



KESSLER FOUNDATION

2017

National Employment & Disability Survey Supervisor Perspectives

KFNEDS:SP

Main Objectives

- Identify the processes and practices used by employers to increase the employment of people with disabilities and their effectiveness.
- Collect qualitative information on specific practices and challenges.
- Further examine the upper management commitment, which is identified as quite important in prior studies.

Description

- 3,085 supervisors from across the country
- Drawn from Qualtrics Business-to-Business panel
- Subject areas:
 - Recruiting & hiring, Onboarding & training, Retention & accommodation
- Within each subject area:
 - Processes and practices and their effectiveness
 - Supervisor's and upper management commitment
 - Open-ended question to obtain examples

Demographics of Respondents

	#	%
Male	1,265	41
Female	1,820	59
White	2,375	77
Non-white	1,018	33
18 - 34	833	27
35 - 54	1,481	48
55 +	740	24
< College	740	24
College +	2,345	76

Own/Family Experience with Disability

	%
Any experience	45
- Own	18
- Someone close	39
- Hearing	14
- Vision	6
- Ambulatory	18
- Cognitive	21
No experience	55

Company Size (Number of Employees)

	#	%
25 - 99	692	22.4
100 - 499	910	29.5
500 - 999	401	13.0
1,000 +	1,082	35.1

Supervisory Experience of Respondents

How long at employer	
Years	%
1 to 5	32
6 to 10	29
11 to 20	24
21 or more	15

How long supervising	
Years	%
1 or fewer	13
2 to 5	40
6 to 10	21
11 or more	26

How many supervised	
Number	%
1 to 5	36
6 to 10	23
11 to 20	19
21 or more	22

Experience Hiring People with Disabilities

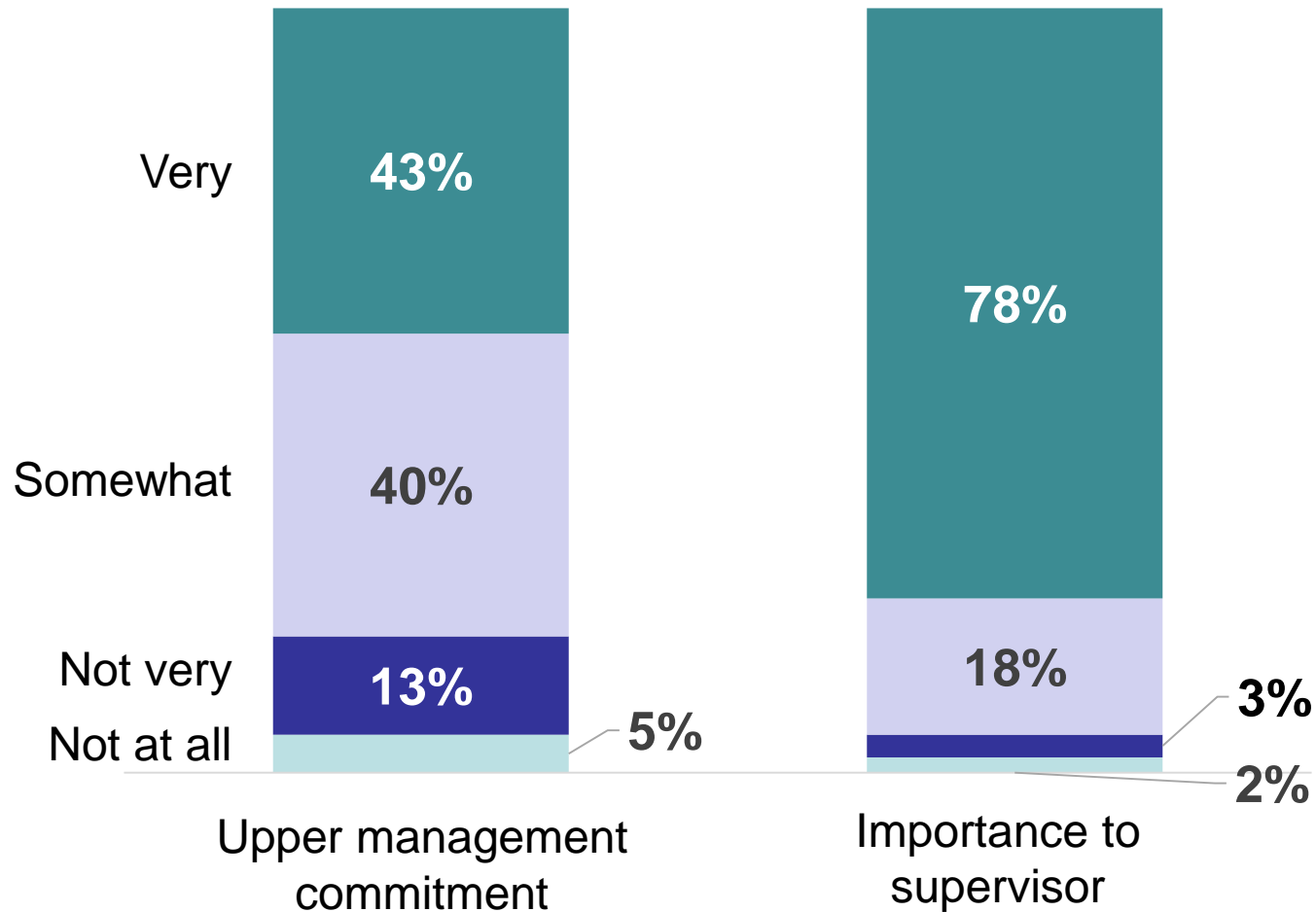
# Hired	%	% Hired any People w/ Disabilities	Avg. # People w/ Disabilities
None	10	-	-
1 to 5	28	29	0.5
6 to 10	16	55	1.4
11 to 20	14	70	3.1
21 to 50	13	76	5.4
> 50	19	80	12.8
Total	100	58	4.3

Experience Supervising People with Disabilities

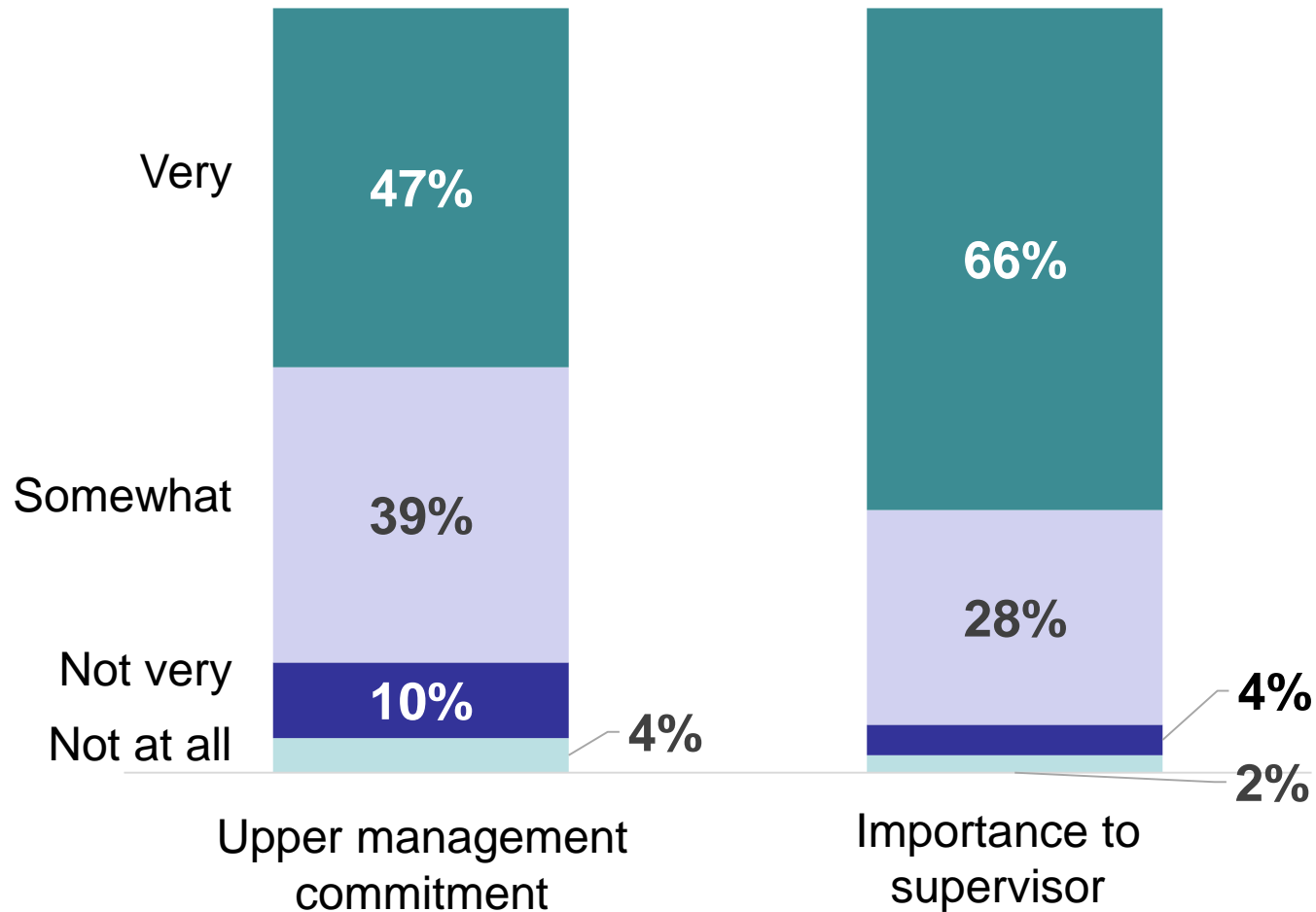
	%
Experience	51
- Hearing	20
- Vision	9
- Mobility	26
- Cognitive	27
Not experience	49

