



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

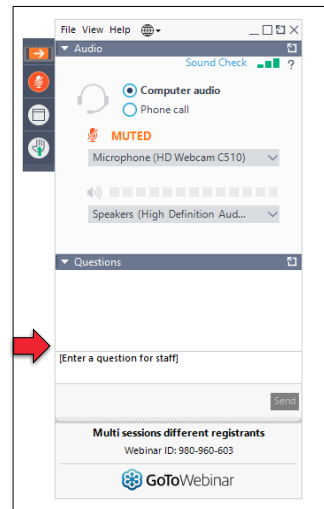
- Audio and visuals are provided through the online webinar platform
- Access to presentation handouts was included in the email reminder you received for this session
- This session will be open-captioned

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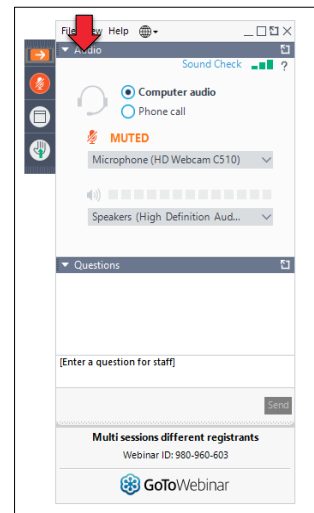
Technical Assistance

- If you experience technical difficulties
 - Use the QUESTIONS panel to let us know
 - Call 301-217-0124



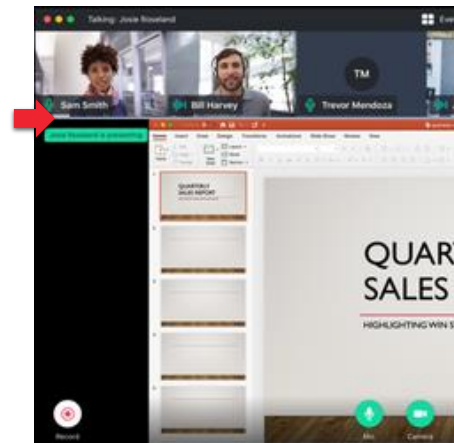
Audio

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



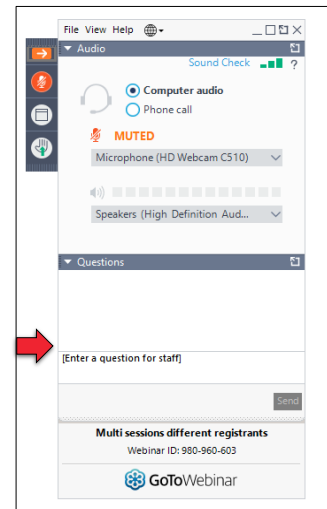
Video

- 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

Presentation Accessibility

- 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

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About Your Hosts...

TransCen, Inc.

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

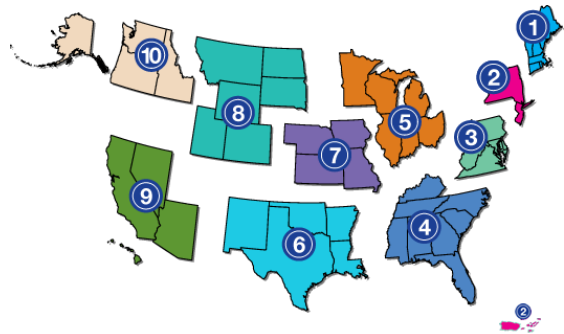
Mid-Atlantic ADA Center, a project of TransCen, Inc.

- 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





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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

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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

