## Job Accommodations Network User Follow-Up Interview Rehabilitation, Medical or Educational Professional Interview Structure

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## **Section I. Introduction and Informed Consent**

On	Hello. My name is	·	I am calling to invite	you to participate in a
Have I reached you at an OK time to talk?  If Yes, continue  If No, "What would be a better time?"  As you may be aware, JAN is a free consulting service that provides information about job accommodations, the Americans with Disabilities Act, and the employability of people with disabilities. The purpose of this follow-up is to evaluate JAN's service and to identify ways that it could improve services to its clients.  This follow-up will take about 15 minutes of your time. The information that you provide to us will be kept confidential to the extent permitted by law. Any reports or articles about these follow-ups will describe results in a summarized manner so that you cannot be identified.  Your participation in this interview is voluntary. Your decision whether or not to participate will not affect the services you may receive from JAN. You may choose not to take part at all or you may choose to stop participating at any time, and you won't be penalized or lose the ability to use JAN's services.  There are no foreseeable risks to participating in this research study. There will be no personal benefit to participating in this study.  Do you have any questions at this point?	research study being cond Network or JAN.	ucted by West Virginia Univers	ity on behalf of the Jo	b Accommodation
Have I reached you at an OK time to talk?  If Yes, continue  If No, "What would be a better time?"  As you may be aware, JAN is a free consulting service that provides information about job accommodations, the Americans with Disabilities Act, and the employability of people with disabilities. The purpose of this follow-up is to evaluate JAN's service and to identify ways that it could improve services to its clients.  This follow-up will take about 15 minutes of your time. The information that you provide to us will be kept confidential to the extent permitted by law. Any reports or articles about these follow-ups will describe results in a summarized manner so that you cannot be identified.  Your participation in this interview is voluntary. Your decision whether or not to participate will not affect the services you may receive from JAN. You may choose not to take part at all or you may choose to stop participating at any time, and you won't be penalized or lose the ability to use JAN's services.  There are no foreseeable risks to participating in this research study. There will be no personal benefit to participating in this study.  Do you have any questions at this point?	On	<u>(date),</u> you contacted JAN	, either by phone or el	ectronically to request
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Do you wish to take part in the follow-up at this time?	There are no foreseeable r	1 1 0	arch study. There wi	ll be no personal benefit
	Do you have any question	s at this point?		
If Yes, continue  If No, "Is there a better time in which you wish to take part in the follow-up?"	If Yes, continue	•	e part in the follow-ur	<b>?</b> "

#### 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

Not limited

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

Ask only if PURPOSE OF CALL = WORK ACCOMMODATION ELSE SKIP to SECTION III.E

<b>W</b> 1.	Was the accommodation you discussed with the JAN consultant about assisting your client in a. applying for a job [application, interview]								
	c. keep	ping a jo		[already have j f a current emp		naybe just started	or hasn't ye	et started]	
		er (expla	in:				)		
	f. DK g. RF								
W2.									
	major li		ty <u>other than</u>			ealth condition the g, thinking, walki			
	Yes No (Go	to Ques	tion W2c).						
	rate the		o which the p	_		d and 5 being sub or other health co	-	-	
	1		2	3	4	5	DK	RF	
	Major li Not lim	ife activi ited	ties			Major life activi Substantially lin			
				hysical, mental nat he/she can o		ealth condition th	at substant	ially limits	
	Yes No (Go	to Ques	tion 3)						
	rate the	extent to		erson's physic		d and 5 being sub or other health co			
	1	ul r	2	3	4	5 Monte	DK	RF	
	Woı	١N				Work			

Substantially limited

			ale from 1 to 5, v his person's func	_		_	•	nited, how
		1 Not lim	2 nited	3	4	5 Substantially	DK limited in v	RF working
			ale from 1 to 5, whis person's func				tantially lin	nited, how
		1 Not lim	2 nited	3	4	5 Substantially	DK limited in v	RF working
	W3. I	How many y	ears had/has/hav	e the employe	e been with the	company?	•-	
	W4.	What is the	e wage (by hour	or annually) fo	r this employee	's job?		
	a.	by hour how many	and hours does/did t	his employee (	do/did you) wo	rk on average pe	er week	OR
b.	Annua	ılly						
	IF	a. b. c. d. e.	es this job usuall less than \$10,00 \$10,000 - \$20,0 \$20,001 - \$50,0 \$50,001 - \$100, More than \$100 , interviewer may	0 per year 00 00 00 000 ,000 y say "Because		•	_	vernment, it
	W5. V	What is the e	employee's highe	st level of edu	cation			
		b. High so c. High so d. Associa e. Gradua f. Degree g. DK h. RF	mplete high scho chool certificate chool diploma or ates degree (2 ye ated from college from graduate/p	(not high scho GED (code th ar degree) (4 year degree rofessional sch	is if participant	, ,		school")
	W6. V	What is the $\epsilon$	employee's gende	er?				