Commitment of Upper Management and Importance to Supervisor

Supporting PwD Learning the Job



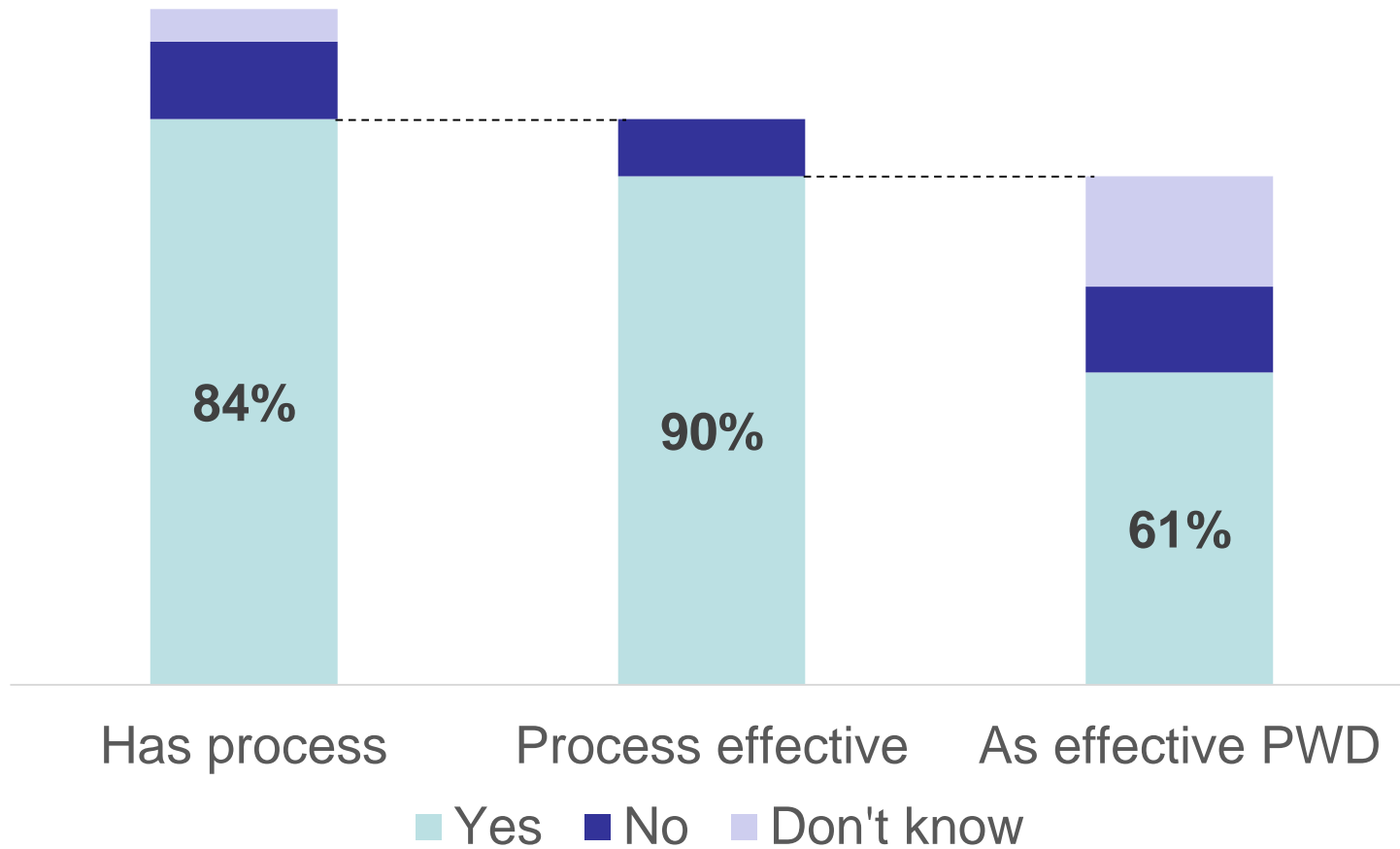
Providing Requested Accommodations



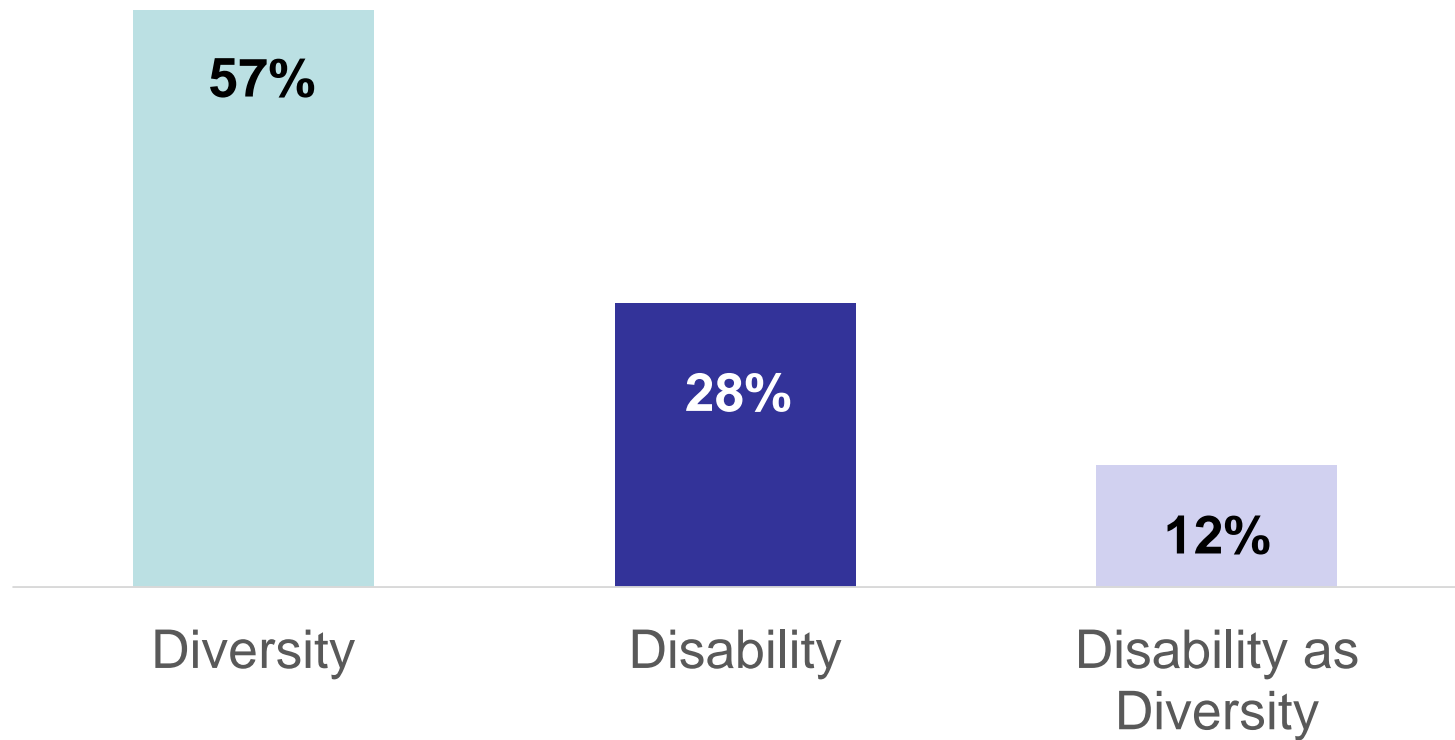
Organizational Processes

- Has process?
- Effective?
- As effective for people with disabilities?

