

# THE ADA, 20 YEARS LATER

KESSLER FOUNDATION/NOD  
SURVEY OF AMERICANS WITH DISABILITIES

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***The Kessler Foundation/NOD 2010 Survey of Americans with Disabilities***

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**EXECUTIVE SUMMARY**

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*The Kessler Foundation/National Organization on Disability 2010 Survey of Americans with Disabilities* marks the sixth effort over the past 24 years (since 1986) to assess the quality of life of people with disabilities on a wide range of critical dimensions, to measure the differences, or “gaps”, between people with and without disabilities on these indicators, and to track them over time. The National Organization on Disability and Kessler Foundation, working with Harris Interactive, have established a series of 10 measures of significant life activities of Americans with disabilities. These indicators, which have been tracked over the course of six surveys, are: employment, poverty, education, health care, transportation, socializing, going to restaurants, attendance at religious services, political participation, and satisfaction with life. This year, three new indicators were added, which include: technology, access to mental health services, and overall financial situation.

While there has been modest improvement among a few indicators, the general trend of the measures is that twenty years after the passage of the Americans with Disabilities Act (ADA), there has yet to be significant progress in many areas (Exhibit 1). For instance, although there has been substantial improvement reported in education attainment and political participation since 1986, large gaps still exist between people with and without disabilities with regard to: employment, household income, access to transportation, health care, socializing, going to restaurants, and satisfaction with life (Exhibit 2). In some instances, the spread has actually gotten worse since the inception of the survey in 1986 (Exhibit 5).

Since this survey was last conducted in 2004, America has undergone a significant economic downturn. Some areas measured in the survey, such as employment, poverty, and going to restaurants were negatively impacted by the state of the economy. However, the consistency of the size of the gaps this year suggests that people with disabilities and without disabilities were affected as much, or more, by the recession.

The 2010 survey continues to underscore the notion that there is no single indicator of the quality of lives of people with disabilities. They face a range of challenges, and have varied experiences and aspirations. This diversity is characterized not only by a broad spectrum of disability characteristics, specifically type and severity, but also by a range of personal characteristics and circumstances. Understanding this heterogeneity will be crucial toward properly equipping people with disabilities with the tools, skills, and opportunities they need to succeed.

In addition to the gap measures that have been included in this and previous research, the survey includes an expanded section on employment, and selected questions on financial independence. These items add further texture to the disadvantages faced by people with disabilities and point to the potential of accommodations and programs that can be designed to facilitate and improve the employment outcomes of more people with disabilities.

There have been some improvements measured over the years that may be in part attributable to the implementation of the ADA of 1990. However, there is clearly much work to be done in order to narrow the very substantial gaps that still exist. Hopefully policymakers, employers, and the disability community will work together to translate these findings into actions and policies that will improve the lives of the millions of Americans with disabilities in the future.

## Highlights of the 2010 Report

As mentioned above, one of the primary aims of this research is to measure and track over time a number of disparities between people with and without disabilities. As part of this effort, Harris Interactive, the Kessler Foundation, and NOD have developed specific quantifiable measures or “indicators” in a range of key life activities, with a “gap” defined as the number of percentage points by which Americans with disabilities lag behind Americans without disabilities on a given indicator. These gaps, along with a number of additional key findings from this year’s survey, are presented and discussed below, with the gaps highlighted in bold.

### Employment

**Employment rates for people with and without disabilities seem to have been affected similarly by the economic recession, meaning that this is still the area where people with disabilities seem to be at the greatest disadvantage compared to the rest of the population.**

#### **(Chapter 2)**

- ♦ Among *all* working-age (18-64) people with disabilities, only 21% say that they are **employed full or part-time**, compared to 59% of working-age people without disabilities – **a gap of 38 percentage points**.
- ♦ This gap has been decreasing since 1998, but it still remains large and its decline has been slow (gap in 1998: 50 points; 2000: 49 points; 2004: 43 points).
- ♦ People with disabilities who are not employed describe themselves as unemployed but looking for work (14%), unemployed and not looking for work (14%), retired (14%), a stay-at-home spouse or partner (7%), or something else (29%).
- ♦ Among those with disabilities who describe themselves as unemployed, 73% cite their disability as one of the reasons why they are not working right now. Other reasons for unemployment include being unable to find a job in their line of work (cited by 56%) and being unable to get the accommodations needed to effectively perform in the workplace

(37%). Almost one-quarter (23%) mention as a reason the fear that getting a job would mean losing their federal health benefits.

- ♦ A significant minority of people with disabilities (43%) claim that they have encountered some form of job discrimination throughout their life. The percentage remains the same when considering only those who are 18-64 and employed full or part-time (43%) but drops to 26% when limiting it to employees' experiences of the past five years, suggesting that job discrimination based on disability status has been declining in recent years.

