Job Accommodations Network User Follow-Up Interview OTHER Version Interview Structure

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Section I. Introduction and Informed Consent

Hello. My name is	I am call	ling to invite you to participate in a
research study being condu Network or JAN.	cted by West Virginia University on be	chalf of the Job Accommodation
Oninformation about	(date), you contacted JAN, either b	y phone or electronically to request hat consultation you indicated your
willingness to participate in that will evaluate JAN serv	n a follow-up interview. I have been hinices.	red by JAN to do follow-up interviews
Have I reached you at an O If Yes, continue If No, "What would be	K time to talk? a better time?"	
accommodations, the Amer	I is a free consulting service that provid ricans with Disabilities Act, and the em- up is to evaluate JAN's service and to i	ployability of people with disabilities.
kept confidential to the exte	out 15 minutes of your time. The inforent permitted by law. Any reports or are arized manner so that you cannot be ide	ticles about these follow-ups will
affect the services you may	nterview is voluntary. Your decision was receive from JAN. You may choose not at any time, and you won't be penalized.	ot to take part at all or you may
There are no foreseeable ris to participating in this study	sks to participating in this research stud y.	y. There will be no personal benefit
Do you have any questions	at this point?	
If Yes, continue	the follow-up at this time? time in which you wish to take part in	the follow-up?"

Section II. Outreach

1. How did you know to contact the Job Accommodation Network

(ALL THAT APPLY); [Interviewers FIELD CODE into the following categories]

- a. Used JAN service before
- b. Previous user of JAN service (specify if another employer)
- c. JAN Website
- d. Other website (not JAN website)
- e. Internet search
- f. Referral from:

Organization (list) ______
Government Agency (list) _____
Company
DOL Call Center

EARN

JAN self -employment service

- g. Friend/co-worker/word of mouth
- h. Personal contact with JAN staff member
- i. Rehabilitation professional
- j. Medical professional
- k. Educational institution
- l. Union
- m. Legal professional
- n. Newspaper/magazine/book/professional journal article
- o. Television (report or advertisement)
- p. Listed in a directory
- q. I&R Service
- r. Conference
- s. JAN Publication or Brochure
- t. JAN presentation
- u. Used JAN self-employment service before
- v. Previous user of JAN Self-employment service
- w. JAN Self-employment Website
- x. JAN Self-employment Publication or Brochure
- y. Other (please specify): _____

Section III. ACCOMMODATION OUTCOME

"The following questions explore the outcomes of your consultation with JAN."

ASK ONLY IF WORK ACCOMMODATION INFORMATION WAS PROVIDED Else go to IIIE for EDUCATION ACCOMMODATION

1113	ic go to fifth for the	DOCMITON	CCOMMODA	11011				
W1 membe	er/friend/other a. applying for b. a job that he	or she just start or her current jo ted	ed or is going t b	o start		·	nily	
W2.	a. Does this person have a physical, mental, or other health condition that substantially limits a major life activity <u>other than working</u> , such as breathing, thinking, walking, talking, seeing, hearing, and so on?							
	Yes No (Go to Quest	ion W2c).						
	b. On a scale from rate the degree to major life activition	o which the pers	0					
	1 Major life activi Not limited	2 ties	3	4	5 Major life activ Substantially li		RF	
	c. Does this person have a physical, mental, or other health condition that substantially limits the kind or amount of work that he/she can do?							
	Yes No (Go to Quest	tion 3)						
	d. On a scale from the extent to or amount of wo	which this pers	son's physical,		_	_	_	
	1 Work Not limited	2	3	4	5 Work Substantiall	DK ly limited	RF	

	e. On a scale fall fall fall fall fall fall fall f		_		_	-	limited, how
	1 Not limited	2	3	4	5 Substantia	DK llly limited i	RF n working
	f. On a scale fr limited is this p						limited, how
	1 Not limited	2	3	4	5 Substantia	DK illy limited i	RF n working
о.	a. lessb. \$10,c. \$20,d. \$50,	ge (by hour and how s job usual than \$10,00 000 - \$20,0 001 - \$50,0 001 - \$100 e than \$100 wer may sa	or annually) for many hours de many hours de ly pay 100 per year 1000 1000 1000 1000 1000 1000 1000 10	or his/her job oes he/she worl	k on average p	oer week	
	c. High sc. d. Associa e. Graduat f. Degree g. DK h. RF W6. What is his or [If queried, government, it is import a. Male b. Female	complete hoool certification diplomates degree (end from conformation gradument diplomation gradument diplomation gradument diplomation di	igh school cate (not high s na or GED (coo 2 year degree) llege (4 year de ate/professiona r? [Interviewer r may say "Bec	school diploma) de this if partici egree) al school (e.g., I es ask even if it ause JAN is a s	pant says "gra MA, MBA, Ph seems eviden service funded	nduated from nD, MD, JD) t] l by the fede	ral
	c. DK d. RF						

