What’s in It for Me?
Takeaways from ADA Title II Research in the Mid-Atlantic Region

Will begin at 2:00 p.m. Eastern Time
• Audio and visuals are provided through the online webinar platform
• Access to presentation handouts was included in the email reminder you received for this session
• This session will be open-captioned

Technical Assistance

• If you experience technical difficulties
  • Use the QUESTIONS panel to let us know
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Audio

• Expand the audio panel to select computer audio or phone call

Video

• Use the divider line to enlarge or reduce the video feed
Questions and Comments

• Use the QUESTIONS panel

Archive

• This webinar is being recorded and can be accessed next week
  • You will receive an email with information on how to access the archive
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• For the benefit of participants who are not able to see the presentation slides on the webinar platform, speakers will
  • Announce slide numbers
  • Describe images that are meaningful to the content of the session

About Your Hosts…

TransCen, Inc.

• Improving the lives of people with disabilities through meaningful work and community inclusion

Mid-Atlantic ADA Center, a project of TransCen, Inc.

• Funded by National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR), Administration for Community Living, U.S. Department of Health and Human Services
ADA National Network

- Ten regional centers provide guidance, training, and materials on the ADA
  - 1-800-949-4232
  - ADAta.org

What’s in It for Me?

Takeaways from ADA Title II
Research in the Mid-Atlantic Region
Today’s Agenda

• Summary of research conducted
• Findings
• Discussion and takeaways

Research Projects 2016 - 2021

1. Online survey of county-level ADA coordinators across the region, conducted 2018 – 2019
2. Analysis of data on technical assistance services related to Title II, provided between 2013 and 2019
3. Focus groups with older adults with disabilities, conducted 2019 – 2020
4. Review of Title II lawsuits filed between 2010 and 2015
Title II Survey

- Identified counties in the region (245)
- Identified designated ADA coordinators (171; some counties had more than one)
- Distributed survey
  - 90 returned; 84 sufficiently completed for analysis

The Survey

- 25 total questions, areas of focus:
  1. **Meeting five administrative provisions**
     a. Provide notice to the public
     b. Self-evaluation of programs, services, activities
     c. Designate “responsible employee” (ADA coordinator)
     d. Transition plan for any structural improvements needed
     e. Grievance procedure
The Survey (cont.)

2. Frequency and perceived level of challenge in addressing complaints in four core areas
   a. Non-discrimination
   b. Reasonable modifications of policies and practices
   c. Effective communication
   d. Structural accessibility

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Administrative Requirements

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Percentage Reporting Compliance</th>
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<tr>
<td>Transition Plan</td>
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<tr>
<td>Self-Eval</td>
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<td>Grievance Procedure</td>
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<td>Public Notice</td>
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<td>ADA Coordinator</td>
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Significant Findings: Administrative Requirements

• Smaller entities (populations < 100K) reported lower levels of meeting the 5 administrative provisions (public notice, self-evaluation, ADA coordinator, transition plan, grievance procedure)
  • Larger entities reported 3 times the rate of meeting all 5 provisions (46% compared to 15%)

• Feedback from the researchers: It was more challenging than expected to locate/identify ADA coordinators!

![Frequency of Complaints and How Challenging](chart.png)
### Title II Technical Assistance: Top Topics

#### Title II Entities
1. Structural Accessibility: 42%
2. Reasonable Modifications: 20%
3. Program Accessibility: 14%
4. Effective Communication: 13%
5. Accessible Parking: 8%

#### Consumer Community
1. Enforcement: 37%
2. Reasonable Modifications: 31%
3. Non-Discrimination: 18%
4. Structural Accessibility: 14%
5. Service Animals, Accessible Parking, Transportation: 7% each

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### Focus Groups: Older Adults

“The American ideal of successful aging does not adequately account for the lives and experiences of older persons who are aging with or aging into a disability.”
What They Said … Isolation

• COVID-19 exacerbated social isolation, loneliness, and anxiety

What They Said … Structural Barriers

• Facility access is poor, including in transportation, health care, parks, and recreational facilities
  • Accessible parking is often inadequate, incorrectly configured, blocked or misused by people without disabilities, and poorly enforced
What They Said … Attitudinal Barriers

• Poor attitudes about age and disability result in discriminatory service and exclusion

“… once you have a disability and once you’re older, they all stereotype you big time.”

What They Said … Barriers to Information

• Information is hard to find or unavailable
• It is hard to find anyone to talk to or ask questions
• Websites are often inaccessible, outdated, poorly organized

“… if you asked [someone in the town] about reaching the ADA coordinator, they would think what you needed was the American Dental Association.”
What They Said: Disability and Aging

• Older adults aging with disabilities fear loss of independence; aging and disability services are not integrated or well connected

“I worry about being isolated in an assisted living facility where there would be no captions, no interpreter, no one who can sign. I will be back in isolation. I will die lonely.”

Case Law Review: 27 Cases

• Common program areas
  • Justice systems (10 cases)
  • Zoning, licensing, segregation (6 cases)

• Common issues
  • Reasonable modifications of policies, practices, procedures (13 cases)
  • Failure to train employees (6 cases)
  • Private entities operating public programs (5 cases)
  • Constitutional (11 cases)
Cases: Takeaways and Points to Ponder

• Law enforcement and other justice-related agencies may benefit from additional training
• Public agencies, as well as people with disabilities and their allies, may benefit from additional information on issues related to private contractors conducting public programs
• Public agencies’ employees may benefit from ADA training that is geared toward their roles
• *What types of materials and methods would be effective in reaching various audiences, facilitating advancements in knowledge and understanding, and addressing entrenched biases?*

More Information on Our Research

Visit our [Research webpage](www.adainfo.org/content/research)
Comments, Questions, Discussion

Certificates and Credits: CODE

• If you paid for a certificate of participation or credits, check the reminder email you received about this session for instructions

• Please email the code above to ADAtraining@transcen.org by 5 PM E.T. on December 20, 2021
Thank You for Joining Us!

**Mid-Atlantic ADA Center**

Toll-free: **800-949-4232** (DE, DC, MD, PA, VA, WV)
Local: **301-217-0124**

[ADAinfo@transcen.org](mailto:ADAinfo@transcen.org)
[ADAinfo.org](http://ADAinfo.org)

Ann Deschamps: [adeschamps@transcen.org](mailto:adeschamps@transcen.org)
Nancy Horton: [nhorton@transcen.org](mailto:nhorton@transcen.org)