### **A Closer Look at Employed People with Disabilities (Ages 18-64)**

- ♦ Two-in-five (42%) employees with disabilities feel that their work requires them to use their full abilities. This number has remained steady since 1998.
- ♦ Most are either comfortable (49%) or indifferent (35%) about disclosing their disability status at work. Only 16% report that they are not comfortable disclosing that they have a disability.
- ♦ A large majority (78%) of employed people with disabilities say someone at their organization knows they have a disability. Of those who have disclosed that they have a disability, half (49%) say they did so because they thought it was important for others to know, while a third report that part of the reason was because their ability to perform essential job duties was negatively affected (33%) or because it is a visible disability (32%).
- ♦ A quarter (26%) of employed people with disabilities have experienced discomfort or a negative reaction from a supervisor, co-worker or customer in their current job.
- ♦ Although only 5% of employed people with disabilities report that they have used a state, federal, non-profit, or community-based service provider agency to help them get their current job, one-quarter of all people with disabilities (24%), regardless of employment status, have used such an agency before.

## Poverty

**People with disabilities report that they are still much more likely than people without disabilities to be living in poverty<sup>1</sup>. (Chapter 3)**

- ♦ People with disabilities are more than twice as likely as people without disabilities to report that they **have a household income of \$15,000 or less** (34% versus 15%) – **a gap of 19 percentage points**.
- ♦ Likewise, people with disabilities are more than half as likely as people without disabilities to say that they live in households that earn more than \$50,000 annually (18% versus 38%).
- ♦ Although changes in the absolute numbers of those with incomes of \$15,000 or less should be interpreted with caution when not controlling for inflation, the gap between people with and without disabilities with household incomes at this level has remained relatively stable since 1986 (19 percentage points in 2010, 17 percentage points in 2004, 19 points in 2000, and 22 points in 1986, 1994, and 1998).
- ♦ As might be expected due to the low employment rates of people with disabilities, their personal income is substantially lower than their household income. Just about half (48%) report a personal income of \$15,000 or less and only 7% say they have a personal income over \$50,000.

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<sup>1</sup> The 2009 U.S. Census Bureau Poverty threshold was \$14,570 for a two-person non-elderly household.

## Financial Situation

**Americans with disabilities are much more likely than their non-disabled counterparts to say that they are facing financial hardships. (Chapter 3)**

- ♦ A majority (58%) of people with disabilities report that they are **struggling to get by, going further into debt each month or living paycheck to paycheck, not going into debt, but not gaining much either**, compared to only one-third (34%) of people without disabilities – **a gap of 24 percentage points**.
- ♦ Perhaps most troubling, more than twice as many people with disabilities seem to be going further into debt each month as compared to people without disabilities (21% versus 8%).
- ♦ The more severe the disability, the worse the financial situation. Only 6% of people with a slight disability say that they are struggling to get by and going further into debt each month compared to 32% of people with a very severe disability.
- ♦ Examining other financial indicators, one-third (34%) of people with disabilities have applied for a loan and been denied. On a more positive note, about three-in-five people with disabilities (59%) own their home.

## Education

**With regard to education attainment, notable improvements have been made over the past 24 years, but findings indicate that a modest gap still exists. (Chapter 4)**

- ♦ 17% of people with disabilities report that they have **not completed high school**, compared to 11% of people without disabilities – **a gap of 6 percentage points**.
- ♦ The percentage of people without disabilities who say that they have not completed high school is exactly the same as 2004 (11%) so the decrease in the size of the gap from 10 percentage points to 6 points is due to a gain in education from people with disabilities.

- ♦ 19% of people with disabilities have reportedly graduated from college compared to 27% of their non-disabled counterparts. These figures have increased for both groups (up from 14% in 2004 for people with disabilities and up from 25% in 2004 for people without disabilities).
- ♦ Although one-in-six people with disabilities has not completed high school, there has still been marked progress in the area of education over the past 24 years. While 82% of people with disabilities have graduated from high school today, this share was only 61% in 1986.

## Health Care

**People with disabilities still report a higher likelihood of going without needed healthcare services today, and they are also slightly more likely to say that they have trouble accessing needed mental health services. (Chapter 5)**

- ♦ People with disabilities are more likely to say that they **have gone without needed health care on at least one occasion in the past year**, when compared to people without disabilities (19% and 10%, respectively) – **a gap of 9 percentage points**.
- ♦ The gap has decreased slightly from 11 percentage points in 2004, but this decrease is not due to improved access for people with disabilities. Instead, getting the needed care has become more of a problem for people without disabilities (10% in 2010 up from 7% in 2004).
- ♦ On a more encouraging note, neither population reports having as much trouble accessing mental health services, though twice as many people with disabilities (7%) say they **did not get needed help from a mental health professional on at least one occasion in the past year** compared to people without disabilities (3%). This is **a gap of 4 percentage points**.

