



### 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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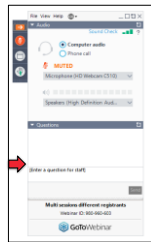
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### Technical Assistance

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



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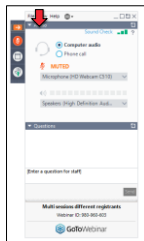
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### Audio

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



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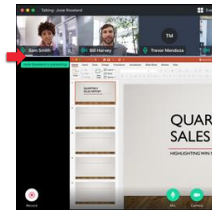
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## Video

- Use the divider line to enlarge or reduce the video feed



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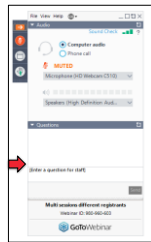
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## Questions and Comments

- Use the QUESTIONS panel



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## 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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## 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

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## ADA National Network

- Ten regional centers provide guidance, training, and materials on the ADA
  - 1-800-949-4232
  - [ADAta.org](http://ADAta.org)



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## What's in It for Me?

Takeaways from ADA Title II  
Research in the Mid-Atlantic Region



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## Today's Agenda

- Summary of research conducted
- Findings
- Discussion and takeaways



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## 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

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## 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

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## 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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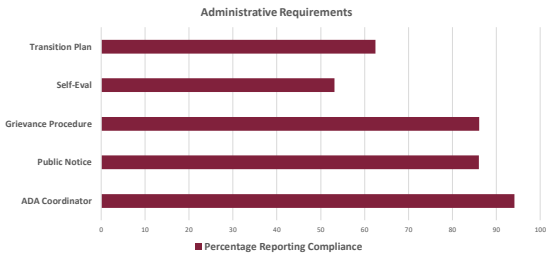
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### Significant Findings: Administrative Requirements

- 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!

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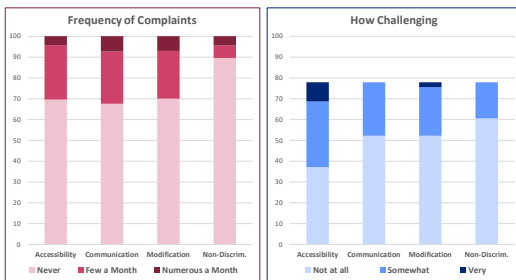
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### Title II Technical Assistance: Top Topics

#### 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.”*

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### 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



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### 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.”*

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### 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.”*

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## 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."*

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## 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)

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## 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?*

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### More Information on Our Research

Visit our [Research](http://www.adainfo.org/content/research) webpage  
([www.adainfo.org/content/research](http://www.adainfo.org/content/research))

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### Comments, Questions, Discussion



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### Certificates and Credits: CODE

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- 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 [ADAtesting@transcen.org](mailto:ADAtesting@transcen.org) by 5 PM E.T. on December 20, 2021

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Thank You for Joining Us!

**Mid-Atlantic ADA Center**

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

Local: **301-217-0124**

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