The ADA, 20 Years Later

Presented by:
Humphrey Taylor
Chairman, Harris Poll®
Welcome

• Housekeeping
• Introduction of Speakers
• Review of Survey Results
• Q & A
Today’s Speakers Are:

Rodger DeRose
President and CEO
Kessler Foundation

Carol Glazer
President
National Organization on Disability

Humphrey Taylor
Chairman, The Harris Poll
Harris Interactive
Survey Methodology

- Sample of 1,789 respondents age 18 and over, conducted by telephone
  - Nationally representative sample of 1,001 people with disabilities
  - Nationally representative sample of 788 people without disabilities
- An additional 315 interviews among people with disabilities in the labor force were conducted online and are used only in analyzing the questions relating to employment
- Interviews were conducted between May 5 and June 3, 2010
- All results were weighted to be representative of the general population ages 18 and over with and without disabilities
Purpose of Research

• To re-examine 10 important indicators of the quality of life and standard of living of Americans with disabilities, and assess 3 new indicators

• To measure the size of the differences in gaps on these 13 indicators between people with and without disabilities

• To determine which gaps are, and are not, closing and by how much compared to surveys in 2004, 2000, 1998, 1994, and 1986

• To provide up-to-date measures in a number of areas unique to people with disabilities including:
  ― Employment issues faced by people with disabilities
  ― Effectiveness of the Americans with Disabilities Act
  ― The sense of common identity shared by people with disabilities
Key Findings

• People with disabilities still lag somewhat or far behind people without disabilities on 12 of the 13 key measures of quality of life.

• Indicators have improved for some measures, including education and political participation, but little or no progress has been made on the other indicators, including employment, poverty, socializing and access to healthcare and transportation.

• Over the past 24 years, five of the 10 social and economic gaps have actually widened – most notably, satisfaction with life.

• The gaps are much larger when comparing people with severe disabilities to the general population.
Gaps
Definition of “Gaps”

• A “gap” is defined as the number of percentage points between people with and without disabilities on a given indicator.

• To determine what gaps exist and to note changes over time, specific quantifiable measurements or “indicators” have been developed for 13 key life activities.
13 Indicators Where Gaps are Measured

- Employment
- Poverty
- Financial Situation (New)
- Education
- Access to Healthcare
- Access to Mental Health Services (New)
- Transportation
- Socializing
- Going to Restaurants
- Attendance at Religious Services
- Political Participation
- Life Satisfaction
- Technology (New)
EMPLOYMENT

The employment gap has been decreasing since 1998, but it still remains large and its decline has been slow.

The graph shows the percentage of people with and without disabilities aged 18-64 who are working full-time or part-time from 1986 to 2010. The gap between the two groups has been narrowing since 1998, with the lowest gap recorded in 2010.

The chart indicates that in 1986, 34% of people with disabilities and 79% of people without disabilities were working full-time or part-time. By 2010, these percentages had increased to 35% and 78%, respectively, with a significant reduction in the gap to 38%.

* 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?
**POVERTY**

People with disabilities are much more likely than people without disabilities to be living in poverty.

Less than $15,000 in Annual Household Income

- **People with Disabilities**
  - 1986: 51%
  - 1994: 40%
  - 1998: 34%
  - 2000: 34%
  - 2004: 29%
  - 2010: 29%

- **People without Disabilities**
  - 1986: 22%
  - 1994: 22%
  - 1998: 22%
  - 2000: 18%
  - 2004: 12%
  - 2010: 18%

**Gap**

Q1420 Which of the following income categories best describes your total 2009 household income?
FINANCIAL SITUATION (NEW – NO TREND)

Americans with disabilities are much more likely than their non-disabled counterparts to be facing financial hardships.

Gap: 24 points (58% vs. 34%)

Q1430 Which of the following best describes your current financial situation?
EDUCATION

Notable improvements have been made over the past 24 years, but findings indicate that a modest gap still exists.

Q1400 What is the highest level of education you have completed or the highest degree you have received?

Has Not Graduated from High School

People with Disabilities

People without Disabilities

Gap

© Harris Interactive
ACCESS TO HEALTHCARE
The gap has decreased slightly from 13 percentage points in 2000.

Did not get Needed Medical Care in Past Year

<table>
<thead>
<tr>
<th>Year</th>
<th>1986</th>
<th>1994</th>
<th>1998</th>
</tr>
</thead>
<tbody>
<tr>
<td>People with Disabilities</td>
<td>18%</td>
<td>21%</td>
<td>19%</td>
</tr>
<tr>
<td>People without Disabilities</td>
<td>13%</td>
<td>11%</td>
<td>6%</td>
</tr>
</tbody>
</table>

Q1100 In the past 12 months, was there a time when you needed medical care but did not get it, or not?
People with disabilities are also slightly more likely to have trouble accessing needed mental health services.