## Transportation

**Many people with disabilities state that they continue to face transportation challenges. (Chapter 6)**

- ♦ People with disabilities are much more likely than people without disabilities to **consider inadequate transportation to be a problem** (34% versus 16%, respectively) – **a gap of 18 percentage points**.
- ♦ Transportation appears to have become more of a problem in 2010 for both people with and without disabilities: the indicator increased from 30% in 2004 to 34% in 2010 for people with disabilities and from 13% in 2004 to 16% in 2010 for people without disabilities. More than likely there is an economic factor contributing to this increase.
- ♦ The transportation gap between people with and without disabilities has widened by 5 percentage points since we started measuring it (13% in 1998 to 18% in 2010).

## Socializing

**People with disabilities are also less likely than those without disabilities to report that they socialize with friends, relatives, or neighbors, once again suggesting that there are significant barriers to participation in leisure activities for this population. (Chapter 7)**

- ♦ Significant majorities of people with and without disabilities indicate that they **socialize with friends, family, or neighbors at least twice a month**. However, people with disabilities appear to socialize less often than people without disabilities (79% versus 90%) – **a gap of 11 percentage points**.
- ♦ Younger people with disabilities (ages 18-29) are actually more likely than their non-disabled counterparts to say that they socialize with close friends, relatives, or neighbors at least twice a month (94% versus 91%).

- ♦ With respect to socializing, the gap between people with and without disabilities has remained steady since 2000 (11 percentage points today versus 10 points in 2004 and 11 points in 2000). (Exhibit 4)

### **Going to Restaurants**

**People with disabilities are also significantly less likely to report that they go to restaurants, even more so than they were in 2004. Even across similar income levels, people with disabilities are less likely to be dining out, implying that other issues may be at play in addition to the financial factor, such as lack of accessibility, negative public attitudes, or discomfort. (Chapter 7)**

- ♦ People with disabilities are reportedly less likely to **go to restaurants at least twice a month** than are people without disabilities (48% versus 75%) – **a gap of 27 percentage points.**
- ♦ The gap has increased significantly from 16 percentage points in 2004. This growth is primarily because of a significant drop in 2010 of the number of people with disabilities who are dining out (from 57% in 2010 to 48% in 2010). There has been essentially no change in the number of people without disabilities who are eating out (from 73% in 2004 to 75% in 2010).
- ♦ People with somewhat (40%) or very severe disabilities (32%) are much less likely than are people with slight (55%) or moderate disabilities (66%) to say they eat in restaurants at least twice a month.

## Attendance at Religious Services

**Again in 2010, people with disabilities are less likely than people without disabilities to attend religious services on a regular basis. (Chapter 8)**

- ♦ Half of people with disabilities (50%) state that they **attend religious services at least once per month**. However, 57% of people without disabilities do the same – **a gap of 7 percentage points**.
- ♦ The gap between people with and without disabilities in terms of attendance at religious services is almost identical to that in 2004 and all previous years with the exception of 2000 when this gap was wider at 18 percentage points. (Exhibit 4)

## Political Participation

**The gap in political participation, defined as voting, appeared to close in the 2008 Presidential election season.<sup>2</sup> (Chapter 9)**

- ♦ According to *The Harris Poll* 2008 pre-election survey, people with disabilities were as likely as those without disabilities to vote in the 2008 Presidential election, with turnout for both of these populations estimated at 59% – **a gap of zero percentage points**.
- ♦ This is a continuation of the trend which has shown a narrowing of the gap since the 1996 Presidential election year: it was 11 percentage points in 1992, peaked at 17 percentage points in 1996, returned to 11 points again in 2000, and then dropped to 4 percentage points in 2004.

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<sup>2</sup> The gap in political participation is based on estimated voter turnout among people with and without disabilities, with trended data available going back to the 1992 elections. (Post-election data on *actual turnout* based on exit polls do not break out people with and without disabilities.)

- ♦ Although other sources<sup>3</sup> have reported a gap in voter turnout between people with and without disabilities in the 2008 Presidential election, their data corroborates the new Harris Interactive finding that the political participation gap narrowed significantly in the 2008 election.
- ♦ People with disabilities were once again more likely to vote for the Democratic Presidential candidate, Senator Barack Obama, unlike in 2004 when they voted for the Republican candidate, President George W. Bush, for the first time. According to the final Harris Poll 2008 pre-election survey, half of people with disabilities (50%) supported Obama as opposed to 44% for McCain.

### Satisfaction with Life

**Given the size and persistence of the various gaps between people with and without disabilities, it is not surprising that people with disabilities are on average less satisfied with their lives and that the gap on this key indicator has not change. (Chapter 10)**

- ♦ People with disabilities are much less likely to say that they are **very satisfied with life in general** than are people without disabilities (34% versus 61%, respectively) – **a gap of 27 percentage points**.
- ♦ This gap in life satisfaction is exactly the same as the 2004 measure in terms of absolute measures. Considering the various negative consequences of the economic downturn, it is not altogether surprising that there has been no increase in life satisfaction since 2004.

