



MSCOD ADA 25th Anniversary Legacy Project

Survey Committee Notes

September 5, 2014

9:00 to 10:00 AM

Goodwill Easter Seals

Present: Jim Thalhuber, Joan Willshire, Andy Mosca, Stacy Johnson - Improve Group, Jill Lipski - Improve Group

1. Meeting to discuss survey structure and question development.
2. General Discussion
 - Distribution of the survey ... who gets it and how do we identify and contact them? Organizations where MSCOD doesn't have a personal connection will get a standard notice but IG will personalize for any groups we have some contact with. Stacy has developed a sheet for distribution and members are to complete any contact data they have.
 - Can we provide incentives? No, as a state agency we can't provide any remuneration.
 - Length of survey. What is appropriate? Length of survey driven by time vs number of questions? Open ended questions take more time to answer. What is a reasonable amount of time that we can expect respondents to commit?
 - Jim: wants to cut the survey down to that which is necessary versus that which is nice to know.
 - Joan: people are survey weary. Centers for Independent Living are usually a good resource, but they are tired of these surveys as well. There is a history of data collection with the sense that nothing tangible ever comes from the effort. How do we overcome that?
 - Quantitate vs qualitative? Survey will consist of quantitative questions and focus group questions will be more qualitative in nature.
 - Jim: people need a contact if they have questions, so who is that? To be determined. Can we share the results as something of a reward for participating? Yes, and recipients can use the data in their own reports, grants, etc.
 - Areas of Inquiry:

- What do things look like now?
- Progress since 1999?
- What needs to be done moving forward?

3. Questions for Employers

- Level of familiarity with ADA – consider familiar vs don't know much about it
- Has the ADA had an impact on: looking back
 - What accommodations have you made in the workplace?
 - How has the ADA affected how you treat current employees?
 - How has the ADA affected how you treat customers with disabilities?
 - What changes have you made in accessibility – physical, programmatic, attitudinal?
 - How has the ADA affected your recruitment and hiring practice?
 - Has the ADA had NO effect on how you do business internally and externally?
 - What is management's perspective on the ADA?
 - Has ADA been good? bad? for business?
 - What is the single best thing about the ADA?
 - What is the single worst thing about the ADA?
 - What would you change if you could rewrite the ADA?
- What have you done because of the ADA—specifics, physical space, other accommodations
- Has the ADA created an attitudinal change in the following:
 - Who you hire?
 - How you hire?
 - How you treat people with disabilities on the job?
 - Have you actively sought to hire people with a disability?
 - Does the ADA impact your inclusiveness and diversity?
- If you have ADA-related questions, do you know where to go for answers?
- Deal with the financial issues? Understand them? See them as serious?
- What are the financial fears about impact on health care? Employee reliability?
- How comfortable is your HR Dept. with interviewing people with disabilities?
- Of the resources you've used, what was most effective?

4. Questions for people with disabilities who are employed

- How familiar are you with ADA?
- Has the ADA made a difference in your ability to seek work and be employed?

- Do you think the ADA has made a difference in:
 - How your company treats employees with a disability?
 - Makes accommodations?
 - Improves environments?
 - Recruits, hires, promotes?
 - Treats with customers with a disability?
 - How do you view your company's attitude about ADA?
 - Best about ADA?
 - Worst about ADA?
 - Is your employer complaint with ADA?
 - Did you research this and other companies re: reputation as a company that hires people with disabilities?

5. Questions for people with disabilities who are seeking work

- What have you done to prepare for the work search? What resources are you using?
- How long have you been looking?
- Any interviews? How many?
- What type of work do you seek? FT vs PT
- Do you think your disability had a role in any decisions not to hire you?
- What is your familiarity with the ADA?
- Is the ADA an effective tool for people with a disability?
- Do you have a job coach or mentor?
- What are you not getting or missing?
- Do you need help with resume writing?
- Demographic information to be collected
 - Age
 - education level
 - gender
 - income level
 - type of disability
 - length of employment
 - geographic
 - race/ethnicity
 - length of disability
- Job search areas to think about

- Resources
- Mentor
- marketing self

6. Next Meeting

- Friday, September 12, 9:00 a.m. at Goodwill.



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