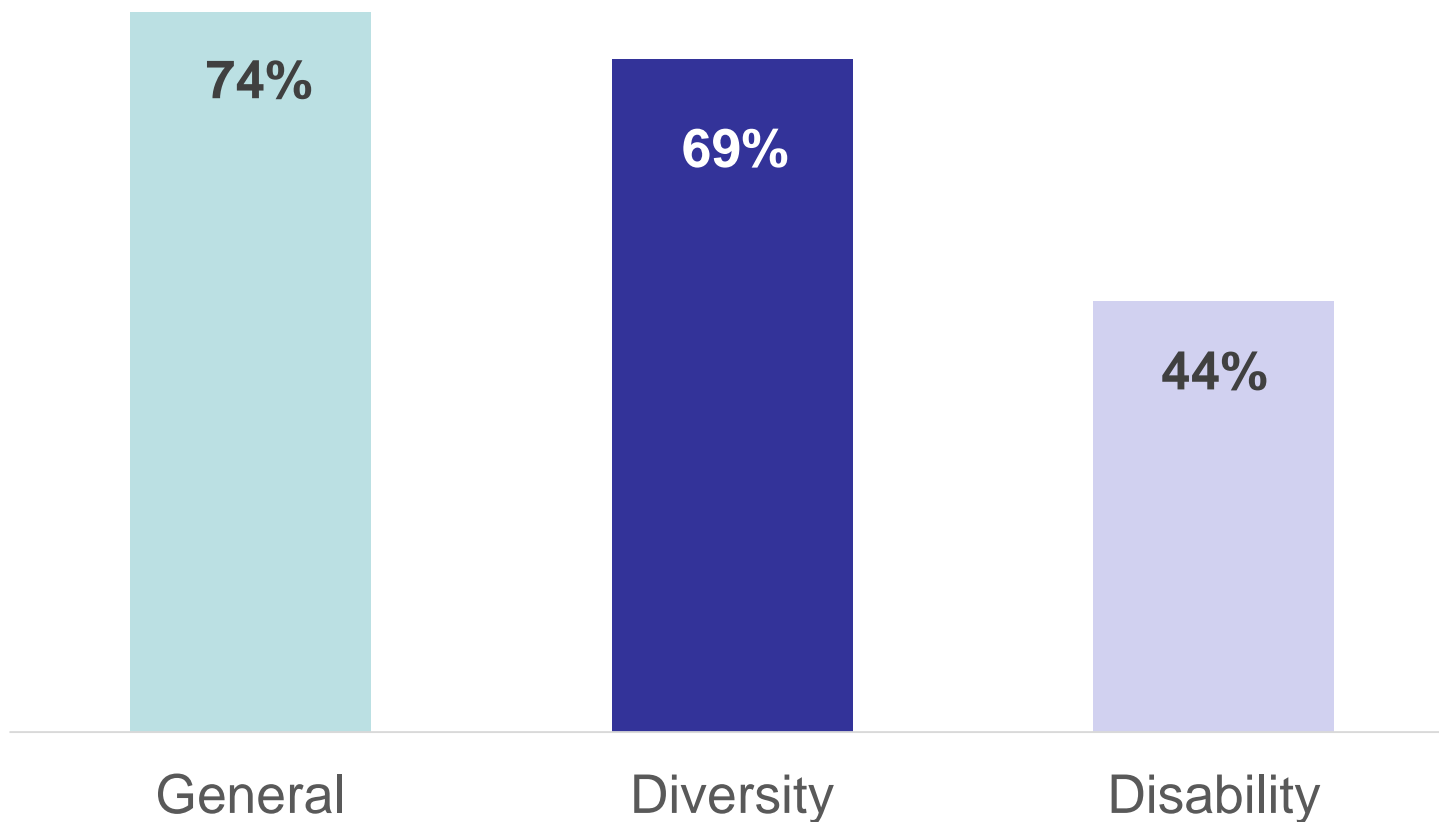
Recruiting Process



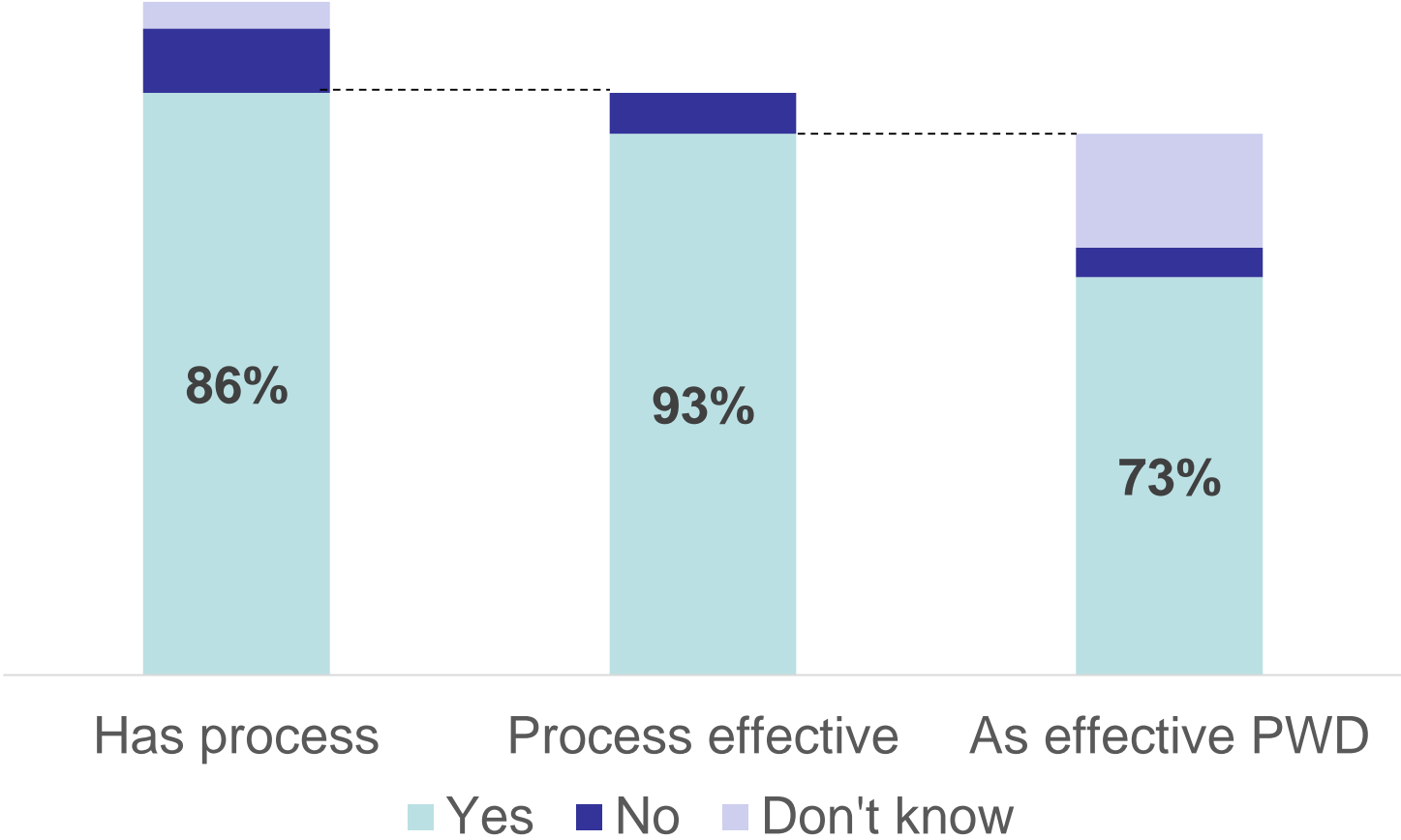
Organizational Hiring Goals



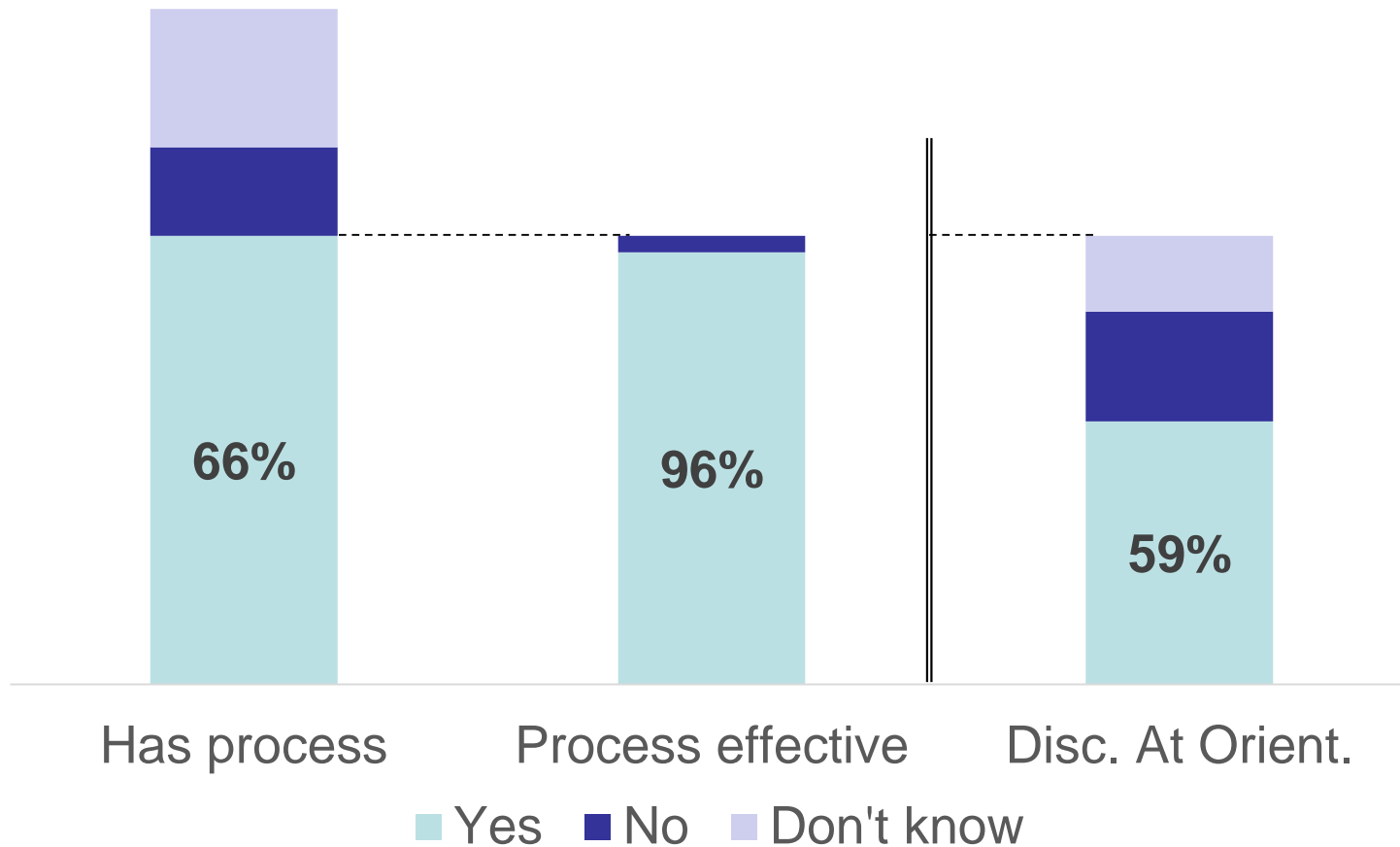