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<sup>3</sup> According to an analysis conducted by Lisa Schur and Douglas Kruse of the Current Population Survey Voting Supplement, the voting gap between people with and without disabilities in 2008 was 7 percentage points. Schur and Kruse estimated that approximately 35% more people with disabilities voted in the 2008 presidential election as compared to the 2000 election.

## Technology

**The second largest gap between people with and without disabilities is regarding using technology to access the Internet. People with disabilities are much less likely to use the Internet and this gap exists across all age groups. (Chapter 12)**

- ♦ 85% of adults without disabilities claim to **use a computer or other electronic device to access the Internet from home, work or another location**, whereas only 54% of adults with disabilities report the same – **a gap of 31 percentage points**.
- ♦ The gap is smallest among the youngest cohort but a difference still exists (10 percentage points). The gap increases threefold among those 65 or older to 33 percentage points.

## Americans with Disabilities Act (ADA)

**Most Americans with disabilities do not believe that the ADA has had either a positive or a negative impact on their lives. (Chapter 11)**

- ♦ A majority (61%) of people with disabilities say that the ADA of 1990 has made no difference in their life, while just about one-quarter (23%) report that the ADA has made their life better. Only 4% report that it has made their life worse and 7% have not heard of the ADA.

## **Perceptions of People with Disabilities**

**A majority of people with disabilities say they are treated the same as others when people learn that they have a disability or health problem. However, a considerable minority have experienced a negative reaction. (Chapter 11)**

- ♦ Around three-quarters (72%) say they are treated the same as others when people learn they have a disability and half (50%) report that people are surprised to find out about their disability. On the other hand, 28% report that people generally act as if they are sorry for the person with a disability, 27% say they are treated differently and 14% say people tend to avoid further contact with them.
- ♦ People with more severe disabilities are much more likely to describe negative experiences when asked how people generally react toward them: half (49%) of people with somewhat or very severe disabilities describe negative experiences, compared to 29% of those with slight or moderate disabilities.

### Exhibit 1

#### Key "Indicators" for People with Disabilities – Trends 1986-2010

|                                                                                        | <u>2010</u> | <u>2004</u> | <u>2000</u> | <u>1998</u> | <u>1994</u> | <u>1986</u> |
|----------------------------------------------------------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Base:                                                                                  | 1,001       | 1,267       | 997         | 989         | 1003        | 981         |
|                                                                                        | %           | %           | %           | %           | %           | %           |
| <b>Employment</b>                                                                      |             |             |             |             |             |             |
| Works either full or part-time (18-64)                                                 | 21          | 35          | 32          | 29          | 31          | 34          |
| <b>Poverty*†</b>                                                                       |             |             |             |             |             |             |
| Annual household income \$15,000 or less                                               | 34          | 26          | 29          | 34          | 40          | 51          |
| <b>Education*</b>                                                                      |             |             |             |             |             |             |
| Has not graduated from high school                                                     | 17          | 21          | 22          | 20          | 24          | 39          |
| <b>Health Care*</b>                                                                    |             |             |             |             |             |             |
| Did not get needed care on at least one occasion in past year                          | 19          | 18          | 19          | 21          | 18          | n/a         |
| <b>Transportation*</b>                                                                 |             |             |             |             |             |             |
| Inadequate transportation considered a problem                                         | 34          | 30          | 30          | 30          | n/a         | n/a         |
| <b>Socializing</b>                                                                     |             |             |             |             |             |             |
| Socializes with close friends, relatives, or neighbors at least twice a month          | 79          | 79          | 81          | 82          | 81          | n/a         |
| <b>Going to Restaurants</b>                                                            |             |             |             |             |             |             |
| Goes to a restaurant at least twice a month                                            | 48          | 56          | 56          | 51          | 50          | 48          |
| <b>Attendance at Religious Services</b>                                                |             |             |             |             |             |             |
| Goes to church, synagogue, or any other place of worship at least once a month         | 50          | 49          | 47          | 54          | 48          | 55          |
| <b>Political Participation**</b>                                                       |             |             |             |             |             |             |
| Voter turnout in the Presidential election                                             | 59 (2008)   | 52          | 41          | 33 (1996)   | 45 (1992)   | n/a         |
| <b>Satisfaction with Life</b>                                                          |             |             |             |             |             |             |
| Very satisfied with life in general                                                    | 34          | 34          | 33          | 33          | 35          | 39          |
| <b>Access to Mental Health Services*</b>                                               |             |             |             |             |             |             |
| Did not get help from mental health professional on at least one occasion in past year | 3           | n/a         | n/a         | n/a         | n/a         | n/a         |
| <b>Technology</b>                                                                      |             |             |             |             |             |             |
| Uses a computer/electronic device to access the Internet                               | 54          | n/a         | n/a         | n/a         | n/a         | n/a         |
| <b>Financial Situation*</b>                                                            |             |             |             |             |             |             |
| Struggling to get by or Living paycheck to paycheck                                    | 58          | n/a         | n/a         | n/a         | n/a         | n/a         |

\* These variables are "negative" in that a higher score indicates more of a disadvantage.

