The Employment of Americans with Disabilities

Presented by:
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Chairman, Harris Poll®
Survey Methodology

• 411 senior managers from a national cross-section of corporations with 50 or more employees

  209 human resource managers
  202 senior executives

• Interviews were conducted be telephone and online between March 29 and April 23, 2010

• Results were weighted to be representative of U.S. corporations with over 50 employees, balanced by their size.
Purpose of Research

- Understand current corporate diversity and disability policies and programs
- Identify what steps employers have taken towards recruiting, training, and retaining people with disabilities
- Understand the barriers employers experience in employing this population
- Gauge employers’ perception of the impact of the ADA
KESSLER/NOD 2010 SURVEY OF AMERICANS WITH DISABILITIES (JULY 2010)

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*This indicator was not measured in this year.

** In 2004, 5.5% of adults were unemployed. In 2010, 9.7% of adults are unemployed.

Q900 Which of the following categories best describes your current employment situation?
Key Findings

- *Disability* is on the radar for some companies, especially larger ones, but not to the extent that *diversity* is.
- A majority of companies have hired people with disabilities over the past three years but, overall, people with disabilities make up a very small percentage of most workforces.
- Few companies have a disability program, but the companies who do have one report that it includes several aspects of the employment process.
- Most employers are not using service provider agencies to help them hire people with disabilities.
- The cost of employing a person with a disability along with their work skills and abilities are comparable to those without disabilities.
- Corporations seem largely indifferent to the impact that the ADA has had on their company.
Detailed Findings
Three in five companies have a diversity policy and half that number report having a diversity program.

70% have either a policy or program and 23% have both.

Large and medium companies are more likely to have diversity policies and programs.

BASE: Employers (Total, n=411) (HR Mgrs, n=209) (Sr Exec, n=202)
Q710 Does your company have a policy or program for employing a diverse workforce?
A majority of employers include disability status in their diversity program.

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Race (i.e., White, Black or African-American, Asian)</td>
<td>80%</td>
</tr>
<tr>
<td>Ethnicity (i.e., Hispanic or Latino)</td>
<td>79%</td>
</tr>
<tr>
<td>Disability</td>
<td>67%</td>
</tr>
<tr>
<td>Gender</td>
<td>67%</td>
</tr>
<tr>
<td>Veteran status</td>
<td>62%</td>
</tr>
<tr>
<td>National origin</td>
<td>56%</td>
</tr>
<tr>
<td>Sexual orientation</td>
<td>45%</td>
</tr>
<tr>
<td>Religion</td>
<td>41%</td>
</tr>
<tr>
<td>Marital status</td>
<td>27%</td>
</tr>
<tr>
<td>Other</td>
<td>3%</td>
</tr>
<tr>
<td>Not sure</td>
<td>6%</td>
</tr>
</tbody>
</table>
Few companies have a disability specific policy or program.

29% of companies have either a policy or program and 8% have both.

Large and medium companies are more likely to have disability policies and programs.
Most employers do not have a specific person dedicated to hiring people with disabilities.

BASE: Employers (Total, n=411) (HR Mgrs, n=209) (Sr Exec, n=202)
Q825 Does your company have a specific person or department that oversees the hiring of people with disabilities?
Few companies offer disability education programs.

Does not Offer Program, 81%

Offers Program, 18%
Only just over half of companies have hired someone with a disability in the past three years.

Companies with a disability policy or program are more likely than those without one to have hired people with disabilities (72% vs. 49%).
Larger companies are much more likely to have hired people with disabilities in the past 3 years.

BASE: Employers (Total, n=411) (Small, n=142) (Medium, n=136) (Large, n=133)
Q800 Has your company hired any people with disabilities in the past 3 years, or not?
A third of companies report tracking the number of people with disabilities.

