



Burton Blatt Institute
SYRACUSE UNIVERSITY

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Workplace Provision of AT/RT

Excerpt with preliminary findings from the
FICCDAT/ RESNA 2011 Presentation:

Effective RT/AT Service Delivery – State of Practice,
Quality Indicators and ROI in the Workplace

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Workplace Provision of AT/RT

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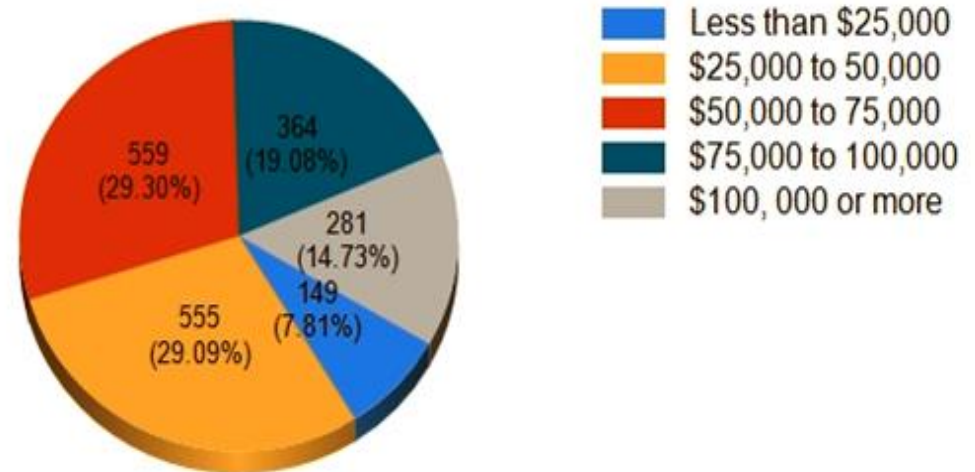
- Objectives:
 - Understand what technology-based accommodations are provided in the workplace
 - Understand changes experienced over time with respect to those types of accommodations
 - Understand the return-on-investment of those types of accommodations

Quantitative Survey Findings

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- **N~ 2, 000**
 - **1, 686 with disabilities**
- **Gender:**
 - **49.3% Female 50.7% Male**
- **Ethnicity:**
 - **81% White**
- **Education:**
 - **40% Bachelor's Degree**

For classification purposes only, what is your yearly total compensation from this job?
(1908 Responses)



Accommodations & Disability

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- 47% (n=1, 111) use accommodations
- Of 863 respondents, only 41% indicated that the accommodation was for a health condition or disability

Technology Accommodations

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- 781 respondents indicated that they used “new or modified equipment/assistive devices”
 - 45% used computers or other IT
 - 36% modified their computers or other IT
 - 33% used other new equipment
 - 14% modified other equipment
 - 12% noted “other” types of equipment/AT
- ~90% of folks who use assistive devices at work, also use them at home

Changes Over Time

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- Of 859 respondents, 40% noted their technology needs as an accommodation changing over time in their workplace
 - ▣ 50% noted changes in job function or role
 - ▣ 47% noted changes in functional abilities
 - ▣ 48% noted that different technology had become available
- Of 339 respondents, 47% had asked for additional accommodations because of changing needs

Employee perceptions of one-time cost of accommodation for the individual who received accommodations

			<u>Employee</u>	
			<u>Does not have disability</u>	<u>Has disability</u>
<u>One-time cost of accommodation for the individual</u>	<u>\$0</u>	<u>Count</u>	<u>155</u>	<u>326</u>
		<u>% within pwdisab</u>	<u>69.8%</u>	<u>50.6%</u>
	<u>\$1-100</u>	<u>Count</u>	<u>19</u>	<u>74</u>
		<u>% within pwdisab</u>	<u>8.6%</u>	<u>11.5%</u>
	<u>\$101-500</u>	<u>Count</u>	<u>19</u>	<u>94</u>
		<u>% within pwdisab</u>	<u>8.6%</u>	<u>14.6%</u>
	<u>\$501-1000</u>	<u>Count</u>	<u>10</u>	<u>63</u>
		<u>% within pwdisab</u>	<u>4.5%</u>	<u>9.8%</u>
	<u>\$1,001-\$5000</u>	<u>Count</u>	<u>7</u>	<u>43</u>
		<u>% within pwdisab</u>	<u>3.2%</u>	<u>6.7%</u>
	<u>More than \$5000</u>	<u>Count</u>	<u>2</u>	<u>12</u>
		<u>% within pwdisab</u>	<u>.9%</u>	<u>1.9%</u>
	<u>Don't Know</u>	<u>Count</u>	<u>10</u>	<u>32</u>
		<u>% within pwdisab</u>	<u>4.5%</u>	<u>5.0%</u>
<u>Total</u>	<u>Count</u>	<u>222</u>	<u>644</u>	
	<u>% within pwdisab</u>	<u>100.0%</u>	<u>100.0%</u>	