† Data have not been adjusted for inflation.

\*\* Source: Harris Poll, selected Presidential election years.

**Exhibit 2**  
**A Comparison between People With and Without Disabilities on**  
**Key “Indicator” Measures (2010)**

|                                                                                        | People<br>With<br><u>Disabilities</u> | People<br>Without<br><u>Disabilities</u> | Gap in<br>Percentage<br><u>Points</u> |
|----------------------------------------------------------------------------------------|---------------------------------------|------------------------------------------|---------------------------------------|
| Base:                                                                                  | 1,001<br>%                            | 788<br>%                                 |                                       |
| <b>Employment</b>                                                                      |                                       |                                          |                                       |
| Works either full or part-time (18-64)                                                 | 21                                    | 59                                       | 38                                    |
| <b>Poverty*</b>                                                                        |                                       |                                          |                                       |
| Annual household income \$15,000 or less                                               | 34                                    | 15                                       | 19                                    |
| <b>Education*</b>                                                                      |                                       |                                          |                                       |
| Has not graduated from high school                                                     | 17                                    | 11                                       | 6                                     |
| <b>Health Care*</b>                                                                    |                                       |                                          |                                       |
| Did not get needed care on at least one occasion in past year                          | 19                                    | 10                                       | 9                                     |
| <b>Transportation*</b>                                                                 |                                       |                                          |                                       |
| Inadequate transportation considered a problem                                         | 34                                    | 16                                       | 18                                    |
| <b>Socializing</b>                                                                     |                                       |                                          |                                       |
| Socializes with close friends, relatives, or neighbors at least twice a month          | 79                                    | 90                                       | 11                                    |
| <b>Going to Restaurants</b>                                                            |                                       |                                          |                                       |
| Goes to a restaurant at least twice a month                                            | 48                                    | 75                                       | 27                                    |
| <b>Attendance at Religious Services</b>                                                |                                       |                                          |                                       |
| Goes to church, synagogue, or any other place of worship at least once a month         | 50                                    | 57                                       | 7                                     |
| <b>Political Participation**</b>                                                       |                                       |                                          |                                       |
| Voter turnout in the Presidential election                                             | 59 (2008)                             | 59                                       | 0                                     |
| <b>Satisfaction with Life</b>                                                          |                                       |                                          |                                       |
| Very satisfied with life in general                                                    | 34                                    | 61                                       | 27                                    |
| <b>Access to Mental Health Services*</b>                                               |                                       |                                          |                                       |
| Did not get help from mental health professional on at least one occasion in past year | 7                                     | 3                                        | 4                                     |
| <b>Technology</b>                                                                      |                                       |                                          |                                       |
| Uses a computer/electronic device to access the Internet                               | 85                                    | 54                                       | 31                                    |
| <b>Financial Situation*</b>                                                            |                                       |                                          |                                       |
| Struggling to get by or Living paycheck to paycheck                                    | 58                                    | 34                                       | 24                                    |

\* These variables are “negative” in that a higher score indicates more of a disadvantage.

\*\* Source: 2008 Harris Poll.