- Does not track: 46%
- Tracks: 34%
- Total: 19%

**BASE:** Employers (Total, n=411) (HR Mgrs, n=209) (Sr Exec, n=202)

**Q805** Does your company regularly track the number of people with disabilities that you employ?
The average percentage of companies’ workforce with a disability is 3%; The average percentage of new hires with disabilities in past 3 years is slightly lower.
Disability programs are primarily aimed at improving the accommodation process and offering training. Half of companies with programs are actively recruiting.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creating or improving our reasonable accommodation process</td>
<td>81%</td>
</tr>
<tr>
<td>Offering disability awareness and sensitivity training to employees</td>
<td>63%</td>
</tr>
<tr>
<td>Active recruitment of people with disabilities, for example, reaching out to disability-specific recruiters</td>
<td>49%</td>
</tr>
<tr>
<td>Offering activities to make our company more inclusive</td>
<td>34%</td>
</tr>
<tr>
<td>Offering a disability affinity group</td>
<td>7%</td>
</tr>
<tr>
<td>A dedicated disability recruiter</td>
<td>3%</td>
</tr>
<tr>
<td>Other</td>
<td>12%</td>
</tr>
<tr>
<td>Not sure</td>
<td>13%</td>
</tr>
</tbody>
</table>

BASE: Has disability program (Total, n=57) (HR Mgrs, n=29) (Sr Exec, n=28)
Q830 Which of the following does your disability program include? Please select all that apply.
Employers do not perceive disability programs as very effective.

- Effective, 36%
- Somewhat effective, 51%
- Not at all effective, 3%
- Extremely effective, 3%
- Very effective, 7%

*Note: Small base size

BASE: Has disability program (Total, n=57) (HR Mgrs, n=29) (Sr Exec, n=28)
Q835 How effective is your disability program at recruiting, hiring, and retaining people with disabilities?
After a shortage of job openings, the main reason employers haven’t hired more people with disabilities in the past three years is a perceived lack of qualified candidates.

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>An absence of job openings or a hiring freeze</td>
<td>69%</td>
</tr>
<tr>
<td>A lack of qualified candidates</td>
<td>66%</td>
</tr>
<tr>
<td>Not sure how to find qualified candidates</td>
<td>39%</td>
</tr>
<tr>
<td>Architectural barriers or lack of special equipment</td>
<td>23%</td>
</tr>
<tr>
<td>Concern about cost of required accommodations</td>
<td>17%</td>
</tr>
<tr>
<td>Unsure of how to address disability-specific needs</td>
<td>16%</td>
</tr>
<tr>
<td>Concern about paying for health benefits or an increase in insurance premiums</td>
<td>11%</td>
</tr>
<tr>
<td>Discomfort and uneasiness on the part of supervisors and employees</td>
<td>10%</td>
</tr>
</tbody>
</table>

Even companies who have a person or department dedicated to disability hiring name the same obstacles.
Employers recruit people with disabilities through a variety of methods.

<table>
<thead>
<tr>
<th>Method</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee referrals</td>
<td>70%</td>
</tr>
<tr>
<td>Friends or word-of-mouth referrals</td>
<td>62%</td>
</tr>
<tr>
<td>Online job boards or portals</td>
<td>58%</td>
</tr>
<tr>
<td>Non-profit or community-based service provider agencies, such as Goodwill, The Arc or other local groups</td>
<td>40%</td>
</tr>
<tr>
<td>State or federal service provider agencies, such as Vocational Rehabilitation or One-Stop Career Centers</td>
<td>39%</td>
</tr>
<tr>
<td>Outreach to educational or training institutions</td>
<td>36%</td>
</tr>
<tr>
<td>Temp agencies</td>
<td>31%</td>
</tr>
<tr>
<td>Independent or private recruiters or headhunters</td>
<td>20%</td>
</tr>
<tr>
<td>Other</td>
<td>8%</td>
</tr>
<tr>
<td>Not sure</td>
<td>14%</td>
</tr>
</tbody>
</table>

HR managers are more likely to name a service provider agency.

BASE: Hired PWD in past 3 years (Total, n=250) (HR Mgrs, n=139) (Sr Exec, n=111)
Q845 How does your company recruit people with disabilities? Please select all that apply.
Of the companies who report using service providers to recruit, most find them only somewhat effective or not effective.

![Pie chart showing effectiveness of service providers](chart)

Not sure, 4%
- Not at all effective, 11%
- Extremely effective, 4%
- Very effective, 14%
- Effective, 16%
- Somewhat effective, 51%

* Note: Small base size

BASE: Use service providers (Total, n=127) (HR Mgrs, n=87) (Sr Exec, n=40)
Q850 Thinking about your previous experiences with non-profit, community-based, state or federal service providers, how effective have they been in recruiting, hiring, and retaining people with disabilities?
Half of employers who do not use service providers say they don’t have a need for the services they offer.