Employee perceptions of one-time cost of accommodation for the company

			Employee	
			<u>Does not have disability</u>	<u>Has disability</u>
<u>One-time cost of accommodation for the company</u>	<u>\$0</u>	<u>Count</u>	<u>69</u>	<u>118</u>
		<u>% within pwwdisab</u>	<u>30.4%</u>	<u>18.5%</u>
	<u>\$1-100</u>	<u>Count</u>	<u>31</u>	<u>94</u>
		<u>% within pwwdisab</u>	<u>13.7%</u>	<u>14.8%</u>
	<u>\$101-500</u>	<u>Count</u>	<u>42</u>	<u>137</u>
		<u>% within pwwdisab</u>	<u>18.5%</u>	<u>21.5%</u>
	<u>\$501-1000</u>	<u>Count</u>	<u>36</u>	<u>102</u>
		<u>% within pwwdisab</u>	<u>15.9%</u>	<u>16.0%</u>
	<u>\$1,001-\$5000</u>	<u>Count</u>	<u>29</u>	<u>82</u>
		<u>% within pwwdisab</u>	<u>12.8%</u>	<u>12.9%</u>
	<u>More than \$5000</u>	<u>Count</u>	<u>4</u>	<u>46</u>
		<u>% within pwwdisab</u>	<u>1.8%</u>	<u>7.2%</u>
	<u>Don't Know</u>	<u>Count</u>	<u>16</u>	<u>58</u>
		<u>% within pwwdisab</u>	<u>7.0%</u>	<u>9.1%</u>
<u>Total</u>	<u>Count</u>	<u>227</u>	<u>637</u>	
	<u>% within pwwdisab</u>	<u>100.0%</u>	<u>100.0%</u>	

One-time cost of accommodation for the company * Accommodation requested for health or disability purposes

			Accommodation requested for health or disability purposes		Total
			No	Yes	
One-time cost of accommodation for the company	\$0	Count % within Accommodation requested for health or disability purposes	117 23.2%	68 19.2%	185 21.6%
	\$1-100	Count % within Accommodation requested for health or disability purposes	62 12.3%	63 17.8%	125 14.6%
	\$101-500	Count % within Accommodation requested for health or disability purposes	103 20.4%	76 21.5%	179 20.9%
	\$501-1000	Count % within Accommodation requested for health or disability purposes	87 17.3%	50 14.1%	137 16.0%
	\$1,001-\$5000	Count % within Accommodation requested for health or disability purposes	61 12.1%	49 13.8%	110 12.8%
	More than \$5000	Count % within Accommodation requested for health or disability purposes	32 6.3%	18 5.1%	50 5.8%
	Don't Know	Count % within Accommodation requested for health or disability purposes	42 8.3%	30 8.5%	72 8.4%
	Total	Count % within Accommodation requested for health or disability purposes	504 100.0%	354 100.0%	858 100.0%

Perception of benefits

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- **Majority estimated significant positive impact on:**
 - Possibility of working at this company
 - Amount of work for colleagues
 - Coworkers' attitude and support
 - Level of productivity – quantity of work
 - Level of job performance – quality of work
 - Level of attendance
 - Level of morale or job satisfaction
 - Timeliness of projects
 - Turnover intention
 - Level of self-esteem, communication
- Majority estimate total dollar value of these benefits to be at least over \$1000, some ranging to over \$10,000



Qualitative Interviews

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- 25 employees with disabilities who have requested accommodations for the workplace
- 25 supervisors of employees with disabilities who have requested accommodations in the workplace

Occupations

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Geologist

Legislative liaison

Freelance writer

Technology consultant

Computer programmer

Mechanical engineer

Secretary

International marketing consultant

Program director

Contracting officer

Ski instructor

Hotel operator

Paralegal

Program Manager

Types of Disabilities

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- ❑ Blindness
- ❑ Hearing impairment
- ❑ Quadriplegia
- ❑ Cerebral palsy
- ❑ Parkinson's disease
- ❑ Mobility impairment
- ❑ Fibromyalgia
- ❑ Transverse myelitis

Preliminary Qualitative Findings

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- **Individuals received funding** for their work-related accommodations **through state VR** agencies only if they requested accommodations through VR **while** they were **looking for a job** or if they acquired a disability while on the job.
- **Once they were employed** or their initial accommodations were met, they could **no longer receive assistance from VR** for any further accommodations needs.
- **If however, they were to move** to another state and begin a job hunt, **they could again receive state VR assistance** and funding in obtaining further needed accommodations, including new equipment and upgrades.

Findings continued

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- The **individuals** in the sample **who received VR funding** for their accommodations **did so due to their prior knowledge of VR** practices and policy, not because they sought services through VR for obtaining a job.
- Office budgetary concerns influenced whether or not some employees in the sample requested needed accommodations.

Findings continued

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- Some reported that they were not able to work to their potential without these accommodations. **Others purchased their own assistive technology if they could afford it.**
- **When accommodations requests were denied** by their employers, employees said they became frustrated by how this affected their productivity. Some worked on strategies to address the situation; **others mentioned the possibility of quitting** their jobs and going on disability.
- Those who received appropriate accommodations stated they felt integrated into the workplace and reported receiving support for their career development.

For further Information:

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- This project is a collaboration of the Work RERC and the Center on Effective Rehabilitation Technology - <http://bbi.syr.edu/projects/cert/cert.htm>
- For more information, please contact:
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