**Exhibit 3**  
**Key "Indicators," by Severity of Disability (2010)**

|                                                                                        | <u>Slight or<br/>Moderate<br/>Disabilities</u> | <u>Very or<br/>Somewhat<br/>Severe<br/>Disabilities</u> | <u>All<br/>People With<br/>Disabilities</u> | <u>People<br/>Without<br/>Disabilities</u> |
|----------------------------------------------------------------------------------------|------------------------------------------------|---------------------------------------------------------|---------------------------------------------|--------------------------------------------|
| Base:                                                                                  | 431<br>%                                       | 550<br>%                                                | 1,001<br>%                                  | 788<br>%                                   |
| <b>Employment</b>                                                                      |                                                |                                                         |                                             |                                            |
| Works either full or part-time (18-64)                                                 | 30                                             | 16                                                      | 21                                          | 59                                         |
| <b>Poverty*</b>                                                                        |                                                |                                                         |                                             |                                            |
| Annual household income \$15,000 or less                                               | 26                                             | 38                                                      | 34                                          | 15                                         |
| <b>Education*</b>                                                                      |                                                |                                                         |                                             |                                            |
| Has not graduated from high school                                                     | 12                                             | 21                                                      | 17                                          | 11                                         |
| <b>Health Care*</b>                                                                    |                                                |                                                         |                                             |                                            |
| Did not get needed care on at least one occasion in past year                          | 13                                             | 23                                                      | 19                                          | 10                                         |
| <b>Transportation*</b>                                                                 |                                                |                                                         |                                             |                                            |
| Inadequate transportation a problem                                                    | 24                                             | 41                                                      | 34                                          | 16                                         |
| <b>Socializing</b>                                                                     |                                                |                                                         |                                             |                                            |
| Socializes with close friends, relatives, or neighbors at least twice a month          | 87                                             | 73                                                      | 79                                          | 90                                         |
| <b>Going to Restaurants</b>                                                            |                                                |                                                         |                                             |                                            |
| Goes to a restaurant at least twice a month                                            | 63                                             | 37                                                      | 48                                          | 75                                         |
| <b>Attendance at Religious Services</b>                                                |                                                |                                                         |                                             |                                            |
| Goes to church, synagogue, other place of worship at least once a month                | 58                                             | 46                                                      | 50                                          | 57                                         |
| <b>Satisfaction with Life</b>                                                          |                                                |                                                         |                                             |                                            |
| Very satisfied with life in general                                                    | 44                                             | 27                                                      | 34                                          | 61                                         |
| <b>Access to Mental Health Services*</b>                                               |                                                |                                                         |                                             |                                            |
| Did not get help from mental health professional on at least one occasion in past year | 4                                              | 10                                                      | 7                                           | 3                                          |
| <b>Technology</b>                                                                      |                                                |                                                         |                                             |                                            |
| Uses a computer/electronic device to access the Internet                               | 55                                             | 57                                                      | 54                                          | 50                                         |
| <b>Financial Situation*</b>                                                            |                                                |                                                         |                                             |                                            |
| Struggling to get by or Living paycheck to paycheck                                    | 45                                             | 74                                                      | 58                                          | 34                                         |

\* These variables are "negative" in that a higher score indicates more of a disadvantage.

Note: Political participation is not included in this table as these data were not gathered from this survey, but rather from the Harris Poll in selected Presidential election years.

**Exhibit 4**  
**Trends in Gaps for "Indicator" Measures—1986-2010**  
**(Percentage Points)**

|                                                                                        | <u>2010</u><br><u>Gaps</u><br>% | <u>2004</u><br><u>Gaps</u><br>% | <u>2000</u><br><u>Gaps</u><br>% | <u>1998</u><br><u>Gaps</u><br>% | <u>1994</u><br><u>Gaps</u><br>% | <u>1986</u><br><u>Gaps</u><br>% |
|----------------------------------------------------------------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|
| <b>Employment</b>                                                                      |                                 |                                 |                                 |                                 |                                 |                                 |
| Works either full or part-time (age 18-64)                                             | 38                              | 43                              | 49                              | 50                              | n/a                             | n/a                             |
| <b>Poverty</b>                                                                         |                                 |                                 |                                 |                                 |                                 |                                 |
| Annual household income \$15,000 or less                                               | 19                              | 17                              | 19                              | 22                              | 22                              | 22                              |
| <b>Education</b>                                                                       |                                 |                                 |                                 |                                 |                                 |                                 |
| Has not graduated from high school                                                     | 6                               | 10                              | 13                              | 11                              | 12                              | 24                              |
| <b>Health Care</b>                                                                     |                                 |                                 |                                 |                                 |                                 |                                 |
| Did not get needed care on at least one occasion in past year                          | 9                               | 11                              | 13                              | 10                              | 5                               | n/a                             |
| <b>Transportation</b>                                                                  |                                 |                                 |                                 |                                 |                                 |                                 |
| Inadequate transportation considered a problem                                         | 18                              | 17                              | 20                              | 13                              | n/a                             | n/a                             |
| <b>Socializing</b>                                                                     |                                 |                                 |                                 |                                 |                                 |                                 |
| Socializes with close friends, relatives, or neighbors at least twice a month          | 11                              | 10                              | 11                              | n/a                             | n/a                             | n/a                             |
| <b>Going to Restaurants</b>                                                            |                                 |                                 |                                 |                                 |                                 |                                 |
| Goes to a restaurant at least twice a month                                            | 27                              | 16                              | 25                              | n/a                             | n/a                             | 25                              |
| <b>Attendance at Religious Services</b>                                                |                                 |                                 |                                 |                                 |                                 |                                 |
| Goes to church, synagogue, or any other place of worship at least once a month         | 7                               | 8                               | 18                              | 3                               | 10                              | 11                              |
| <b>Political Participation*</b>                                                        |                                 |                                 |                                 |                                 |                                 |                                 |
| Voter turnout in the Presidential election                                             | 0 (2008)                        | 4                               | 11                              | 17 (1996)                       | 11 (1992)                       | n/a                             |
| <b>Satisfaction with Life</b>                                                          |                                 |                                 |                                 |                                 |                                 |                                 |
| Very satisfied with life in general                                                    | 27                              | 27                              | 34                              | 28                              | 20                              | 11                              |
| <b>Access to Mental Health Services</b>                                                |                                 |                                 |                                 |                                 |                                 |                                 |
| Did not get help from mental health professional on at least one occasion in past year | 4                               | n/a                             | n/a                             | n/a                             | n/a                             | n/a                             |
| <b>Technology</b>                                                                      |                                 |                                 |                                 |                                 |                                 |                                 |
| Uses a computer/electronic device to access the Internet                               | 31                              | n/a                             | n/a                             | n/a                             | n/a                             | n/a                             |
| <b>Financial Situation</b>                                                             |                                 |                                 |                                 |                                 |                                 |                                 |
| Struggling to get by or Living paycheck to paycheck                                    | 24                              | n/a                             | n/a                             | n/a                             | n/a                             | n/a                             |

