**Appendix B**

**Telephone Survey with HR Managers Survey**

OMB Control No: 1230-0NEW

Expiration Date: XX/XX/20XX

**DOL Employer survey**

**IF LARGE COMPANY, FIRST ASK:**

**SC1. Hello, my name is [INTERVIEWER NAME] and I’m calling from Westat, a survey research firm in Rockville, MD. We are conducting a survey on behalf of the U.S. Department of Labor that will collect information about the employment of people with disabilities. May I please have the name of the person responsible for hiring at the overall company level? This may be your Personnel Manager, Human Resources Manager, President, or Owner. [IF NEEDED: We need to send some information about a survey we are conducting for the U.S. Department of Labor.]**

Name

**SC2. And would we address a letter to him/her at [ADDRESS ON FILE}?**

Yes

No **(GO TO SC3)**

Don’t know

**SC3. May I please have the correct address?**

Number Street

Suite/Office number

City State Zip code

**Thank you very much.**

|  |
| --- |
| **Package will be mailed. When interviewer calls back, interview will start at SC4.** |

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 20 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is voluntary. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of the Chief Information Officer, Attention: Departmental Clearance Officer, 200 Constitution Avenue, N.W., Room N-1301, Washington, DC 20210 or email DOL\_PRA\_PUBLIC@dol.gov and reference the OMB Control Number 1230-0NEW. Note: Please do not return the completed survey to this address.

**SC4. Hello. May I please speak with {NAME OF EXECUTIVE TO WHOM THE LETTER WAS MAILED}?**

**[My name is {INTERVIEWER’S NAME} and I am calling on behalf of the U.S. Department of Labor. {EXECUTIVE’S NAME} recently received a letter about a study of the employment of people with disabilities.]**

Available/coming to the phone **(GO TO SC6)**

Not available

At another telephone number

No such person/no longer here/new respondent needed **(GO TO SC5)**

Telephone company recording

Answering machine/voice mail

Retry dialing

Go to result

**SC5. I’d like to speak with someone else who makes decisions on hiring at the overall company level such as the [Personnel or Human Resources Manager/President of Owner]. Would you please connect me to such a person?**

**if small business use president or owner. otherwise use personnel or human resources manager**

**[Alternate titles:**

**President/owner**

**Vice-president, finance**

**Vice-president, human resources**

**Vice president**

**Director**

**Assistant director**

**Manager**

**Assistant manager**

**Supervisor]**

Speaking/coming to the phone **(GO TO SC6)**

Collect name of best respondent

Don’t know best respondent; callback

Go to result

**SC6. Hello, my name is [INTERVIEWER NAME], and I am calling from Westat, a research firm in Rockville, MD. We are conducting a survey for the U.S. Department of Labor. We recently sent a letter introducing the study. This is a brief survey of business executives in high growth industries to see what opportunities might be available in these industries for people with disabilities.**

**The survey will take about 20 minutes.**

**This survey is for research purposes only and is not part of an investigation or audit by the Department of Labor. Your cooperation is voluntary. Your responses will not be linked with your company or with your name. First, I would like to ask about your business.**

**[IF NEEDED: You can skip any question you do not want to answer, and you can stop at anytime.]**

|  |
| --- |
| **Company Characteristics** |

**1. I see that your business is mostly in the [INDUSTRY] group, is that correct? (2008 ODEP)**

Yes **(GO TO Q2)**

No

Don’t know

Refused

**1a. What type of business is it?**

Construction

Manufacturing

Wholesale Trade

Retail Trade

Transportation and Warehousing

Information

Financial Activities

Professional and Business Services

Education

Health Services

Leisure and Hospitality

Other Services

Public Administration

Other (SPECIFY):

Don’t know

Refused

**2. I also see that you have about [NUMBER OF EMPLOYEES]. Is that correct? (2008 ODEP)**

Yes **(GO TO Q4)**

No

Don’t know

Refused

**3. Including your corporate headquarters, subsidiaries, and all branches, how many employees does your business have? Would you say… (2008 ODEP)**

Fewer than 5, (end survey)

5 to 14,

15 to 249,

250 to 999

Or 1000 or more?