“Moderate” to “A Lot” of Effort Spent on Recruiting



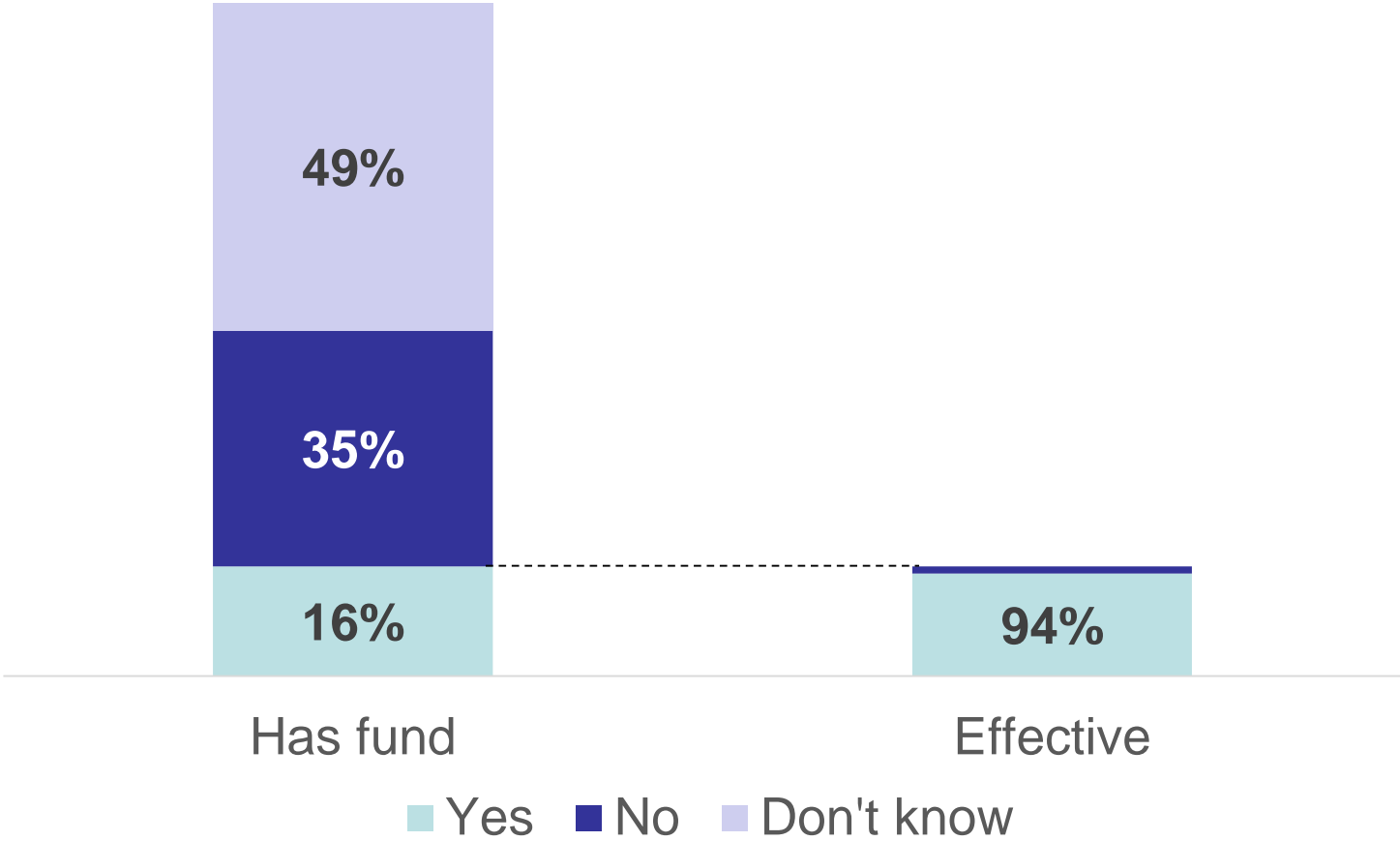
Process: Supporting New Employees Learn Job



