



MEASURING ADA IMPLEMENTATION IN THE ADA NATIONAL NETWORK

Rebecca Matter, Mark Harniss, and Kurt Johnson
ADA Knowledge Translation Center
University of Washington

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ADA National Network

- Ten regional ADA Centers, the ADA Knowledge Translation Center, and the ADA Collaborative Research Project.
 - Funded by NIDILRR to provide ADA training, technical assistance, and ADA-related materials
- The only federally-sponsored national network of technical assistance centers dedicated to providing information, training, and technical assistance on the ADA.
- <http://adata.org/>



ADA Knowledge Translation Center

- Facilitates coordination, organization, and collaboration among the ADA National Network grantees to generate new knowledge about optimal methods to enhance stakeholder's use of knowledge about their rights and responsibilities under the ADA.



Goals of ADAKTC

- Optimize efficiency and impact of the ADA National Network's activities.
- Increase awareness and use of ADA research findings to inform behavior, practices, or policies.
- Improve understanding of ADA stakeholders' need for and receipt of ADA Network Services.



ADA Implementation

- Occurs when entities and individuals are able to exercise their rights and responsibilities under the ADA.



Measuring ADA Implementation Outcomes

- Assess to what extent ADA implementation outcomes are achieved, and characterize outcomes.
- Increase understanding of how ADANN services support ADA implementation.



Measurement Strategies

Strategy	Types of questions that can be answered
1. Outcome Measurement System (OMS)	WHAT types of ADANN services are provided (topics, intensity, audiences, sectors, location)?
2. Outcomes Survey	WHAT types of outcomes are achieved as a result of ADANN services?
3. TA Evaluation Project	HOW do ADANN services (i.e., TA) facilitate ADA implementation?
4. Success Stories	HOW do ADANN services (i.e., local collaborations) facilitate ADA implementation?



Why Are Multiple Measurement Strategies Needed?

- OMS and Outcomes Survey capture WHAT services were provided and WHAT resulted from services (outcomes).
- TA Evaluation Project and Success Stories help us understand HOW outcomes are achieved.
 - Rich accounts of process
 - Factors that supported or posed barriers to ADA implementation



OMS

- National database that captures activities of the ADANN including TA, training, public awareness, dissemination, etc.
- 10 regional centers enter data and review and verify reports quarterly.
- Quarterly reports of aggregate national data are disseminated to key stakeholders.



Outcome Measurement Survey

- Quarterly phone surveys are conducted on purposeful sample (n=250) of national TA records within OMS to measure outcomes.
- Qualitative data are coded into types of outcomes and beneficiary.
- Quarterly reports are disseminated to key stakeholders.



Outcome Measurement Survey

Outcome Type

No Outcome	No outcome resulted from TA event
Knowledge Outcome	Better understanding, increase knowledge, increase awareness passing info along, better self-advocacy
Decision Outcome	Confident decision made, ensured ADA compliance, decision made but implementation not yet started
Implementation Outcome	Design change, accommodation requested and/or delivered, employee kept job, policy change to be in ADA compliance, legal action started
Insufficient Data	Incomplete record or insufficient descriptions in TA event or survey records to identify if records meets inclusion criteria and/or determine outcome type



Outcome Measurement Survey

- Demonstrates the extent to which TA services provided by the ADANN result in ADA implementation.
 - What types of outcomes are achieved after an receiving TA? (e.g., increase in knowledge about the ADA, change in policy)
 - What topics and audiences are addressed by outcomes? (e.g., change in architectural design for hotel, change in policy at a place of employment)



TA Evaluation Project

- Qualitative evaluation project aimed to explore the role of TA providers in facilitating ADA implementation:
 - Increase understanding of the needs of recipients of ADANN TA services.
 - Increase understanding of how TA providers address ADA information requests.



TA Evaluation Project

- Recruited TA specialists to participate in interviews from all 10 regions.
- Conducted semi-structured interviews.
- Data validation
 - Participants review/refine interview summaries
- Data analysis
 - Iterative development of coding structure
 - Interview summaries coded by theme, topics and subtopics



Success Stories

- Successful regional cases of ADA implementation that are complex (entity, duration, large impact).
- Nominated by regional centers and ADAKTC.
- Document review and interviews with key implementers are conducted to gather the 'story'.
- Written in plain language journalist style.