Don’t know

Refused

**4. Does your company have multiple locations?**

Yes

No **(GO TO Q6)**

Don’t know

Refused

**5. [IF Q4 = YES] How many employees do you have at your location? (2008 ODEP)**

\_\_\_\_ Employees

Don’t know

Refused

**6. I see that your business headquarters is in [STATE]. Is that correct? (2008 ODEP)**

Yes **(GO TO Q7)**

No

Don’t know

Refused

**6a. In what state or US territory is your business headquartered?**

Alabama

Alaska

American Samoa

Arkansas

Arizona

California

Colorado

Connecticut

Delaware

District of Columbia (Washington, DC)

Florida

Georgia

Guam

Hawaii

Idaho

Illinois

Indiana

Iowa

Kansas

Kentucky

Louisiana

Maine

Maryland

Massachusetts

Michigan

Minnesota

Mississippi

Missouri

Montana

Nebraska

Nevada

New Hampshire

New Jersey

New Mexico

New York

North Carolina

North Dakota

Northern Mariana Islands

Ohio

Oklahoma

Oregon

Pennsylvania

Puerto Rico

Rhode Island

South Carolina

South Dakota

Tennessee

Texas

U.S. Virgin Islands

Utah

Vermont

Virginia

Washington

West Virginia

Wisconsin

Wyoming

Don’t know

Refused

**7. [If Q4 = YES] And I see that your location is in [STATE]. Is that correct? (2008 ODEP)**

Yes **(GO TO Q8)**

No

Don’t know

Refused

1. **In what state or US territory are you located?**

Alabama

Alaska

American Samoa

Arkansas

Arizona

California

Colorado

Connecticut

Delaware

District of Columbia (Washington, DC)

Florida

Georgia

Guam

Hawaii

Idaho

Illinois

Indiana

Iowa

Kansas

Kentucky

Louisiana

Maine

Maryland

Massachusetts

Michigan

Minnesota

Mississippi

Missouri

Montana

Nebraska

Nevada

New Hampshire

New Jersey

New Mexico

New York

North Carolina

North Dakota

Northern Mariana Islands

Ohio

Oklahoma

Oregon

Pennsylvania

Puerto Rico

Rhode Island

South Carolina

South Dakota

Tennessee

Texas

U.S. Virgin Islands

Utah

Vermont

Virginia

Washington

West Virginia

Wisconsin

Wyoming

Don’t know

Refused

**8. How many years has the company been in business?**

\_\_\_\_\_ Years

Don’t know

Refused

**9. Which of the following best describes your company’s plans for your workforce over the next 12 months? (Kessler Foundation)**

We plan to increase the size of our workforce

We have no plans to increase or decrease the size of our workforce

We plan to reduce the size of our workforce

Don’t know

Refused

**10. Is your business a Federal contractor? (IF NEEDED: Federal contractors are employers who enter into a contract with the United States (any department or agency) to perform a specific job, supply labor and materials, or for sales of products or services.)**

Yes

No

Don’t know

Refused

**11. About how many years have you been working for [COMPANY] in any position? (2008 ODEP)**

\_\_\_\_\_ Years

Don’t know

Refused

**12. What is your job title? (2008 ODEP)**

President/owner

Vice-president, finance

Vice-president, human resources

Vice-president (SPECIFY):

Director

Assistant director

Manager

Assistant manager

Supervisor

Other (SPECIFY):

**13. About how many years have you been working under your current role/position? (2008 ODEP)**

\_\_\_\_\_ Years

Don’t know

Refused

**14. Have you ever regularly interacted with someone with a disability inside the work environment, at either this company, or another company?**

Yes

No

Don’t know

Refused

**15. Have you ever regularly interacted with someone with a disability outside the work environment, for example with friends, family, or neighbors?**