W7. What is the employee's race or ethnicity? (CHOOSE ALL THAT APPLY?) Race

- a. American Indian or Alaska Native
- b. Asian
- c. Black or African American
- d. Native Hawaiian or Other Pacific Islander
- e. White
- f. Other

Ethnicity

- g. Hispanic or Latino
- h. Not Hispanic or Latino
- i. DK
- j. RF
- W8. What is his or her age?
 - a. less than 18
 - b. 18 25
 - c. 26 35
 - d. 36 45
 - e. 46 55
 - f. 56 65
 - g. 66 and over
 - h. DK
 - i. RF
- W9. SKIP

W10.	After your interaction with JAN, was an accommodation made? (Choose one of a-h)
	a. Yes or No
	b. Implementation Pending (DECISION TO ACCOMMODATE MADE, BUT IMPLEMENTATION PENDING (EXPLAIN/Why?)
	c. Decision pending (explain/Why?)
	d. No (Please explain why an accommodation was not made.) [Interviewer to query for reason for rejecting accommodation.]
	e. other (e.g., employee resigned) Please tell me briefly about that f. DK g. RF h. N/A
10a. apply)	Who makes the decision whether the company will provide an accommodation? (mark all that
11 07	a. Human Resources department
	b. Personnel department
	c. Legal department
	d. Managers
	e. Employee's supervisor
	f. Other:
	Did this accommodation solution that (was made, is pending implementation, the decision is g on, was rejected) include: [Repeat as necessary as preface to each item in table.]

	Yes	Yes		Rejected	Pending	DK	RF
	Made	Waiting					
a. Buying a product or piece of equipment (like software, or a tool)?	Has that accommodation been made?	Are you still waiting on implementation?					
What specific products or pieces of equipment?							
b. Modifying a product or piece of equipment (like software, or a tool)							
Please describe how the product or equipment was or will be modified?							

	<u> </u>						
c. Modifying the worksite (like a ramp, lighting or mirrors)							
Please describe the modifications to the worksite							
	Yes		No	Rejected	Pending	DK	RF
	Made	Waiting	110	rejected	rending	DIC	1(1
d. Changes to a work schedule (such as flex time, shift change, part time)	Has that accommodation been made?	Are you still waiting on implementation?					
Please describe the changes to the work schedule							
[Light duty = work schedule change if same job, reassignment of changed job title]							
e. Moving the employee to another job (or reassignment)							
What type of work was the employee doing before reassignment & what type is or will he being doing after							
f. Changes in workplace policy							
What workplace policies were modified?							
g. Formal or Company Education of co-workers							
Please describe how the company was/is going to educate coworkers							
h. Providing an interpreter, reader, job coach or personal attendant services?							
Which services were provided							
i. Providing information in an alternative format (e.g., large print, taped text, Braille, etc.) What alternative formats were provided							
	1	1				L	

j. Working from home or telework					
What arrangements were made (# of hours in # hours/wk)					
k. Are there accommodation solutions that we have not talked about? IF YES, Please specify					
[IF ANY PART of QW11 = MADE	, Continue, else	e SKIP TO Quest	tion W14]		
W12. On a scale of $1 - 5$, how effective)?	ective was the a	ccommodation, v	with 1 being	(not effective	at all) and
1 2 3 not effective at all	4 ex	5 tremely effective	8 = DK	9 = RF	
W13. Please describe why the according to the second of th					
W14. Approximately how muc [For Each Cost Designate W a. one-time cost _\$ b. annually _\$	hether Actual o	•	-	d to cost)?	
DK = 888,888	RI	F = 999,999			
[IF QW14 = \$0, THE	EN SKIP TO Se	ection III.E]			
W15. Who helped (or is expected to a. Employer b. Employee c. Rehabilitation Services d. Insurance Company e. Other	help) pay for t	he accommodation	on? (All the	Apply)	
If "Employer", ask: 15a. What was the source of f a. Departmental funds	funding for this	accommodation	?		