	[Interviewers ask even if it seems evident] [If queried, interviewer may say "Because JAN is a service funded by the federal government, it is important for JAN to establish that they reach a wide range of individuals.]  a. Male b. Female c. DK d. RF
W7. V Ra	What is the employee's race or ethnicity? (CHOOSE ALL THAT APPLY?)
	<ul> <li>a. American Indian or Alaska Native</li> <li>b. Asian</li> <li>c. Black or African American</li> <li>d. Native Hawaiian or Other Pacific Islander</li> </ul>
Etl	e. White f. Other nnicity g. Hispanic or Latino h. Not Hispanic or Latino i. DK j. RF
W8.	What is the employee's 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?)

	Sul	re that the response includes the reason for rejecting the accommodation]
	e. •	other (e.g., employee resigned)
		Please tell me briefly about that.
	f	DK
	g.	RF
	h.	N/A
10a. apply)	a. b. c. d.	ho makes the decision whether the company will provide an accommodation? (mark all that  Human Resources department  Personnel department  Legal department  Managers  Employee's supervisor  Other:

d. No (Please explain why an accommodation was not made.) [Interviewer to query to make

W11. Did this accommodation solution that (was made, is pending implementation, the decision is pending on, was rejected) 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 (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?							
c. Modifying the worksite (like a ramp, lighting or mirrors)  Please describe the modifications to the worksite							
d. Changes to a work schedule (such as flex time, shift change, part time)  Please describe the changes to the work schedule  [Light duty = work schedule change if same job, reassignment of changed job							

						T	
title]							
e. Moving the employee to another job (or reassignment)							
What type of work was employee doing before reassignment and what type is or will he be doing after reassignment.							
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 co-workers							
	Yes		No	Rejected	Pending	DK	RF
	Made	Waiting					
h. Providing an interpreter, reader, job coach or personal attendant services?  Which services were provided	Has that accommodation been made?	Are you still waiting on implementation?					
i. Providing information in an alternative format (e.g., large print, taped text, Braille, etc.)							
What alternative formats were provided							
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 PARTS OF Q10 = MADE, Continue Else SKIP TO QW14]

W12. On a scale of 1-5, how effective was the accommodation, with 1 being (not effective at all) and 5 being (extremely effective)?

not eff	1 2 fective at all	3	4	5 extremely effective	8 = DK	9 = RF
W13. Plea	ase describe why	the accommoda	tion	was or was not effect	ive?	
	PARTS OF Q10 = to Section III.E	MADE or PEN	IDIN	G, Continue,		
a. b.	oproximately how one-time cost _ annually _ K = 888,888	\$	OR	nmodation cost (or is RF = 999,999	predicted to	cost)?
	[IF QW14 =	0, THEN SKIP	ТО	SECTION III.E]		
a. b. c. d.	o helped pay for t Employer Employee Rehabilitation Se Insurance Compa Other	rvices	ion (	or will help to pay)?	(All the Ap	ply)
If "Em	ıployer", ask:					
15a.		al funds ources funds eneral funds		unding for this accon	nmodation?	
15b.	<ul><li>a. Local mana</li><li>b. Human Res</li><li>c. Corporate/C</li></ul>	gers/supervisors ources represent General Manager	ative nent		diture for ac	commodations?
[IF ON	NLY ONE ANSV	VER TO W15, S	SKIP	TO SECTION III.E]		
W16.	How much did a. Employer b. Employee c. Rehabilitation d. Insurance Co	n Services	ıy?	(PERCENT OR \$ A	.MOUNT)	

### e. Other

#### SECTION EIII. **Education Accommodation Section**

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

# ASK ONLY IF PURPOSE OF CALL = FOLICATION ACCOMMODATION

Else Go To Section IV	
E1. Was the accommodation you discussed with JAN about a student in  a. Elementary/Middle school K-8  b. High School 9-12  c. Technical Trade School  d. Higher Education - College or University level  e. Other (Please explain:)	
E2. Was this student  a. Currently enrolled in a degree or special certification program  b. Applying for a program  c. Other (Please explain:)	
E6. What is the student's gender? [Interviewers ask even if it seems evident] [If queried, interviewer may say "Because JAN is a service funded by the federal government, it is important for JAN to establish that they reach a wide range of individuals a. Male b. Female c. DK d. RF	
E7. What is the student'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