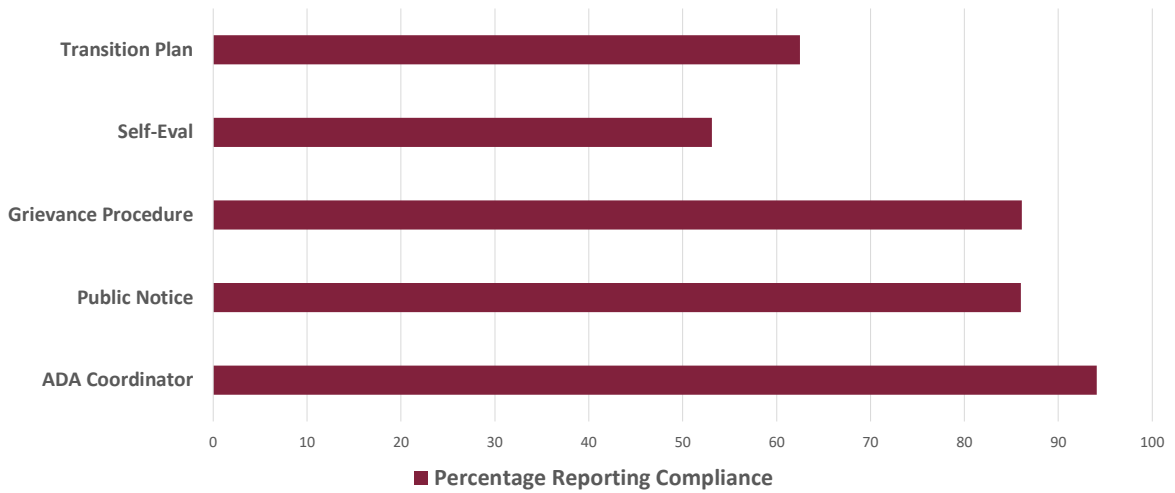
- a. Provide notice to the public
- b. Self-evaluation of programs, services, activities
- c. Designate “responsible employee” (ADA coordinator)
- d. Transition plan for any structural improvements needed
- e. Grievance procedure

The Survey (cont.)

2. Frequency and perceived level of challenge in addressing complaints in four core areas

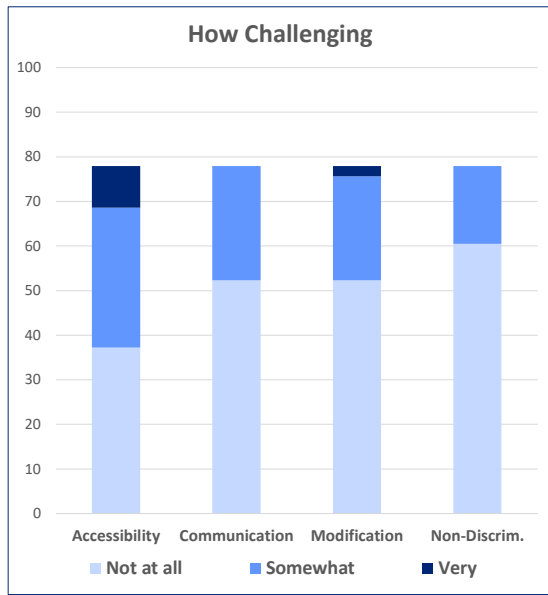
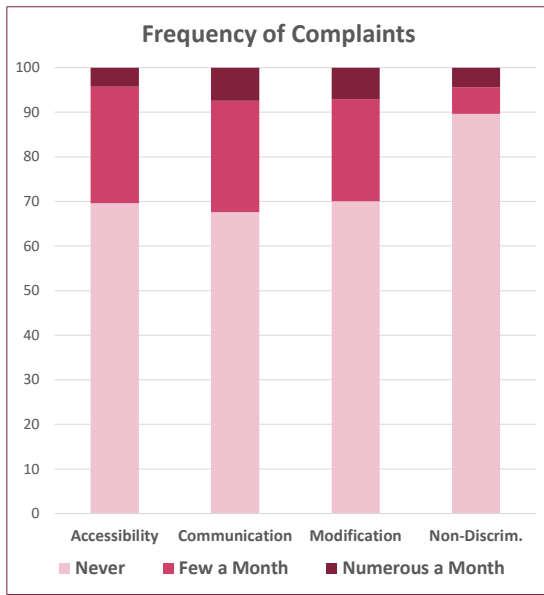
- a. Non-discrimination
- b. Reasonable modifications of policies and practices
- c. Effective communication
- d. Structural accessibility

Administrative Requirements



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!



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

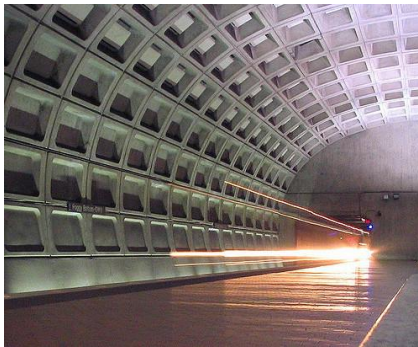
1. Enforcement: **37%**
2. Reasonable Modifications: **31%**
3. Non-Discrimination: **18%**
4. Structural Accessibility: **14%**
5. Service Animals, Accessible Parking, Transportation: **7% each**

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



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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](http://www.adainfo.org/content/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

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