**ACCESS TO MENTAL HEALTH SERVICES (NEW – NO TREND)**

Q1105 In the past 12 months, was there a time when you needed help from a mental health professional, such as a psychiatrist, psychologist, or therapist, but did not get it?
TRANSPORTATION

The transportation gap between people with and without disabilities has widened by 5 percentage points since we started measuring it.

Inadequate Transportation is a Problem

People with disabilities
People without disabilities


*This indicator was not measured in this year.

Q805 Is inadequate transportation a major problem, a minor problem, or not a problem for you?
SOCIALIZING

With respect to socializing, the gap between people with and without disabilities has remained steady since 2000.

Socialize with Close Friends, Relatives, or Neighbors at Least Twice a Month

<table>
<thead>
<tr>
<th>Year</th>
<th>People with disabilities</th>
<th>People without disabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>1986</td>
<td>NA*</td>
<td>81% 82% 81% 79% 79%</td>
</tr>
<tr>
<td>1994</td>
<td>NA*</td>
<td>92% 89% 90%</td>
</tr>
<tr>
<td>1998</td>
<td>NA*</td>
<td></td>
</tr>
<tr>
<td>2000</td>
<td>NA*</td>
<td></td>
</tr>
<tr>
<td>2004</td>
<td>NA*</td>
<td></td>
</tr>
<tr>
<td>2010</td>
<td>NA*</td>
<td></td>
</tr>
</tbody>
</table>

*This indicator was not measured in this year.

Q810 About how often do you . .
GOING TO RESTAURANTS

The gap has increased significantly from 16 percentage points in 2004 for dining out and is back to the same size it was at in earlier years.

Goes to a Restaurant at Least Twice a Month

People with disabilities

People without disabilities

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>48%</td>
<td>50%</td>
<td>51%</td>
<td>56%</td>
<td>57%</td>
<td>48%</td>
<td></td>
</tr>
<tr>
<td>73%</td>
<td>73%</td>
<td>74%</td>
<td>NA*</td>
<td>NA*</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Gap

1986: 25
1994: 25
1998: 27
2000: 16
2004: NA*
2010: NA*

*This indicator was not measured in this year.

Q810 About how often do you . .
ATTENDANCE AT RELIGIOUS SERVICES

Again in 2010, people with disabilities are less likely than people without disabilities to attend religious services on a regular basis.

Goes to a Place of Worship at Least Once a Month

People with disabilities
- 1986: 55%
- 1994: 48%
- 1998: 47%
- 2000: 49%
- 2004: 50%
- 2010: 57%

People without disabilities
- 1986: 66%
- 1994: 58%
- 1998: 57%
- 2000: 57%
- 2004: 57%
- 2010: 57%

Gap

Q810 About how often do you go to church, synagogue, or any other place of worship?
**POLITICAL PARTICIPATION**

The gap in political participation appeared to close in the 2008 Presidential election season.

*Harris Poll pre-election surveys for selected Presidential years*
LIFE SATISFACTION
People with disabilities are on average less satisfied with their lives.

Very Satisfied with Life in General

People with disabilities
- 39% (1986)
- 35% (1994)
- 33% (1998)
- 34% (2000)
- 34% (2004)
- 34% (2010)

People without disabilities
- 50% (1986)
- 55% (1994)
- 61% (1998)
- 67% (2000)
- 61% (2004)
- 61% (2010)

Gap

Q800 How satisfied are you with life in general?
Technology (New – No Trend)
People with disabilities are significantly less likely to use the Internet, and this gap exists across all age groups.