\* Source: Harris Poll, selected Presidential election years.

**Exhibit 5**  
**Change in Gaps since Benchmark Year**  
**(Percentage Points)**

|                                                                                | 2010<br><u>Gaps</u><br>% | Benchmark<br>Year<br><u>Gaps*</u><br>% | Change in Size<br>of Gaps |
|--------------------------------------------------------------------------------|--------------------------|----------------------------------------|---------------------------|
| <b>Employment</b>                                                              |                          |                                        |                           |
| Works either full or part-time (age 18-64)                                     | 38                       | 50<br>(1998)                           | -12                       |
| <b>Poverty</b>                                                                 |                          |                                        |                           |
| Annual household income \$15,000 or less                                       | 19                       | 22                                     | -3                        |
| <b>Education</b>                                                               |                          |                                        |                           |
| Has not graduated from high school                                             | 6                        | 24                                     | -18                       |
| <b>Health Care</b>                                                             |                          |                                        |                           |
| Did not get needed care on at least one occasion in past year                  | 9                        | 5<br>(1994)                            | +4                        |
| <b>Transportation</b>                                                          |                          |                                        |                           |
| Inadequate transportation considered a problem                                 | 18                       | 12<br>(1998)                           | +6                        |
| <b>Socializing</b>                                                             |                          |                                        |                           |
| Socializes with close friends, relatives, or neighbors at least twice a month  | 11                       | 11<br>(2000)                           | 0                         |
| <b>Going to Restaurants</b>                                                    |                          |                                        |                           |
| Goes to a restaurant at least twice a month                                    | 27                       | 25                                     | +2                        |
| <b>Attendance at Religious Services</b>                                        |                          |                                        |                           |
| Goes to church, synagogue, or any other place of worship at least once a month | 7                        | 11                                     | +4                        |
| <b>Political Participation**</b>                                               |                          |                                        |                           |
| Voter turnout in the Presidential election                                     | 0<br>(2008)              | 11<br>(1992)                           | -11                       |
| <b>Satisfaction with Life</b>                                                  |                          |                                        |                           |
| Very satisfied with life in general                                            | 27                       | 11                                     | +16                       |

\* The Benchmark Year is 1986 unless otherwise indicated

\*\* Source: Harris Poll, selected Presidential election years.

**Exhibit 6**  
**A Comparison between People With and Without Disabilities on**  
**“Indicator” Measures (2004)**

|                                                                                | People<br>With<br><u>Disabilities</u> | People<br>Without<br><u>Disabilities</u> | Gap in<br>Percentage<br><u>Points</u> |
|--------------------------------------------------------------------------------|---------------------------------------|------------------------------------------|---------------------------------------|
| Base:                                                                          | 1,001<br>%                            | 988<br>%                                 |                                       |
| <b>Employment</b>                                                              |                                       |                                          |                                       |
| Works either full or part-time (18-64)                                         | 35                                    | 78                                       | 43                                    |
| <b>Poverty*</b>                                                                |                                       |                                          |                                       |
| Annual household income \$15,000 or less                                       | 26                                    | 9                                        | 17                                    |
| <b>Education*</b>                                                              |                                       |                                          |                                       |
| Has not graduated from high school                                             | 21                                    | 11                                       | 10                                    |
| <b>Health Care*</b>                                                            |                                       |                                          |                                       |
| Did not get needed care on at least one occasion in past year                  | 18                                    | 7                                        | 11                                    |
| <b>Transportation*</b>                                                         |                                       |                                          |                                       |
| Inadequate transportation considered a problem                                 | 30                                    | 13                                       | 17                                    |
| <b>Socializing</b>                                                             |                                       |                                          |                                       |
| Socializes with close friends, relatives, or neighbors at least twice a month  | 79                                    | 89                                       | 10                                    |
| <b>Going to Restaurants</b>                                                    |                                       |                                          |                                       |
| Goes to a restaurant at least twice a month                                    | 57                                    | 73                                       | 16                                    |
| <b>Attendance at Religious Services</b>                                        |                                       |                                          |                                       |
| Goes to church, synagogue, or any other place of worship at least once a month | 49                                    | 57                                       | 8                                     |
| <b>Political Participation**</b>                                               |                                       |                                          |                                       |
| Voter turnout in the Presidential election                                     | 52                                    | 56                                       | 4                                     |
| <b>Satisfaction with Life</b>                                                  |                                       |                                          |                                       |
| Very satisfied with life in general                                            | 34                                    | 61                                       | 27                                    |

\* These variables are “negative” in that a higher score indicates more of a disadvantage.