Yes

No

Don’t know

Refused

|  |
| --- |
| **Disability Hiring, Retention, and Advancement** |

**16. Under the Americans with Disabilities Act, an individual with a disability is defined as a person who (1) has a physical or mental impairment that substantially limits one or more major life activities; (2) has a record of such an impairment; or (3) is regarded as having such an impairment.**

**To your knowledge, do any of your company’s current employees have a physical or mental disability? Would you say… (2008 ODEP)**

Yes

I’m not sure

No, not to my knowledge

Don’t know

Refused

**17. [DO NOT ASK IF Q16 = NO] To the best of your knowledge, about what percentage of your workforce has a disability? (Kessler)**

10% or more

5% to 9%

3% to 4%

1% or 2%

Less than 1%

Don’t know

Refused

**18. Does your company regularly track the number of people with disabilities that you employ? (Kessler)**

Yes

No

Don’t know

Refused

**19. In the past 12 months, has your company hired any people with disabilities? (2008 ODEP)**

Yes

I’m not sure

No, not to my knowledge

Don’t know

Refused

**20. Have any of your employees with disabilities been with the company for 2 years or longer? Would you say…**

Yes,

I’m not sure

No, not to my knowledge

Or does your company not have any employees with disabilities?

Don’t know

Refused

**21. Has your company promoted any employees with disabilities in the past 3 years? Would you say…**

Yes,

I’m not sure,

No, not to my knowledge,

Or has your company not had any employees with disabilities in the past 3 years?

**22. Does your company actively recruit job applicants who are people with disabilities? (2008 ODEP)**

Yes

No **(GO TO Q24)**

Don’t know

Refused

**23. We want to know how your company is proactive in recruiting job applicants with disabilities. Does your company…(Modified 2008 ODEP)**

1. **Create partnerships with disability-related advocacy organizations?**

Yes

No

Don’t know

Refused

1. **Work with career centers at colleges and universities when vacancies arise?**

Yes

No

Don’t know

Refused

1. **Post job announcements in disability-related publications or websites?**

Yes

No

Don’t know

Refused

1. **Does your company post job announcements and/or host a table at disability-related job fairs?**

Yes

No

Don’t know

Refused

1. **Establish summer internship and mentoring programs targeted at youth with disabilities?**

Yes

No

Don’t know

Refused

1. **Contact the state Vocational Rehabilitation agency?**

Yes

No

Don’t know

Refused

1. **Post jobs with the job service or workforce employment center (if needed: such as American Job Centers)?**

Yes

No

Don’t know

Refused

1. **Are there any other ways your company is proactive in trying to recruit job applicants with disabilities?**

**24. [IF Q22 = NO] What are the reasons your company does not actively recruit job applicants who are people with disabilities? Please say yes or no to each of the possible reasons. (Partially from Kessler Foundation)**

1. **There is an absence of job openings or a hiring freeze (we are not actively recruiting anyone, regardless of disability).**

Yes

No

Don’t know

Refused

1. **My company isn’t sure how to actively recruit people with disabilities.**

Yes

No

Don’t know

Refused

1. **There are architectural barriers or lack of special equipment for people with disabilities at the company.**

Yes

No

Don’t know

Refused

1. **Actively recruiting people with disabilities takes too much time.**

Yes

No

Don’t know

Refused

1. **It would cost too much money to hire people with disabilities.**

Yes

No

Don’t know

Refused

1. **Are there any other reasons you company does not actively recruit job applicants who are people with disabilities?**

\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| **Practices and Policies** |

**25. We’d like to know more about your company’s hiring and recruiting strategies. Does your company…**

1. **Post job announcements that display a policy of non-discrimination and equal opportunity?**

Yes

No

Don’t know

Refused

1. **Have an application process that is accessible to people with visual disabilities? (IF NEEDED: This can include Section 508 compliant job applications, or Section 508 compliant job announcements/vacancy descriptions that include information about how to apply to the job.)**