Gap: 31 points

Q1200 Do you personally use a computer or some other electronic device, such as a cell phone, to access the Internet or World Wide Web from home, work or another location?
### Gaps Overview

<table>
<thead>
<tr>
<th>Category</th>
<th>Size of Gap in 2010</th>
<th>Historical Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment</td>
<td>38</td>
<td>Decreasing</td>
</tr>
<tr>
<td>Internet Access</td>
<td>31</td>
<td>(New)</td>
</tr>
<tr>
<td>Satisfaction with Life</td>
<td>27</td>
<td>Increasing</td>
</tr>
<tr>
<td>Going to Restaurants</td>
<td>27</td>
<td>No Change</td>
</tr>
<tr>
<td>Financial Situation</td>
<td>24</td>
<td>(New)</td>
</tr>
<tr>
<td>Poverty</td>
<td>19</td>
<td>No Change</td>
</tr>
<tr>
<td>Transportation</td>
<td>18</td>
<td>Increasing</td>
</tr>
<tr>
<td>Socializing</td>
<td>11</td>
<td>No Change</td>
</tr>
<tr>
<td>Health Care</td>
<td>9</td>
<td>No Change</td>
</tr>
<tr>
<td>Attendance at Religious Services</td>
<td>7</td>
<td>No Change</td>
</tr>
<tr>
<td>Education</td>
<td>6</td>
<td>No Change</td>
</tr>
<tr>
<td>Access to Mental Health Services</td>
<td>4</td>
<td>(New)</td>
</tr>
<tr>
<td>Political Participation</td>
<td>0</td>
<td>No Change</td>
</tr>
</tbody>
</table>
Variation by Degree of Disability
GAPS BY SEVERITY OF DISABILITY
Severity makes a difference.

Positive Indicators

- **Employment**
  - Works either full or part-time (18-64)
  - Slight/Moderate (n=431): 30%
  - Somewhat/Very Severe (n=550): 16%

- **Socializing**
  - Socializes with close friends, relatives, or neighbors at least twice a month
  - Slight/Moderate (n=431): 87%
  - Somewhat/Very Severe (n=550): 73%

- **Going to Restaurants**
  - Goes to a restaurant at least twice a month
  - Slight/Moderate (n=431): 63%
  - Somewhat/Very Severe (n=550): 37%

- **Attendance at Religious Services**
  - Goes to church, synagogue, or any other place of worship at least once a month
  - Slight/Moderate (n=431): 58%
  - Somewhat/Very Severe (n=550): 46%

- **Satisfaction with Life**
  - Very satisfied with life in general
  - Slight/Moderate (n=431): 44%
  - Somewhat/Very Severe (n=550): 27%

- **Internet Access**
  - Uses a computer/electronic device to access the Internet
  - Slight/Moderate (n=431): 56%
  - Somewhat/Very Severe (n=550): 53%
Gaps by Severity of Disability (cont’d)

Severity makes a significant difference.

<table>
<thead>
<tr>
<th>Negative Indicators</th>
<th>Slight/Moderate (n=431)</th>
<th>Somewhat/Very Severe (n=550)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poverty</td>
<td>26%</td>
<td>38%</td>
</tr>
<tr>
<td>Annual household income $15,000 or less</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Situation</td>
<td>45%</td>
<td>68%</td>
</tr>
<tr>
<td>Struggling to get by or Living paycheck</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Education</td>
<td>12%</td>
<td>21%</td>
</tr>
<tr>
<td>Has not graduated from high school</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health Care</td>
<td>13%</td>
<td>23%</td>
</tr>
<tr>
<td>Did not get needed care on at least one</td>
<td></td>
<td></td>
</tr>
<tr>
<td>occasion in past year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transportation</td>
<td>24%</td>
<td>41%</td>
</tr>
<tr>
<td>Inadequate transportation considered a</td>
<td></td>
<td></td>
</tr>
<tr>
<td>problem</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Access to Mental Health Services</td>
<td>4%</td>
<td>10%</td>
</tr>
<tr>
<td>Did not get help from mental health</td>
<td></td>
<td></td>
</tr>
<tr>
<td>professional on at least one occasion in</td>
<td></td>
<td></td>
</tr>
<tr>
<td>past year</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

© Harris Interactive
Additional Issues Facing People with Disabilities
Additional Issues Facing People with Disabilities

• Employment Issues
• Impact of Americans with Disabilities Act
• Sense of Common Identity
• Public Reaction to Disability
**JOB DISCRIMINATION**

Over two in five (43%) have encountered a form of job discrimination in the workplace.

