS accommodations cost nothing to the employer

Comments & Limitations

- ▶ Not a random sample
- ▶ Employers already have made some commitment
- ▶ Other employers may be using local PAS resources



Future

- ▶ JAN contract has been re-awarded for 2007–2012.
- ▶ Additional follow-up data will be collected.
- ▶ Potential for PAS-specific research to be conducted.
- ▶ ODEP currently is engaged in a broad range of PAS-related activities that will result in future policy development.

Resources

- ▶ Office of Disability Employment Policy
 - <http://www.dol.gov/odep>
- ▶ Job Accommodation Network
 - <http://www.jan.wvu.edu>
- ▶ Center for PAS
 - <http://www.pascenter.org>