	b. Human Resources fundsc. Company general fundsd. Other:
15b.	Who has the authority to authorize expenditure for accommodations? a. Local managers/supervisors b. Human Resources representatives c. Corporate/General Management d. Other:
[IF ON	NLY ONE ANSWER TO W15, SKIP TO Section III.E]
W16.	How much did (or will) each pay? (PERCENT OR \$ AMOUNT) a. Employer b. Employee c. Rehabilitation Services d. Insurance Company e. Other
IIIE. Ed	ucation Accommodation
Ask o	aly if Purpose of Call = Education Accommodation, Else skip to section IV.
friend/othe	as the accommodation you discussed with JAN about accommodating your family member/er for Elementary/Middle school K-8 High School 9-12
d.	Technical Trade School Higher Education - College or University level Other (Please explain:)
a. b.	he or she Currently enrolled in a program Applying for a program Other (Please explain:)
evident]	That is your family member's/friend's/other's gender? [Interviewers ask even if it seems [If queried, interviewer may say "Because JAN is a service funded by the federal nt, it is important for JAN to establish that they reach a wide range of individuals."] a. Male b. Female c. DK d. RF
E7. W Race	That is his or her race or ethnicity? (CHOOSE ALL THAT APPLY?)

Eti	b. Asian c. Black or African American d. Native Hawaiian or Other Pacific Islander e. White f. Other micity g. Hispanic or Latino h. Not Hispanic or Latino i. DK j. RF
E8	a. less than 18 b. 18 - 25 c. 26 - 35 d. 36 - 45 e. 46 - 55 f. 56 - 65 g. 66 and over h. DK i. RF
E9.	SKIP
E10.	After your interaction with JAN, was an accommodation made? (Choose one of a-h)
	a. Yes or No
	b. Implementation Pending (DECISION TO ACCOMMODATE MADE, BUT IMPLEMENTATION PENDING (EXPLAIN/Why?)
	c. Decision pending (explain/Why?)
	d. No (Please explain why an accommodation was not made.) [Interviewer to query for reason for rejecting accommodation.]
	e. other (e.g., employee resigned) Please tell me briefly about that f. DK g. RF h. N/A

a. American Indian or Alaska Native

E11. Did this accommodation solution include: [Repeat as necessary as preface to each item in table.]

	Yes		No	Rejected	Pending	DK	RF
	Made	Waiting					
a. Buying a product or piece of equipment	Has that accommodation been made?	Are you still waiting on implementation?					
(like software, or a tool)?							
What specific products or pieces of equipment?							
b. Modifying a product or piece of equipment (like software, or a tool)							
Please describe how the product or equipment was or will be modified?							
c. Modifying the facility (e.g., ramps, bathroom modification, parking)							
Please describe the modifications of the facility							
d. Changes to student schedule							
Please describe the changes to the student schedule							
e. Changes to course or school policy (e.g., allow service animal, increase time to take exam)							
What was the change to course or school policy							
f. Providing interpreter, reader, scribe, or other service?							
Which services were provided?							
g. Providing information in an alternative format (e.g., large print, taped text, Braille, etc.)							
What alternative formats were provided							

h. Are there accommodation solutions that we have not talked about? IF YES, Please specify							
[IF ANY PARTS of QE11 = MADE Else SKIP TO Question E14]	E, Continue,						
E12. On a scale of $1 - 5$, how effect being (extremely effective)?	tive was the acc	commodation, wi	th 1 b	oeing (not e	ffective at	all) ar	1d 5
1 2 3 not effective at all	4 ext	5 tremely effective		= DK 9	= RF		
E13. Please describe why the accom	modation was o	or was not effecti	ive?				
 [If Any of QE11 = MADE OR PENDING IMPLEMENTATION, Continue ELSE, Skip to Section IV] E14. Approximately how much did the accommodation cost or is it expected to cost? [For Each Cost Designate Whether Actual or Predicted Cost] a. one-time cost _\$OR b. annually _\$ DK = 888,888 RF = 999,999 							
[IF QE14 = \$0, THE	N SKIP TO Sec	ction IV]					
E15. Who helped pay for or will he a. School or Educational Institute b. Rehabilitation Services c. Insurance Company d. Student or Family Member e. Other:	ition		(All 1	that Apply)			
E16. How much did or will each pa a. School or Educational Institu b. Rehabilitation Services		OR \$ AMOUN	Т)				

Other 13

c. Insurance Companyd. Student or Family Member

e. Other:	
Section IV.	Legislative Outcomes
ASK ONLY I ACCOMMODE Else GO To So	
Legislation Ir	formation:
	questions ask about how you, your family member, friend or other used the information other laws that you received from JAN.
4 5 1 1 1 1	

1. Did the information help you, your family member or friend to understand the ADA or another law?

- a. YES
- b. NO
- c. DK
- d. RF
- 2. Was the information used to argue for or make a policy decision?