Process: Request Accommodations

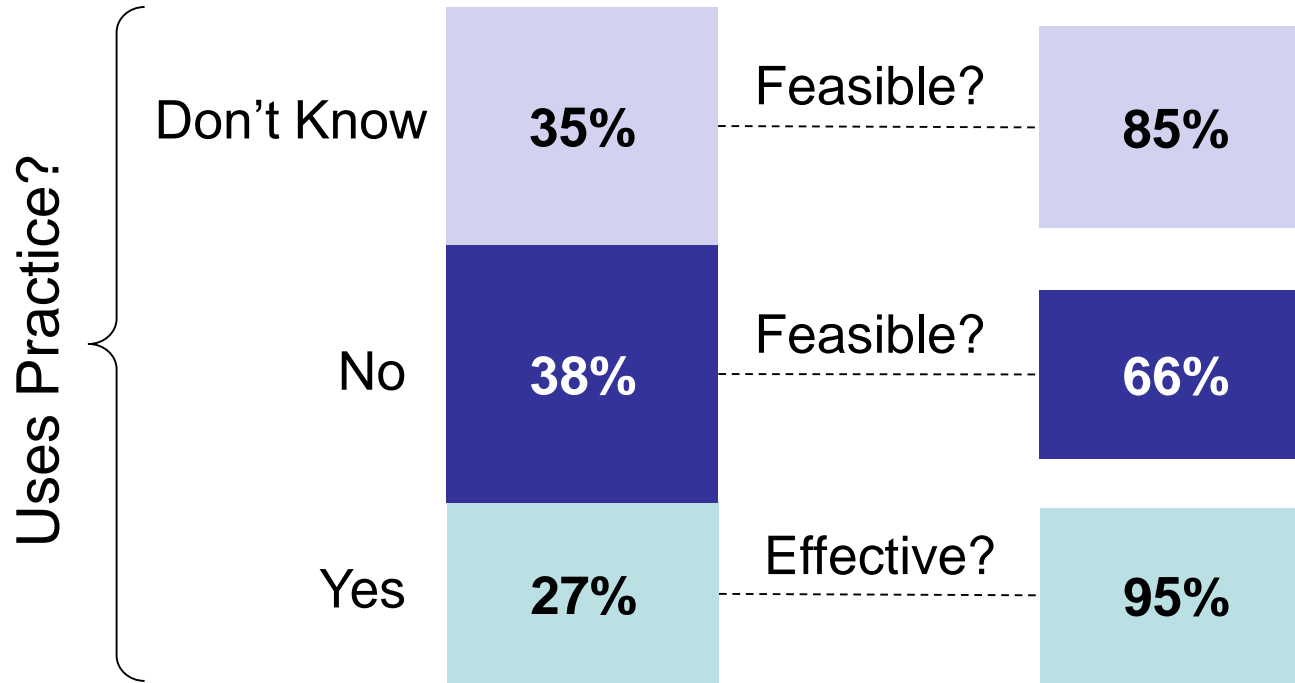


Centralized Accommodation Fund

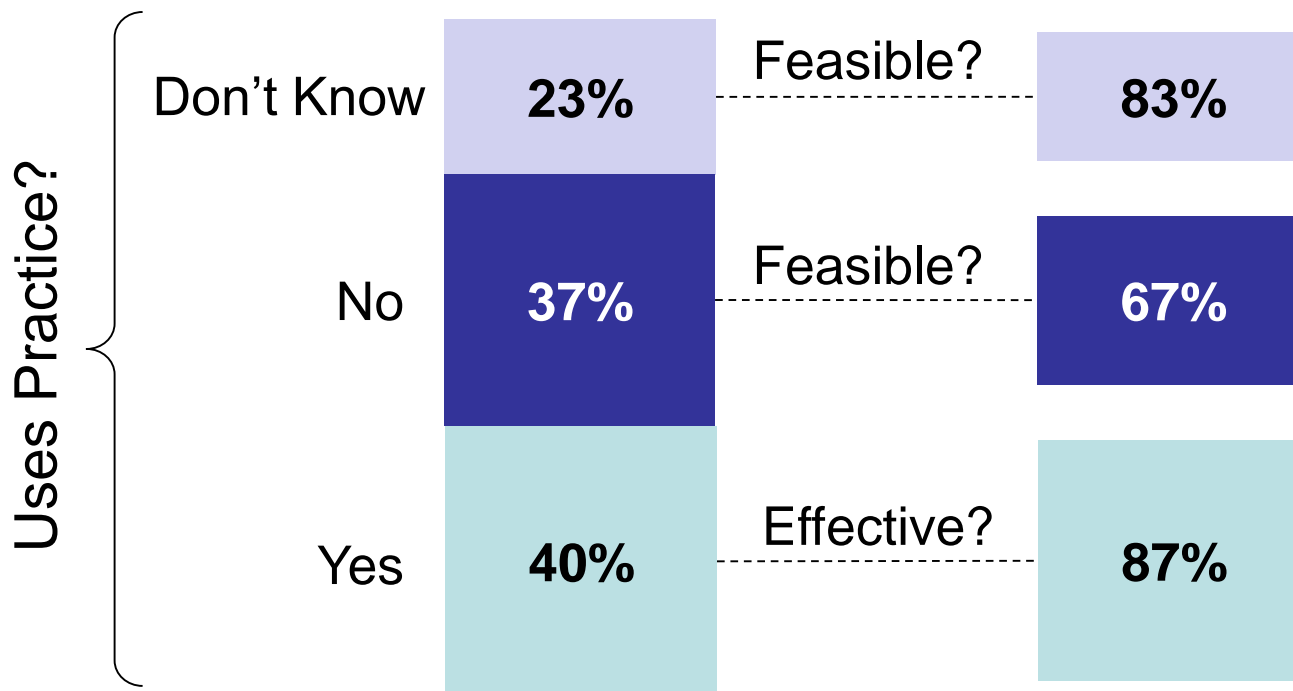


Specific Practices

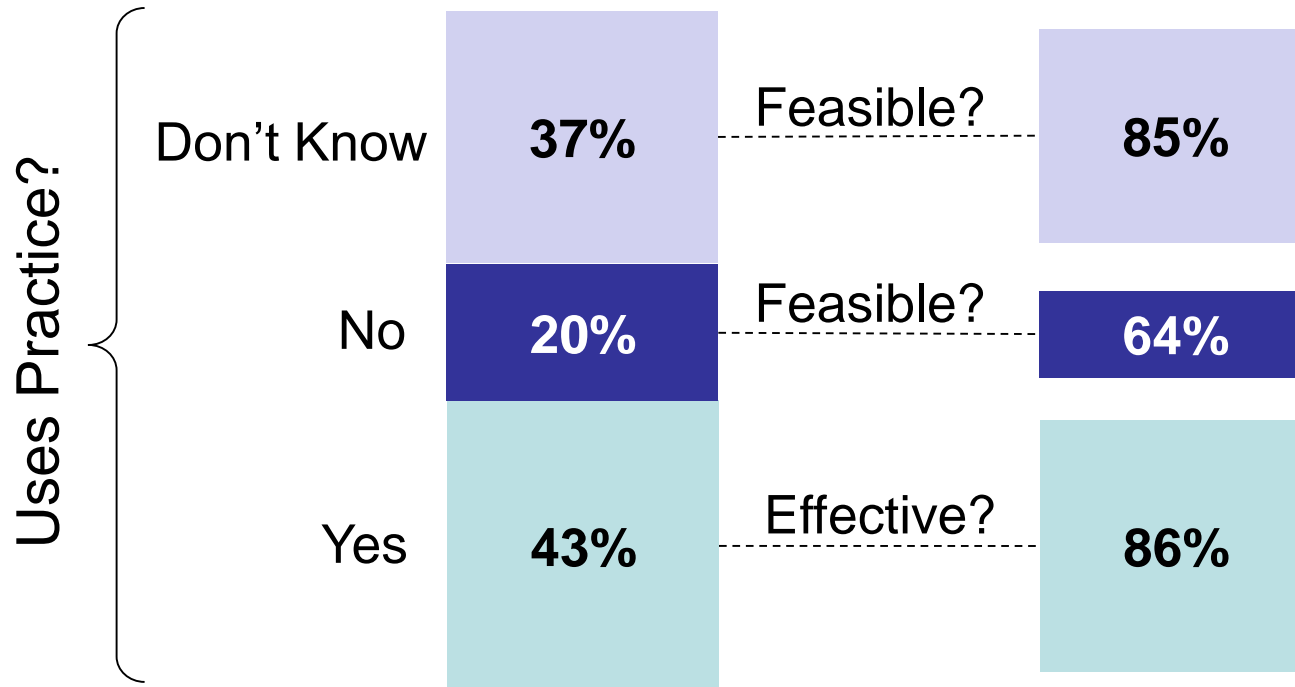
Recruiting: Partner with Disability Organizations