Snapshot of Results

- OMS
 - Year 4: 10/1/2014 – 9/30/2015
- Outcomes surveys
 - TA events from 2nd Quarter of 2015 (April--June) outcome surveys completed during Nov to Dec, 2015.
- TA evaluation project
 - Data collected: March-June 2015
 - Validation and analysis: August 2015 – February 2016
- Success Stories
 - Four case summaries of ADA implementation published 2014-16



OMS: Year 4

ADANN Activities by Type

Activity Type	N	%
Technical Assistance	18231	91.4%
Training	990	5.0%
TOTAL(S)	19943	100.0%



OMS: Year 4

Top 3 Training Types

Type	N	Participants
Presentation	666	38533
Training Course	148	6088
Workshop	90	3378



OMS: Year 4

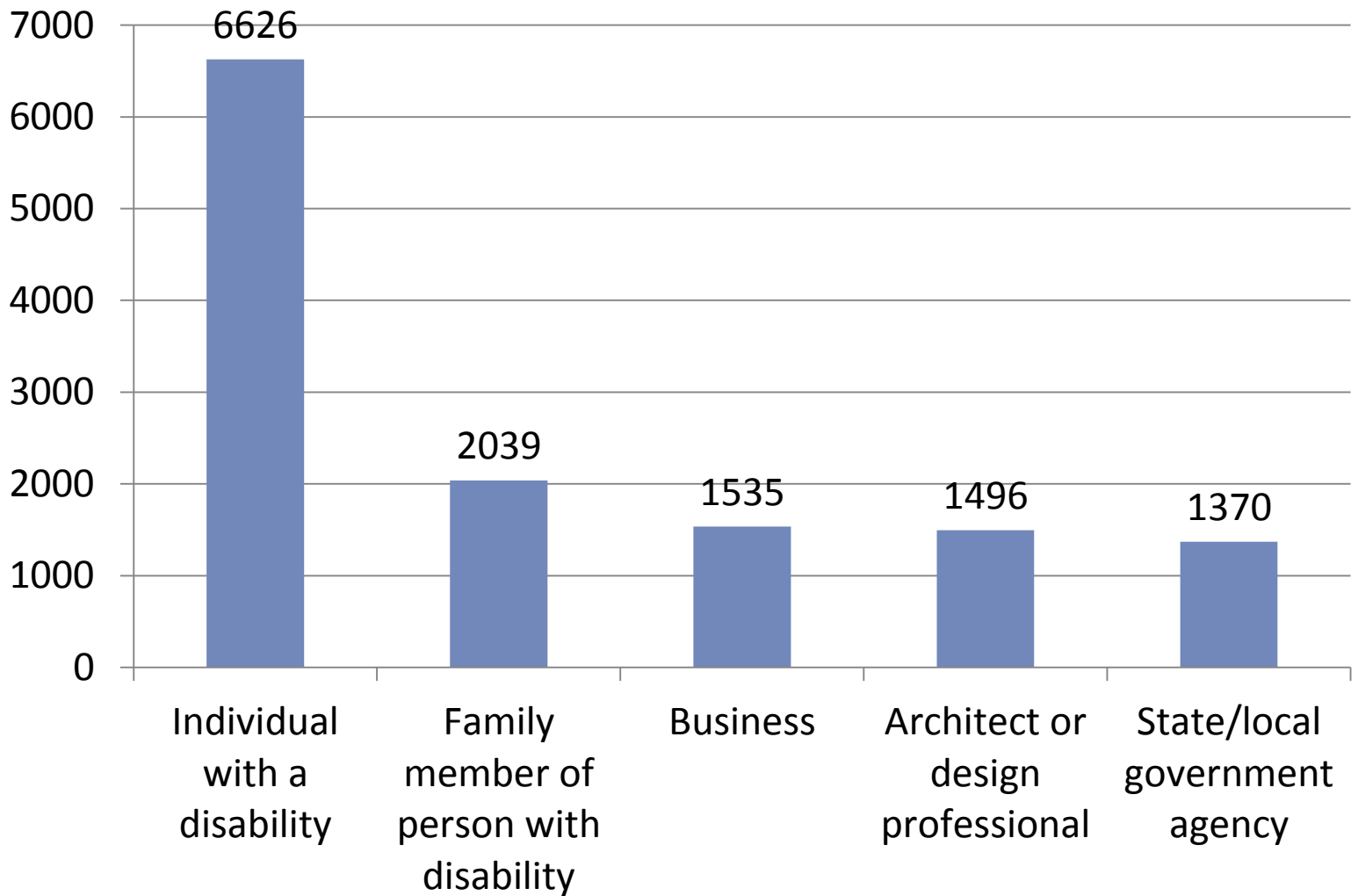
Training Topics

Topic	Count
Title II	336
General ADA Information	326
Title I	255
Title III	217
Disability Awareness/Education	205
Facility Access	204
ADA Center Information	195
Effective Communication	161
Accessible Technologies	158
Reasonable Accommodation	150
Service Animals	105
Program Access	91