Yes

No

Don’t know

Refused

1. **Provide an opportunity for all job interview candidates to request an accommodation for the interview?**

Yes

No

Don’t know

Refused

1. **Have interview locations that are accessible to all people with disabilities?**

Yes

No

Don’t know

Refused

1. **Develop partnerships with organizations to recruit people with disabilities?**

Yes

No

Don’t know

Refused

1. **Have measureable goals for hiring people with disabilities?**

Yes

No

Don’t know

Refused

1. **Have a dedicated recruiter or other person specialized in the hiring of people with disabilities?**

Yes

No

Don’t know

Refused

1. **What other practices are in place for hiring and recruiting people with disabilities?**

**26. The next questions are about retaining employees with disabilities. The following strategies are thought to improve retention of people with disabilities. Does your company have or make available….**

1. **Have training for all employees that includes disability awareness or sensitivity? (IF NEEDED: This could include broader non-discrimination or etiquette training, but only if disabilities are specifically addressed).**

Yes

No

Don’t know

Refused

1. **A disability-focused employee resource group or affinity group?**

Yes

No

Don’t know

Refused

1. **Programs or policies to help employees who become ill, injured, or disabled stay at work or return to work?**

Yes

No

Don’t know

Refused

1. **Workplace flexibility programs such as flexible scheduling or telecommuting?**

Yes

No

Don’t know

Refused

1. **Does your company have or make available job reassignments for existing employees who develop a disability?**

Yes

No

Don’t know

Refused

1. **An opportunity for employees to voluntarily and confidentially self-disclose that they have a disability?**

Yes

No

Don’t know

Refused

1. **Measurable goals for retaining and advancing employees with disabilities?**

Yes

No

Don’t know

Refused

1. **Ways for employees to keep their existing position but reallocate specific tasks in the event that they cannot perform those tasks because of a disability? This is sometimes called task shifting.**

Yes

No

Don’t know

Refused

1. **What else, if anything, does your company do to retain people with disabilities?**

|  |
| --- |
| **Attitudes** |

**27. IF CONDITION 1: How much of a concern are the following factors to your company in hiring people with disabilities? I would like you to say whether it is not a concern, somewhat a concern, or a major concern.**

**IF CONDITION 2: Use condition 1 wording but reverse answer choice categories.**

**IF CONDITION 3: Many employers have concerns about hiring people with disabilities, such costs of accommodation or absenteeism.] How much of a concern are the following factors to your company in hiring people with disabilities? I would like you to say whether it is not a concern, somewhat a concern, or a major concern.**

**If CONDITION 4: Use condition 3 wording but reverse answer choice categories.**

1. **Knowing how to address the needs of workers with disability. Is that not a concern, somewhat a concern, or a major concern to your company in hiring people with disabilities?**

Not a concern

Somewhat a concern

Major concern

Don’t know

Refused

1. **Attitudes of co-workers**

Not a concern

Somewhat a concern

Major concern

Don’t know

Refused

1. **Attitudes of supervisors**

Not a concern

Somewhat a concern

Major concern

Don’t know

Refused

1. **Attitudes of top-level management**

Not a concern

Somewhat a concern

Major concern

Don’t know

Refused

1. **Attitudes of customers**

Not a concern

Somewhat a concern

Major concern

Don’t know

Refused

1. **Cost of accommodation. Is that not a concern, somewhat a concern, or a major concern to your company in hiring people with disabilities?**

Not a concern

Somewhat a concern

Major concern

Don’t know

Refused

1. **Cost of health care coverage**

Not a concern

Somewhat a concern

Major concern

Don’t know

Refused

1. **Cost of workers compensation premiums**

Not a concern

Somewhat a concern

Major concern

Don’t know

Refused

1. **Absenteeism**

Not a concern

Somewhat a concern

Major concern

Don’t know

Refused

1. **Turnover**

Not a concern

Somewhat a concern

Major concern

Don’t know

Refused

1. **Cannot discipline or fire a worker with a disability due to possible legal issues. Is that not a concern, somewhat a concern, or a major concern to your company in hiring people with disabilities?**