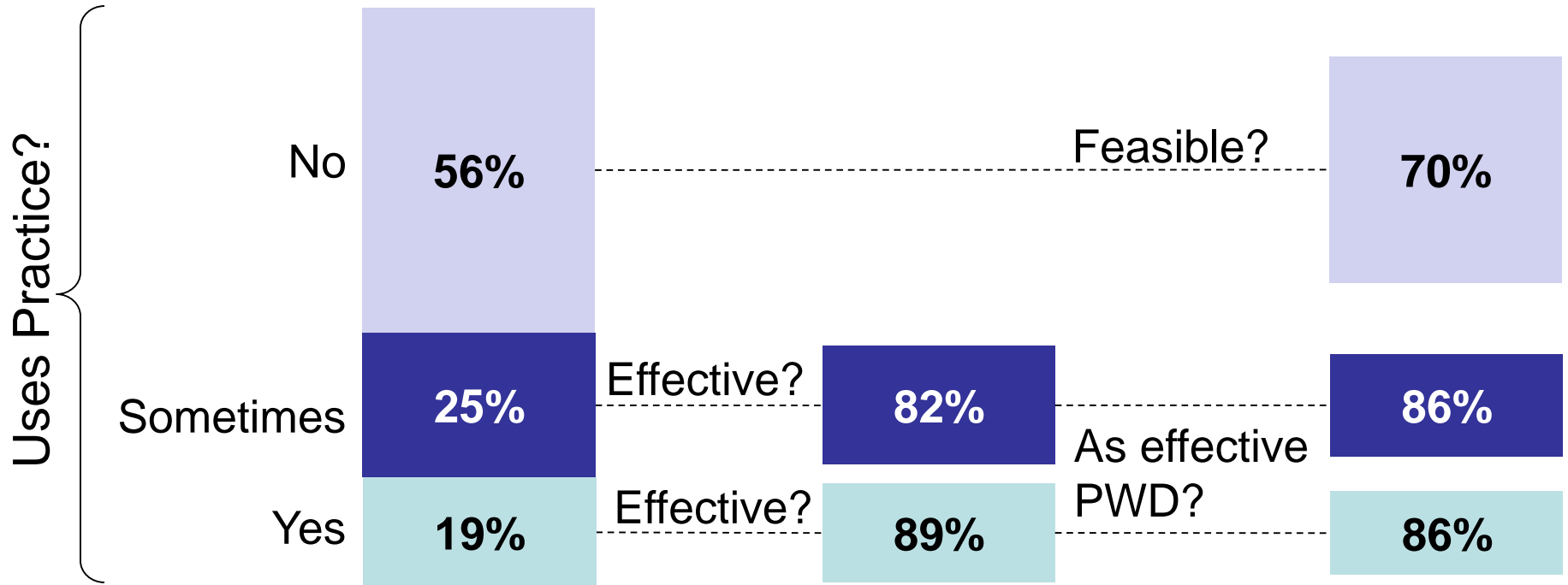
Train Supervisors in Accessible Application & Interview Techniques



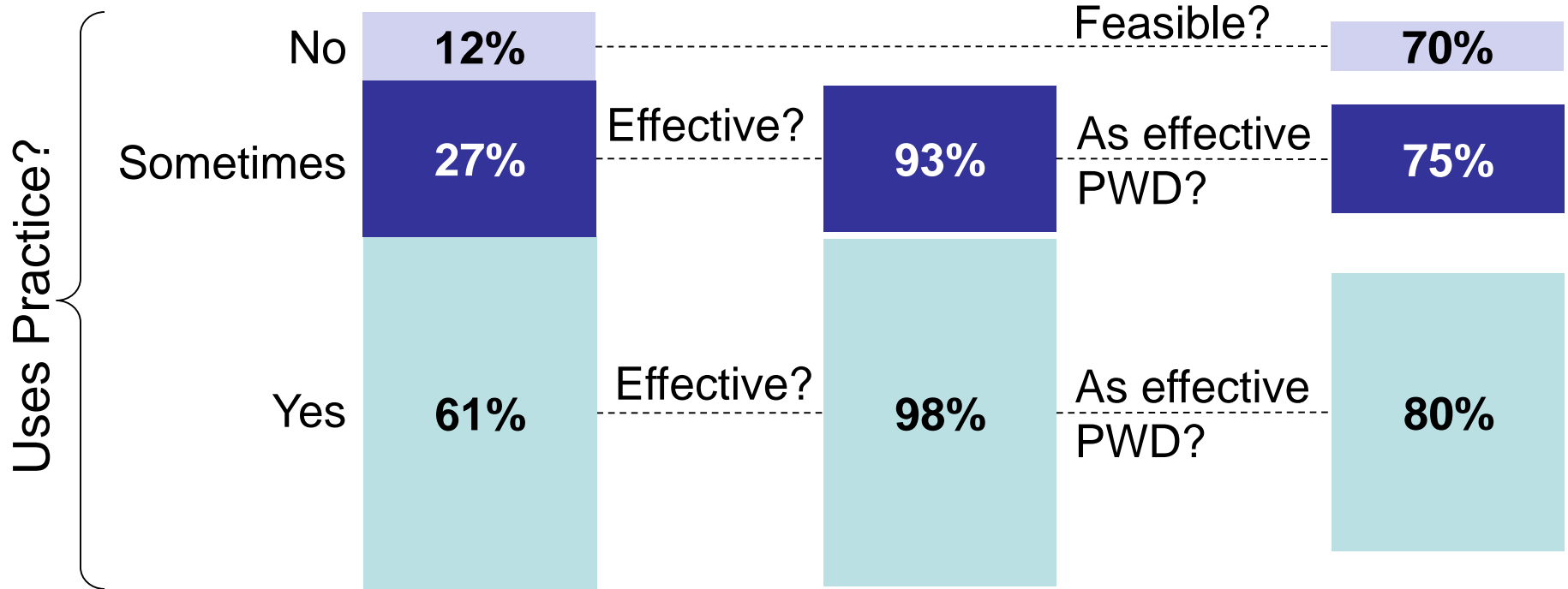
Hiring Practices: Review or Audit Hiring Procedures to Ensure Accessibility