- We do not have a need for the services they offer: 48%
- Have not heard of them: 30%
- They do not provide quality candidates: 13%
- They are too expensive: 3%
- Previous negative experience with one: 1%
- Other: 3%
- Other means of finding candidates are adequate: 1%
- Not sure: 8%
- Decline to answer: 3%
- Not sure if we do or don't: 5%

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BASE: Do not use service providers (Total, n=123) (HR Mgrs, n=51) (Sr Exec, n=72)

Q855 Why doesn’t your company use non-profit, community-based, state or federal service providers to help you hire people with disabilities? Please select all that apply.

18% of companies who say they have no need for the offerings have not heard of service providers before.
Although companies don’t think they need the support offered by service providers, two-thirds say assistance finding qualified candidates would be one of the most helpful offerings.

- Assistance finding qualified candidates with disabilities: 63%
- Help matching job descriptions to a specific set of skills, also known as job sculpting: 53%
- Job-specific training for employees with disabilities: 32%
- Expertise on accommodations and assistive technology: 23%
- Job coaches for people with disabilities after they are hired: 22%
- Not sure: 3%

BASE: Employers (Total, n=411) (HR Mgrs, n=209) (Sr Exec, n=202)
Q860 Below is a list of various services that non-profit, community-based, state and federal service providers offer. Which two of the following services would be the most helpful to your company for hiring people with disabilities?
Most employers who can report on their employees’ usage of flexible workplace arrangements say it is comparable between employees with and without disabilities.

- The same, 47%
- Somewhat more, 11%
- Somewhat less, 2%
- Not sure/Decline to answer, 34%
- Significantly less, 1%
- Significantly more, 3%
- 14%

**BASE:** Offers at least one flex workplace option (Total, n=398) (HR Mgrs, n=204) (Sr Exec, n=194)

**Q910** How does the usage of the flexible workplace arrangements by employees with disabilities compare to that of employees without disabilities? Employees with disabilities use the arrangements...
Employees with disabilities are similar to those without disabilities when it comes to job skills and workplace behavior.

A third perceive employees with disabilities to be more dedicated and less likely to leave the job.

**BASE:** Employers (Total, n=411) (HR Mgrs, n=209) (Sr Exec, n=202)

Q1000 For each of the following, please indicate if you think employees with disabilities have more, less, or about the same as compared to employees without disabilities.

- **Dedication**
  - More: 2%
  - Same: 35%
  - Less: 62%

- **Flexibility to adapt to new situations**
  - More: 16%
  - Same: 16%
  - Less: 67%

- **Absenteeism**
  - More: 14%
  - Same: 13%
  - Less: 71%

- **Ability to acquire new skills**
  - More: 7%
  - Same: 10%
  - Less: 81%

- **Turnover**
  - More: 7%
  - Same: 33%
  - Less: 58%
Almost two-thirds say the cost of hiring a person with a disability is the same as hiring a person without a disability.
A large majority reports that the ADA has neither helped nor hurt their company. Only 5% say it has hurt them.

- Helped significantly: 4%
- Helped somewhat: 6%
- Neither helped nor hurt: 80%
- Hurt somewhat: 4%
- Hurt significantly: 1%
- Not familiar with ADA: 5%

BASE: Employers (Total, n=411) (HR Mgrs, n=209) (Sr Exec, n=202)
Q1200 In what way has complying with the Americans with Disabilities Act, or ADA, and other disability laws and regulations affected your company?
Most believe the ADA has been only modestly or not at all effective.

- Extremely effective: 1%
- Very effective: 7%
- Effective: 33%
- Somewhat effective: 46%
- Not at all effective: 4%
- I am not familiar with the ADA: 6%

BASE: Employers (Total, n=411) (HR Mgrs, n=209) (Sr Exec, n=202)
Q1205 How effective do you think the ADA has been at equalizing employment opportunities for people with disabilities?
In Conclusion

- The survey suggests that few employers are making a real effort to recruit, train and retain them.

- However, employers generally recognize the value of the employers with disabilities and do not see cost as a barrier.

- The reason most employers are doing so little is that disability, and the employment of people with disabilities, does not seem to be on their radar. It appears that it is not an issue they think about.
Kessler Foundation/
National Organization on Disability
Survey of Employment of Americans with Disabilities

Thank You

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