## E8. What is the student's age?

a. less than 18

	d. 36 - 45 e. 46 - 55 f. 56 - 65 g. 66 and over h. DK i. RF
E10.	After your interaction with JAN, was an accommodation made? (Choose one of a-h).
	a. Yes 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 INCLUDE REASON FOR REJECTING ACCOM.)
	e. other (e.g., employee resigned) explain Please tell me briefly about that.
	f. DK g. RF h. N/A

b. 18 - 25c. 26 - 35

## 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 = MAD	E, Continue	Else SKIP TO (	QE14]	]			
E12. On a scale of $1 - 5$ , how effect being (extremely effective)?	tive was the acc	ommodation, wi	th 1 b	eing (not e	ffective at	all) ar	ıd 5
1 2 3 not effective at all	4 ext	5 remely effective		= DK 9	= RF		
E13. Please describe why the accom	modation was o	or was not effecti	ive?				
[IF ANY PARTS OF QE11 = MAD ELSE Skip to Section IV]	E or PENDING	S IMPLEMENT <i>I</i>	ATIO	N, Continu	e		
E14. Approximately how much did to a. one-time cost _\$ b. annually _\$ DK = 888,888	OR	tion cost (or is e.	xpecto	ed to cost)?	•		
[IF QE14 = 0, THEN	SKIP TO SEC	TION IV]					
E15. Who helped pay for the accommantal and a school or Educational Institution between Educational Institution Services consurance Company done of Student or Family Member e. Other:  [If ONLY ONE ANSWER, SKI	ntion		r)? (A	All that App	oly)		
E16. How much did (or will) each p a. School or Educational Institu b. Rehabilitation Services c. Insurance Company d. Student or Family Member e. Other:	oay? (PERCEN ition	T OR \$ AMOUI	NT)				

### **Section IV.** Legislative Outcomes

ASK ONLY IF

Purpose of Call Code = WORK OR EDUCATION LEGISLATION or PUBLIC ACCOMMODATION ELSE GO To Section V.

#### **Legislation Information:**

The next few questions ask about how you used the information about ADA or other laws that you received from JAN.

- 1. Did the information help you 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 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

	Have you visited the JAN website within the last year? [If queried, "JAN website is at: p://www.jan.wvu.edu/]
	<ul><li>a. YES [SKIP TO Q2]</li><li>b. NO</li><li>c. DK</li><li>d. RF</li></ul>
2.	On a scale of 1 to 5 with 1 being difficult and 5 being easy, how was the website to navigate? 1 2 3 4 5 $8 = DK$ $9 = RF$ (difficult) (easy)
	[If response = "1", query "So, the website was difficult for you to navigate?"]
3.	On the same scale, how was it for you to obtain the information that you needed from the website? 1 2 3 4 5 $8 = DK$ $9 = RF$ (difficult) (easy)
we	[If response = "1", query "So, it was difficult for you to get the information that you needed from the bsite?"]
4.	What did you hope to find on the Website?
	5. Did you find it? Yes No IF NO, Please tell me more about that

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

	On a scale from	m 1 to 5, w	ith 1 being	difficult	to use a	and 5 as eas	sy, how	easy or	difficult was it to
	1 (difficult)	2	3		5 (easy)	7. NA	8. DK	9. R	F
[If	[If response = "1", query "So, it was difficult for you to contact JAN?"]								
2. On a scale of 1 to 5 with 1 being "not courteously" and 5 being "courteously," how were you treated by the receptionist at JAN?									
(nc	1 ot courteously)	2	3	•	4	5 (courteous		8 = DK	9 = RF
	[If response = "1", query " "So, the JAN receptionist was not courteous?"]								
	Spontaneous (	Comments:							
3.	On that same s	scale, how	were you tr	eated by	the con	sultant at J	JAN?		
(nc	1 ot courteously)	2	3			5 (courteous		8 = DK	9 = RF
	[If response = "1", query "So, the JAN consultant was not courteous?"								
	Spontaneous Comments:								
4. On a scale from 1to 5, with 1 being "not understand" and 5 being "understood", how well did the consultant understand your needs?									
(no	1 ot understand)	2	3	•	4	5 (understoo		8 = DK	9 = RF
	[If response = "1", query "So, the consultant did not understand your needs?"]								
	Spontaneous Comments:								

						ds at all" and 5 being "met my needs eived meet your needs?					
	1 (not at all)	2	3	4	5 (exceptionally	8. DK 9. RF y well)					
	[If response = "1", query "So, the information you received did not meet your needs at all?]										
6.	. How could the services you received have better met your needs.										
7. Where would you get the type of information that JAN provides if JAN did not exist?											
8.	Would you us a. Yes	se the serv	n? 8 = DK 9 = RF								
9.	Have you refe	erred other	people to JA	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?											
Ţ	1 Very unlikely	2	3	4	5 Very likely	8. DK 9. RF					
11. We would appreciate any comments or suggestions that you may have about JAN.											

Thank you for your participation.