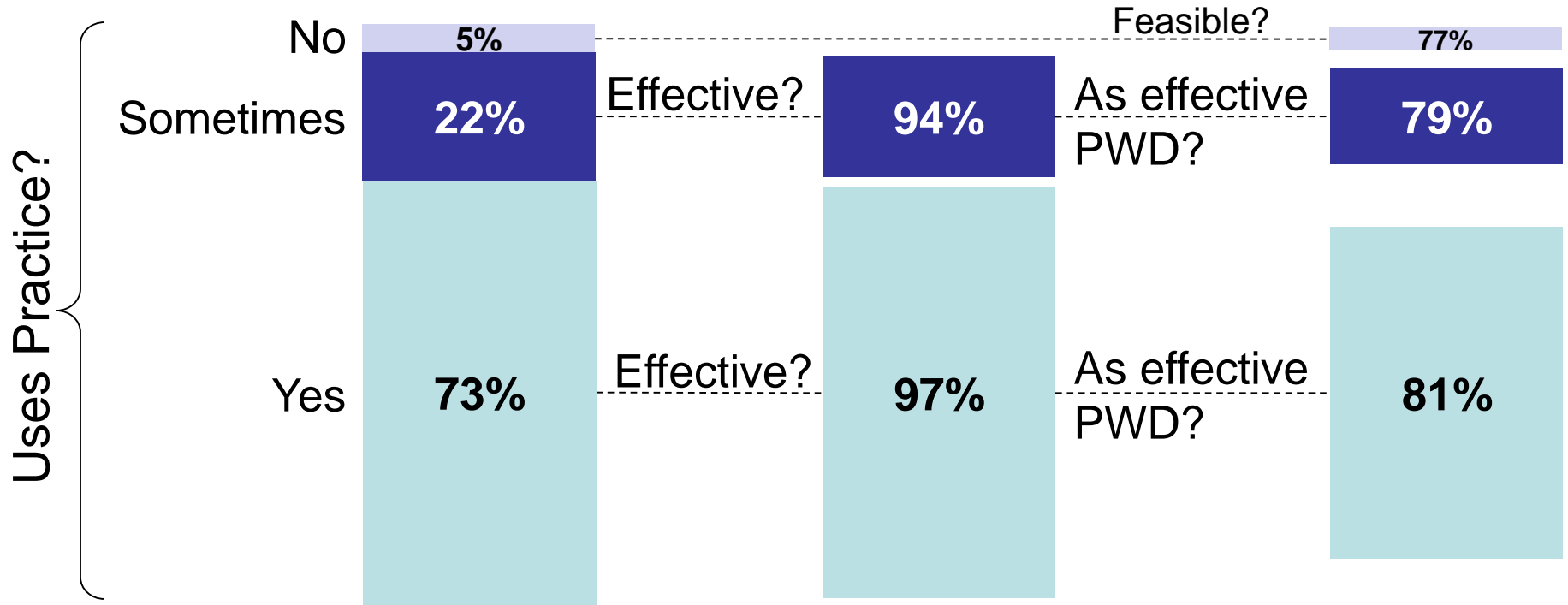
Training Practices: Short-term Outside Assistance



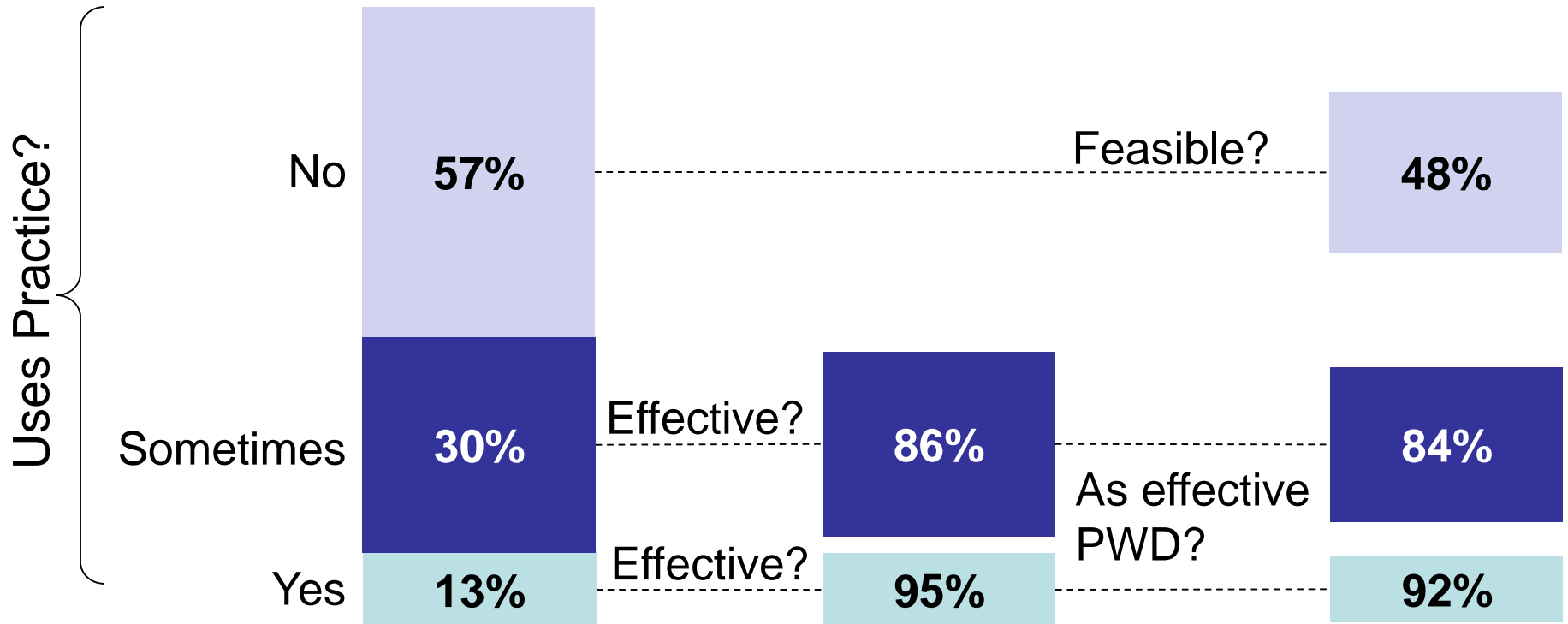
Training Practices: Job Shadowing



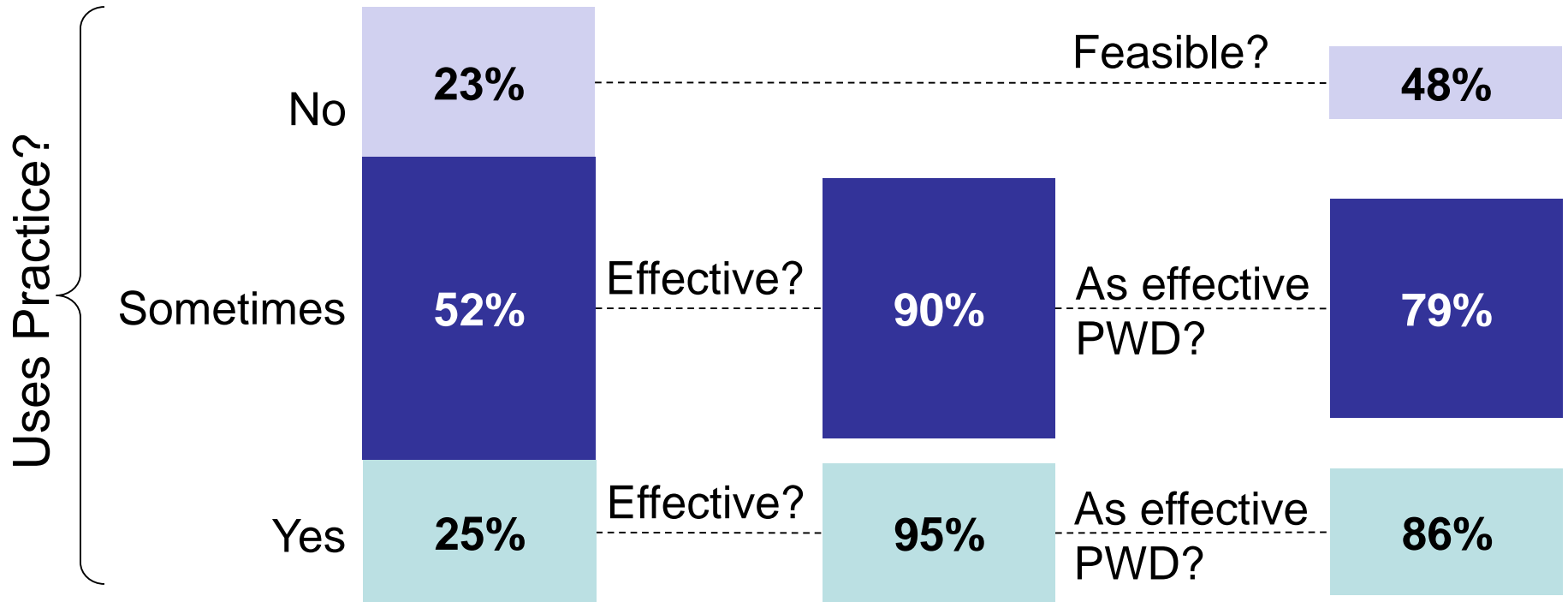
Training Practices: Onsite Training by Supervisor or Coworker