OMS: Year 4

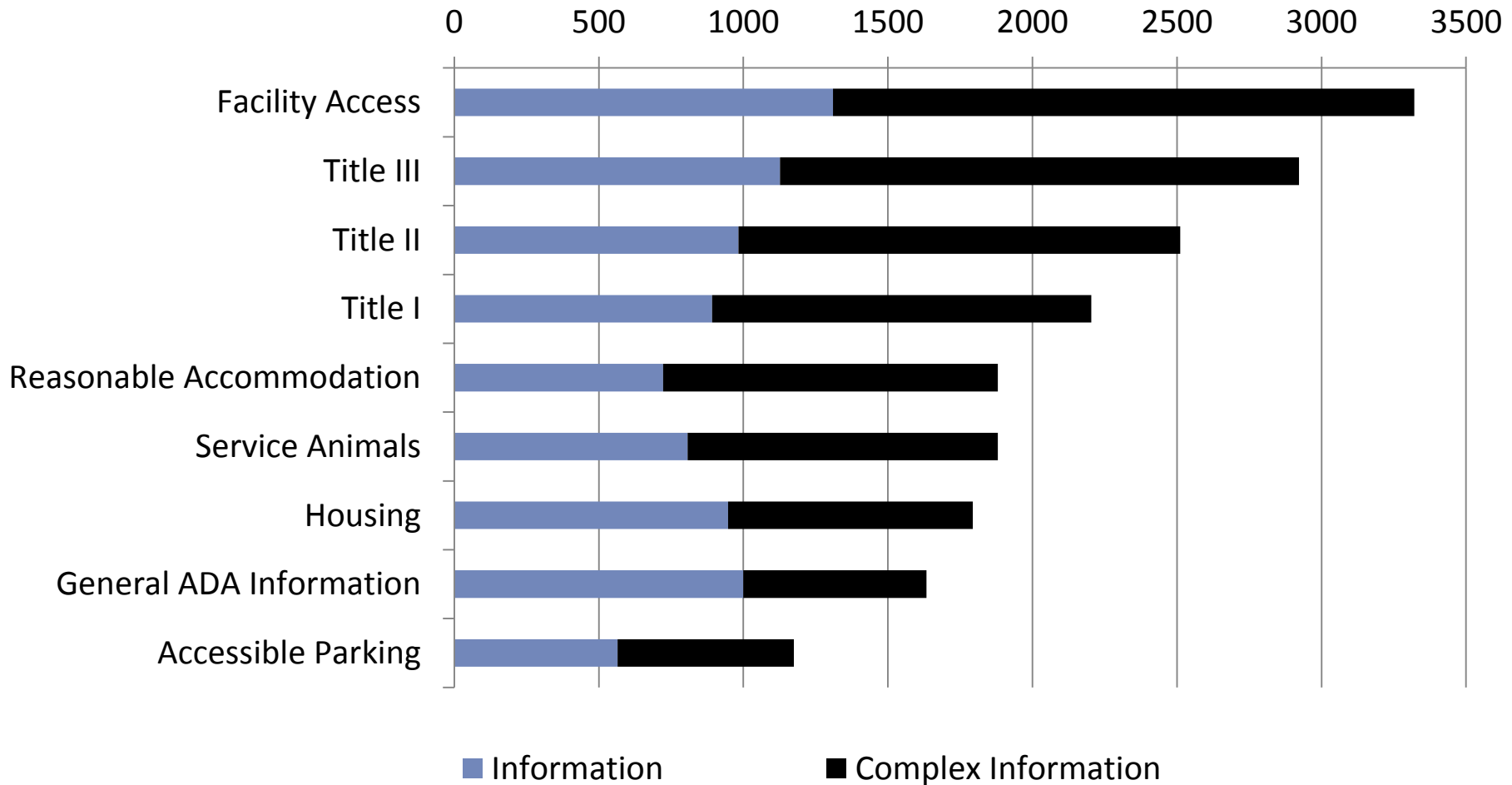
TA Recipients





OMS: Year 4

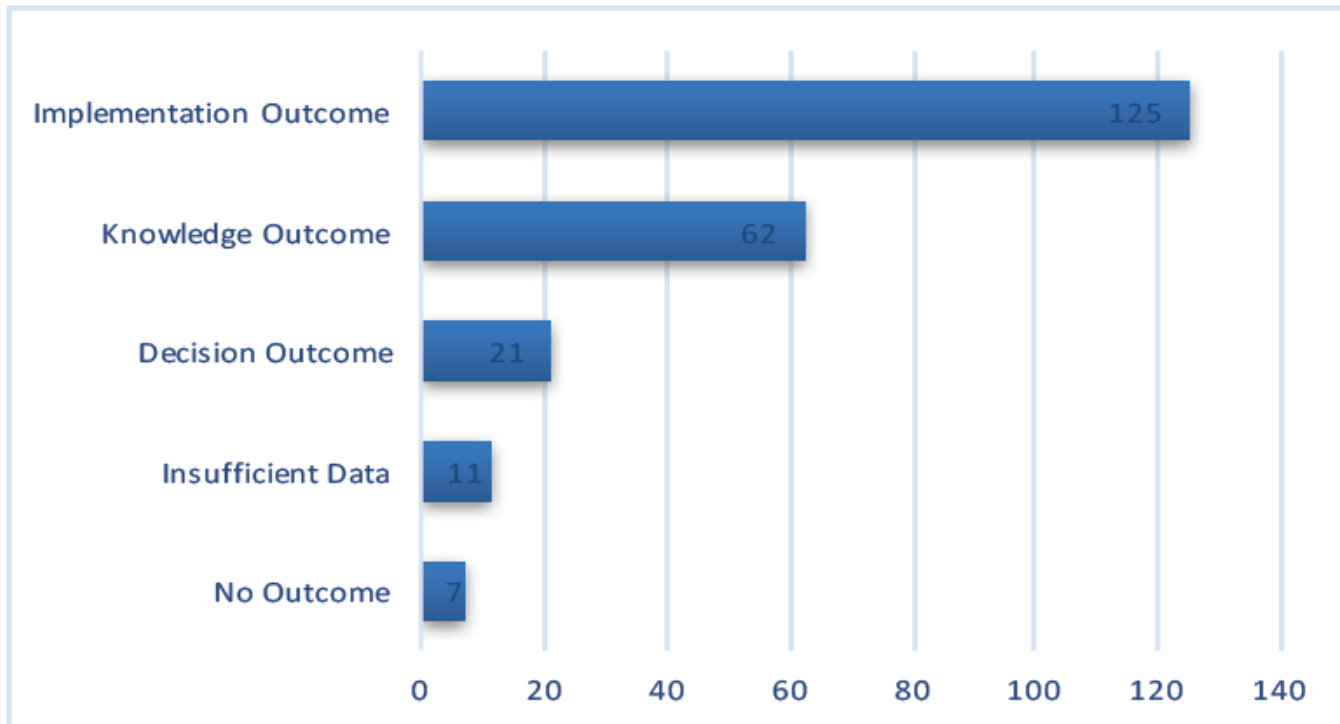
TA Topics





Outcomes Survey