Not a concern

Somewhat a concern

Major concern

Don’t know

Refused

1. **Safety on the job for persons with disabilities and their coworkers**

Not a concern

Somewhat a concern

Major concern

Don’t know

Refused

1. **Productivity level compared to non-disabled workers**

Not a concern

Somewhat a concern

Major concern

Don’t know

Refused

1. **Ability of workers with disabilities to perform required job duties**

Not a concern

Somewhat a concern

Major concern

Don’t know

Refused

1. **Additional supervision**

Not a concern

Somewhat a concern

Major concern

Don’t know

Refused

1. **Does your company have any other concerns about hiring people with disabilities?**

**28. The next questions are about ways in which hiring people with disabilities might impact your company. Please just say yes or no to each. Would you say that hiring people with disabilities…**

1. **Increases morale at your company?**

Yes

No

Don’t know

Refused

1. **Increases productivity at your company?**

Yes

No

Don’t know

Refused

1. **Projects a positive image of your company with prospective employees?**

Yes

No

Don’t know

Refused

1. **Projects a positive image of your company with customers?**

Yes

No

Don’t know

Refused

1. **Increases the pool of qualified candidates?**

Yes

No

Don’t know

Refused

1. **Benefits your company because of the financial incentives such as tax breaks for accommodation?**

Yes

No

Don’t know

Refused

1. **Reduces liability for legal issues related to lack of diversity?**

Yes

No

Don’t know

Refused

1. **Are there any other benefits to hiring people with disabilities?**

|  |
| --- |
| **Veterans** |

**These next few questions are specifically about recruiting and hiring Veterans.**

**29. In the past 12 months, has your company hired a Veteran?**

Yes

No

Don’t know

Refused

**30. In the past 12 months, has your company hired a Veteran who disclosed a disability, either before or after they were hired?**

Yes

No

Don’t know

Refused

**31. Does your company make any special efforts to recruit Veterans?**

Yes

No

Don’t know

Refused

**32. Would any of the following be helpful to your company to recruit and hire Veterans?**

1. **Using a recruiting source to identify qualified Veteran candidates?**

Yes

No

Don’t know

Refused

1. **Programs to help Veterans translate military skills to the civilian workforce?**

Yes

No

Don’t know

Refused

1. **Programs to help Veterans transition from the military culture to the civilian workplace culture?**

Yes

No

Don’t know

Refused

1. **Information about how to address combat-related physical disabilities?**

Yes

No

Don’t know

Refused

1. **Information about how to address mental illness, including post-traumatic stress disorder (PTSD)?**

Yes

No

Don’t know

Refused

1. **Tax credits for hiring Veterans or disabled Veterans?**

Yes

No

Don’t know

Refused

**33. I just have a couple more questions about involvement in dealing with issues with people with disabilities at your company. Do you yourself work with hiring managers to resolve issues on a case-by-case basis regarding any of the following?**

1. **Hiring people with disabilities?**

Yes

No

Don’t know

Refused

1. **Disciplining or terminating employees with disabilities?**

Yes

No

Don’t know

Refused

1. **Promoting or retaining employees with disabilities?**

Yes

No

Don’t know

Refused

**34. If you could make one recommendation to improve the hiring of people with disabilities, what would it be?**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**35. [IF NO, DON’T KNOW, OR REFUSED TO 33A-C] Can I have the name, email, and phone number of someone at your company who does work with hiring managers on those issues?**

**NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**E-MAIL ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**PHONE NUMBER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**36. After reviewing the responses to this survey, we may want to follow-up with a small number of employers to learn more through a second telephone interview. This interview would probe on retention and advancement and ask about challenges and solutions, and experience with people with disabilities. May we contact [YOU/ NAME IN Q35] in [MONTH/YEAR]?**

Yes

No

Don’t know

Refused

Those are all of the questions I have for you today. Thank you for participating. Goodbye!