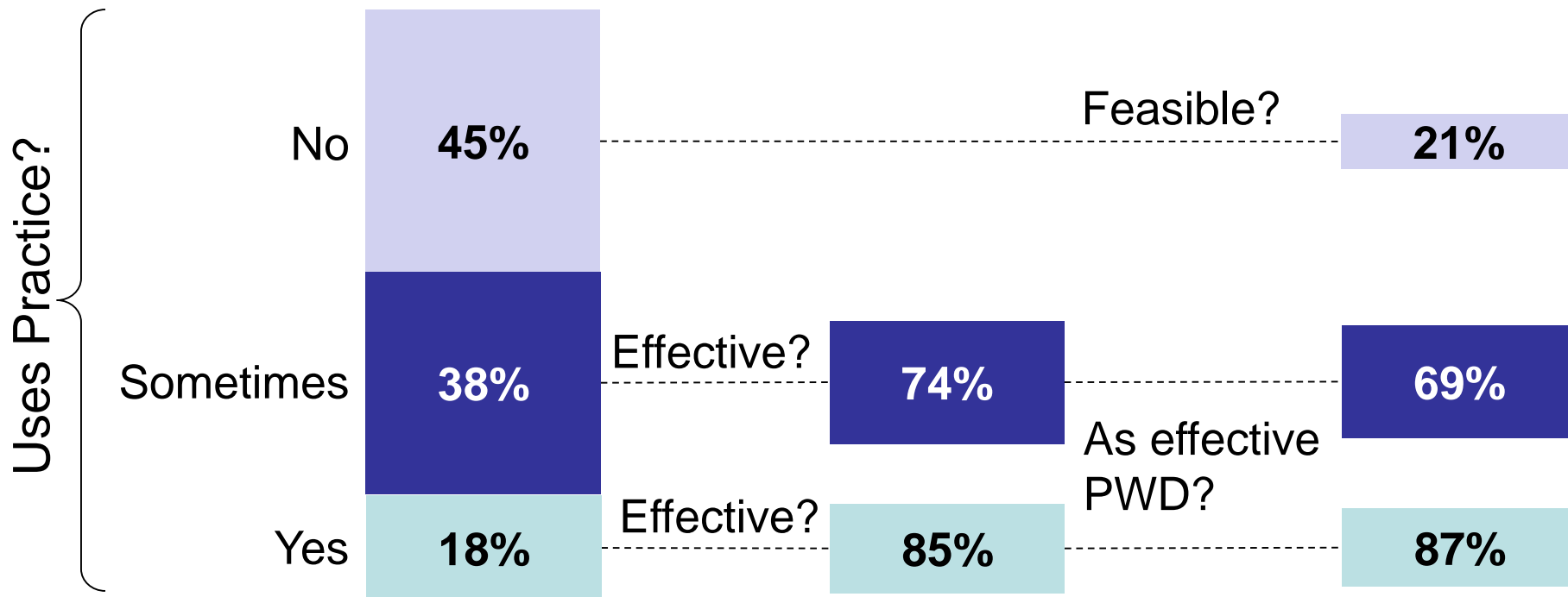
Accommodation Practices: Job Sharing



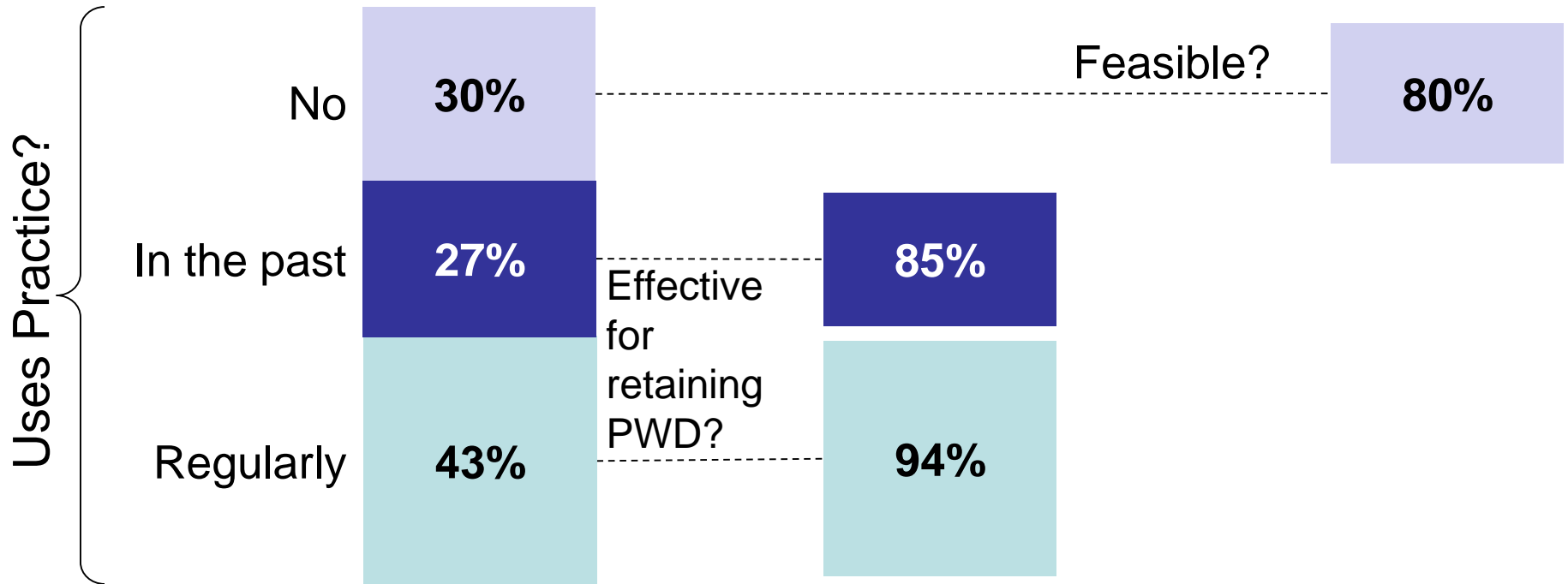
Accommodation Practices: Flexible Work Schedule



Accommodation Practices: Work from Home (At Least Some of the Time)



Retention Practices: Cultural Competence Training for Employees



Areas of Future Analyses

- Investigate difference by company size, years of experience, and other factors.
- Analyze responses in relation to disability type.
- Examine open-ended responses for unique practices and experiences.
- Re-contact respondents with follow-up questions.

Findings to Improve Corporate Culture and Practices

- Underutilized Effective Practices Seen as Feasible
- Common Practices are Effective for Many - Universal Design
- Upper Management's Commitment is Key to Success of Employees with Disabilities and their Supervisors

MEET OUR EXPERTS: Kessler Foundation



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MEET OUR EXPERTS: University of New Hampshire



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