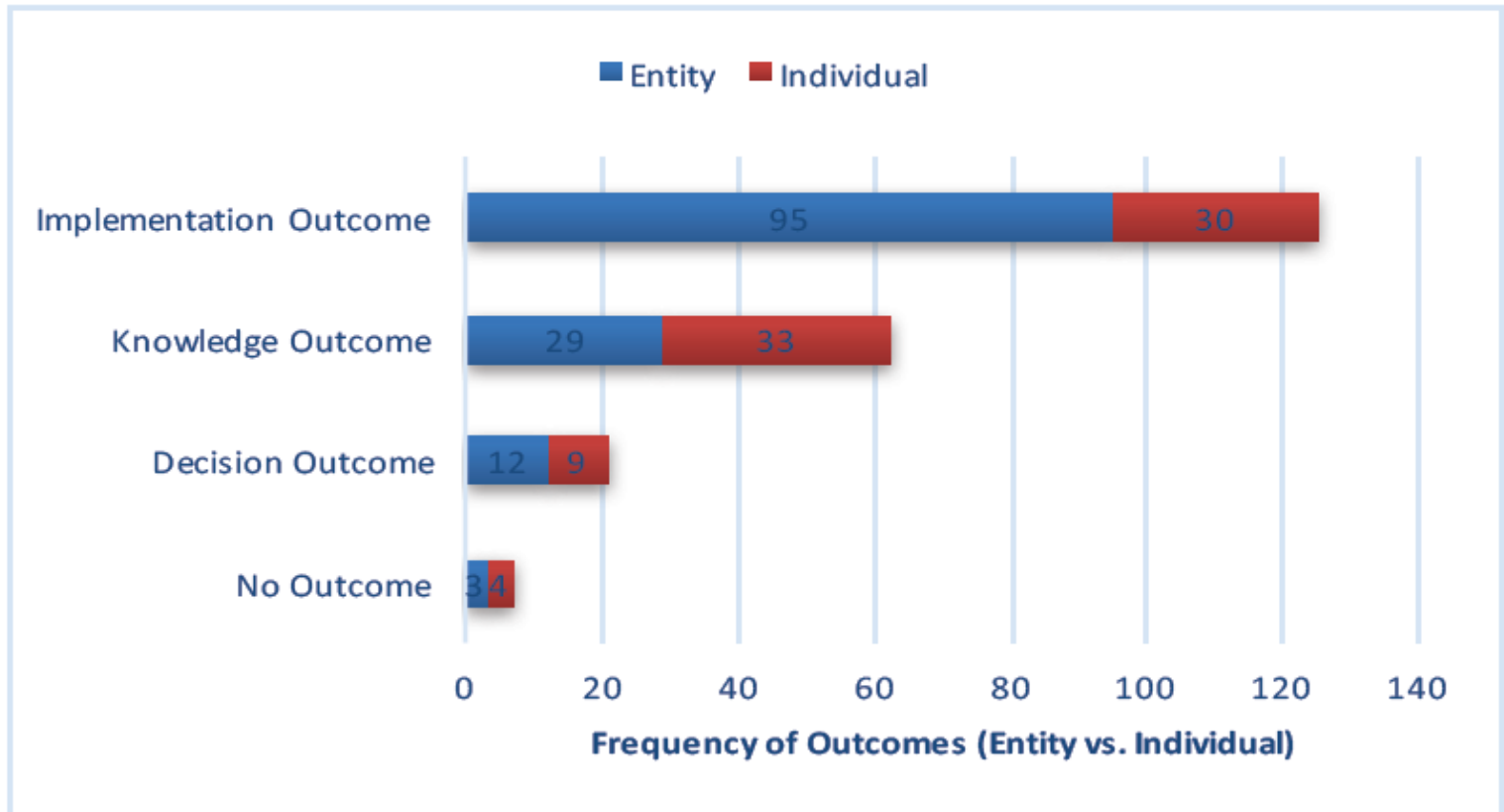
Chart 1. TA Events by Outcome Type (see Section B for Definitions of Outcome Types)





Outcomes Survey

Chart 2. Outcomes by Entity vs. Individual





Outcomes Survey

Table 4. Primary Role of Contact

One primary role of contact was identified for each TA event records.