---

**Ever Encountered Job Discrimination**

- Paid less than other workers in similar jobs with similar skills
  - Yes, past 5 years: 6%
  - Yes, but more than 5 years ago: 12%
- Refused a job because of your disability
  - Yes, past 5 years: 8%
  - Yes, but more than 5 years ago: 9%
- Given less responsibility than your co-workers
  - Yes, past 5 years: 4%
  - Yes, but more than 5 years ago: 8%
- Denied health insurance
  - Yes, past 5 years: 6%
  - Yes, but more than 5 years ago: 5%
- Refused a job interview because of your disability
  - Yes, past 5 years: 5%
  - Yes, but more than 5 years ago: 6%
- Denied a workplace accommodation
  - Yes, past 5 years: 5%
  - Yes, but more than 5 years ago: 6%
- Denied other work-related benefits
  - Yes, past 5 years: 4%
  - Yes, but more than 5 years ago: 6%
- Refused a job promotion because of your disability
  - Yes, past 5 years: 3%
  - Yes, but more than 5 years ago: 7%

**At Least one Type (Net): 43%**
DISCLOSING DISABILITY IN THE WORKPLACE
Half are comfortable discussing their disability in the workplace and most others report indifference.

- Comfortable, 49%
- Not comfortable, 16%
- Neither comfortable nor uncomfortable - share the information when necessary, 35%

Base: All employed people with disabilities, 18-64
Q925 Which of the following best describes how you feel about discussing your disability with others at your organization?
**USING FULL ABILITIES AT WORK**

Majorities feel that their work requires some or all of their talents and abilities, with two in five reporting that their work requires their full abilities.

![Bar chart showing the breakdown of how much people feel their work requires of their talents and abilities.](chart.png)

- **Full**: 43%
- **Some**: 39%
- **Only a small amount**: 14%
- **Practically none at all**: 4%

Full/Some (Net): 82%

---

Base: All employed people with disabilities, 18-64

Q1000  Do you feel that your work requires you to use your full talents or abilities, some of your talents or abilities, only a small amount of your talents or abilities, or practically none of them at all?
ATTITUDES TOWARD EMPLOYMENT AND CURRENT JOB MARKET
People with disabilities are less likely to think that they could easily find a better job in the current job market.

- It would be very difficult for you to quit your job in the current job market. 72% Agree (People w/ Disabilities n=390), 74% Agree (People w/o Disabilities n=385)
- You plan to stay at your current job for the next 5 years. 63% Agree (People w/ Disabilities n=390), 73% Agree (People w/o Disabilities n=385)
- You are currently looking for other employment. 26% Agree (People w/ Disabilities n=390), 22% Agree (People w/o Disabilities n=385)
- In the current job market, you think you could easily find a better job than you presently have. 18% Agree (People w/ Disabilities n=390), 31% Agree (People w/o Disabilities n=385)

Base: All employed people with and without disabilities, age 18-64
Q985 With regard to your job, how much do you agree or disagree with the following?
For most Americans with disabilities, the ADA has had neither a positive nor a negative impact on their life.

Base: All people with disabilities
Q1315 Do you think that the Americans with Disabilities Act has made your life better, worse, or made no difference?
Approximately half (49%) of people with disabilities share a somewhat or very strong sense of common identity with other people with disabilities.

Base: All people with disabilities
Q1300 To what extent do you feel that you have a sense of common identity with other people with disabilities?
ADVOCACY
One in six people with disabilities has advocated for the rights of people with disabilities.

Have Advocated for Rights of People with Disabilities

- Yes: 17%
- No: 82%
- Not sure/Refused: 1%

Base: All people with disabilities
Q1305 Have you ever participated in any group or organized activity that advocates for the rights of people with disabilities, or not?
Public Reaction to Disabilities

Majorities of people with disabilities report being treated the same as other people when others find out they have a disability but 40% report some type of negative reaction.

- Treated the same as other people: 72%
- Surprised to find out you have a disability: 50%
- Act as if sorry for you: 28%
- Treated differently: 27%
- Avoid further contact: 14%
- None of these describe general experiences: 3%

Base: All people with disabilities
Q1310  How would you describe the way people generally react toward you if they learn that you have a disability or health problem?
Conclusions & Implications
Conclusions & Implications

• Twenty years after the implementation of the ADA, significant lifestyle and economic gaps still exist between those living with a disability and those without.
• The gaps in education and political participation have declined.
• However, on most indicators, the gaps are as large or larger than they were before the ADA.
• As material and substantive indicators improve for people with disabilities, quality-of-life indicators are likely to follow.
• There is clearly much work to be done – by non-profits, business, and government – to reduce the gaps between people living with disabilities and those without to improve these indicators.
Kessler Foundation/
National Organization on Disability
2010 Survey of Americans with Disabilities

Thank You

For information, visit: www.2010DisabilitySurveys.org

Or contact:

David Krane, Harris Interactive
dkrane@harrisinteractive.com

Carol Ann Murphy, Kessler Foundation
cmurphy@kesslerfoundation.org

Mary Dolan, National Organization on Disability
dolanm@nod.org