[FOR WORK LEGISLATION: If interviewee asks for definition of a policy decision, interviewers may say: A policy decision means a change in the way that a company does business. This may include a change in employee guidelines, policies, and exceptions to policies.]

[FOR EDUCATION LEGISLATION: If interviewee asks for definition: "A policy decision means a change in the way educational services are delivered. This may include a change in guidelines, policies and exceptions to policies.]

[FOR PUBLIC ACCOMMODATION: If interviewee asks for definition: "A policy decision means a change in the way that a company or government office does business. This may include a change in the guidelines, policies and exceptions to policies."]

- a. YES
- b. NO (SKIP TO Next Section)
- c. DK (SKIP TO Next Section)
- d. RF (SKIP TO Next Section)
 - 3. What was the outcome of that policy decision?
 - a. the policy was changed
 - b. the policy was not changed
 - c. the decision about whether to change the policy is still pending
 - d. other. (Explain)
 - i. DK
 - j. RF

Section V. JAN Web site

A. User Satisfaction - Ease of Use

	p://www.jan		edsite within th	e iast year? [ii	queried, "JA	IN Wedsite is at:	
	a. YES [S b. NO c. DK d. RF	SKIP TO Q2]					
2.	On a scale 1 (difficult)	of 1 to 5 with 1 2	being difficult a	and 5 being eas 4	sy, how was t 5 (easy)	the website to navigate? 8 = DK 9 = RF	
	[If response	e = "1", query "	So, the website	was difficult fo	or you to nav	igate?"]	
3.	On the sam 1 (difficult)	ne scale, how wa 2	as it for you to o 3	btain the infor 4	mation that y 5 (easy)	rou needed from the webs 8 = DK 9 = RF	ite?
we	[If responsobsite?"]	e = "1", query "	So, it was diffic	ult for you to g	get the inform	nation that you needed fro	m the
4.	What did y	ou hope to find	on the Website	?			
	5.		? Yes No tell me more ab				

Section VI.	General User Satisfaction	
The last few	questions are more general.	Please tell me

1. On a so contact JA		with 1 being di	fficult to use an	id 5 as easy, h	ow easy or difficult was it to	ı
1 (diffici	2 ult)	3 4	5 (easy)	7. NA 8. l	OK 9. RF	
[If respons	se = "1", query "5	So, it was diffic	ult for you to co	ontact JAN?"]		
	ale of 1 to 5 with eptionist at JAN?	_	ourteously" and	5 being "cou	rteously," how were you trea	ted
-	2 eously) oonse = "1", quen neous Comment	-	N receptionist v	courteously) was not courte	8 = DK 9 = RF	
3. On tha	t same scale, hov	w were you trea	ted by the cons	ultant at JAN	?	
	2 eously) oonse = "1", quen neous Comment		consultant was	courteously) not courteous		
	cale from 1to 5, understand your	_	ot understand" a	and 5 being "ı	understood" , how well did th	ıe
_	2 stand) oonse = "1", quen neous Comment	-	ultant did not u	ınderstood) nderstand you	8 = DK 9 = RF ur needs?"]	
well", how (no [If resp	well did the inf 1 2 ot at all) oonse = "1", que	ormation that y 3 ry "So, the info	ou received me 4 5 (exception rmation you rec	et your needs? onally well) eived did not	to 5 "met my needs exceptio? 8. DK 9. RF meet your needs at all?]	nally
	ould the services					
/. Where v	would you get th	e type of inform	ation that JAN	provides if JA	AN did not exist?	

9. Have you	eferred othe	r people to J	AN?			
a. Yes b. No						
10. On a scale from 1 to 5, with 1 being "very unlikely to refer" and 5 being "very likely to refer", how likely would you be to refer other people to JAN?						
1 Very unlikel	2 y	3	4	5 Very likely	8. DK 9. RF	
11. We would	appreciate a	ny comment	s or sugg	estions that you	may have about JAN.	
11. We would appreciate any comments or suggestions that you may have about JAN. Thank you for your participation.						

8 = DK 9 = RF

8. Would you use the service again, if you needed information? a. Yes b. No