Primary Role of Contact	Frequency	Percent
Architect or design professional	46	21.40%
Individual with a disability	33	15.35%
State/local government agency	23	10.70%
ADA Coordinator	17	7.91%
Business	17	7.91%
Family member of person with disability	14	6.51%
Consumer advocate	12	5.58%
Service provider	9	4.19%



TA Project Participants (N=17)

Participants	n	%
<i>Gender</i>		
Female	12	71%
Male	5	29%
<i>Years as TA Specialist</i>		
1 to 5 yrs	4	24%
> 5 yrs to 10 yrs	5	29%
> 10 yrs to 15 yrs	5	29%
> 15 yrs	3	18%

Regional Center	n
New England ADA Center	2
Northeast ADA Center	3
Mid-Atlantic ADA Center	1
Southeast ADA Center	2
Great Lakes ADA Center	2
Southwest ADA Center	1
Great Plains ADA Center	1
Rocky Mountain ADA Center	1
Pacific ADA Center	1
Northwest ADA Center	3



TA Project

- Characteristics of TA requests
 - Most common recipients of TA are people with disabilities.
 - Common ADA topics: Service animals, parking, housing, employment, building design, transportation.
 - Non-ADA topics also common (related federal laws, requests for financial or social support).
 - Requests have become more complex, nuanced, individualized over time.
 - More people getting basic/easy ADA info online.



TA Project

- Characteristics of TA requests
 - Emerging topic areas in recent years
 - Intersection of ADA with other laws (FMLA/Fair Housing)
 - Web accessibility
 - Mental health and ADA
 - Public transportation
 - Criminal justice system (accessible police/courts)
 - Public education and ADA



TA Project

- How information requests are addressed?
 - First step is to answer ‘How does issue X apply to ADA?’
 - Researching and synthesizing info from multiple sources is common
 - Information on ADA, related federal laws, and regional laws/regulations often provided
 - Addressing complex cases often requires consultation with other TA specialists, ADA experts or federal agency liaisons (DOJ, Access Board, EEOC)



TA Project

- How information requests are addressed?
 - TA specialists provide more than just information
 - Help people understand how information applies their situation
 - Help people know what options they have/next steps
 - Offer option of calling/emailing back if they hit dead end, or have additional questions
 - TA specialists often provide regional information:
 - Regional regs/laws (e.g., building codes, parking)
 - Referrals to resources, organizations or specific people/experts in community (e.g., CILs)
 - Refer to regional case law



TA Project

- Why people seek TA from ADANN
 - No other option for individualized TA with real person.
 - Good consumer service – high quality, useful, accurate information; consistently follow-up/call back
 - Strong regional relationships (repeat callers).
 - ADANN is only resource that covers all info related to ADA, including ADA-related federal laws and regional regulations/resources.
 - TA providers are bridge to federal agencies – TA providers have access to DOJ, Access Board, other federal contacts that consumer don't.



Quotes from TA Specialists

“You want to bring these large federal laws back home to people because they trust sources that are closer to them, they trust people they know.”

“The types of questions are getting more complex. I believe people with disabilities, HR specialists, and others that implement the ADA are more savvy about the ADA...The level of the questions and the complexity has increased as the years have gone by, and people have been educated in many ways: through their employer, in their community, with their HR specialists, with their own research on the web.”



Success Stories



Hattiesburg, Mississippi: Going Above and Beyond the ADA



The Pendleton Project: Making Health Care Accessible to All



Renovating the St. Louis Arch Complex to Welcome Everyone



Community Collaboration Ensures Access to Art for All

<http://adata.org/regional-success-stories>



Success Stories

- Characteristics of ADA implementation based on Success Stories:
 - Strong regional relationships.
 - Clear vision of ADA implementation at early stages of project.
 - Meaningful and sustained engagement of community organizations, people with disabilities and accessibility/ADA experts.



ADA Implementation: Lessons Learned

- Trusted regional relationships are key ingredient to ADA implementation.
- Implementation requires information and guidance on ADA, and how ADA intersects with regional law/regulations and other federal laws (IDEA, Fair Housing Act, Rehab Act, Air Carriers Act, etc.).
- Information alone is not sufficient. Recipients of ADANN services need to know how information applies to their specific situation.



Next Steps

- Continue increasing data quality in OMS and Outcomes Surveys.
- Conduct detailed qualitative analysis to better characterize outcomes.
- Analyze subsequent cycles of OMS and Outcomes Survey data to identify trends over time.
- Apply TA Project findings to improve ADANN services.



Questions?





Contact Info

Kurt Johnson kjohnson@uw.edu

ADA Knowledge Translation Center
<http://adakt.washington.edu/>

Department of Rehabilitation Medicine
University of Washington
Box 357920
Seattle, WA 98195