\*\* Source: 2004 Harris Poll.

**Exhibit 7**  
**A Comparison between People With and Without Disabilities on**  
**“Indicator” Measures (2000)**

|                                                                                | <u>People<br/>With<br/>Disabilities</u> | <u>People<br/>Without<br/>Disabilities</u> | <u>Gap in<br/>Percentage<br/>Points</u> |
|--------------------------------------------------------------------------------|-----------------------------------------|--------------------------------------------|-----------------------------------------|
| Base:                                                                          | 997<br>%                                | 953<br>%                                   |                                         |
| <b>Employment</b>                                                              |                                         |                                            |                                         |
| Works either full or part-time (18-64)                                         | 32                                      | 81                                         | 49                                      |
| <b>Poverty*</b>                                                                |                                         |                                            |                                         |
| Annual household income \$15,000 or less                                       | 29                                      | 10                                         | 19                                      |
| <b>Education*</b>                                                              |                                         |                                            |                                         |
| Has not graduated from high school                                             | 22                                      | 9                                          | 13                                      |
| <b>Health Care*</b>                                                            |                                         |                                            |                                         |
| Did not get needed care on at least one occasion in past year                  | 19                                      | 6                                          | 13                                      |
| <b>Transportation*</b>                                                         |                                         |                                            |                                         |
| Inadequate transportation considered a problem                                 | 30                                      | 10                                         | 20                                      |
| <b>Socializing</b>                                                             |                                         |                                            |                                         |
| Socializes with close friends, relatives, or neighbors at least once a week    | 70                                      | 85                                         | 15                                      |
| <b>Going to Restaurants</b>                                                    |                                         |                                            |                                         |
| Goes to a restaurant at least once a week                                      | 40                                      | 59                                         | 19                                      |
| <b>Attendance at Religious Services</b>                                        |                                         |                                            |                                         |
| Goes to church, synagogue, or any other place of worship at least once a month | 47                                      | 65                                         | 18                                      |
| <b>Political Participation**</b>                                               |                                         |                                            |                                         |
| Registered to vote in the Presidential election                                | 41                                      | 52                                         | 11                                      |
| <b>Satisfaction with Life</b>                                                  |                                         |                                            |                                         |
| Very satisfied with life in general                                            | 33                                      | 67                                         | 34                                      |

\* These variables are “negative” in that a higher score indicates more of a disadvantage.

\*\* Source: 2000 Harris Poll.

**Exhibit 8**  
**A Comparison between People With and Without Disabilities on**  
**“Indicator” Measures (1998)**

|                                                                                | <u>People<br/>With<br/>Disabilities</u> | <u>People<br/>Without<br/>Disabilities</u> | <u>Gap in<br/>Percentage<br/>Points</u> |
|--------------------------------------------------------------------------------|-----------------------------------------|--------------------------------------------|-----------------------------------------|
| Base:                                                                          | 989<br>%                                | 905<br>%                                   |                                         |
| <b>Employment</b>                                                              |                                         |                                            |                                         |
| Works either full or part-time (18-64)                                         | 29                                      | 79                                         | 50                                      |
| <b>Poverty*</b>                                                                |                                         |                                            |                                         |
| Annual household income \$15,000 or less                                       | 34                                      | 12                                         | 22                                      |
| <b>Education*</b>                                                              |                                         |                                            |                                         |
| Has not graduated from high school                                             | 20                                      | 9                                          | 11                                      |
| <b>Health Care*</b>                                                            |                                         |                                            |                                         |
| Did not get needed care on at least one occasion in past year                  | 21                                      | 11                                         | 10                                      |
| <b>Transportation*</b>                                                         |                                         |                                            |                                         |
| Inadequate transportation considered a problem                                 | 30                                      | 17                                         | 13                                      |
| <b>Socializing</b>                                                             |                                         |                                            |                                         |
| Socializes with close friends, relatives, or neighbors at least once a week    | 69                                      | 84                                         | 15                                      |
| <b>Going to Restaurants</b>                                                    |                                         |                                            |                                         |
| Goes to a restaurant at least once a week                                      | 33                                      | 60                                         | 27                                      |
| <b>Attendance at Religious Services</b>                                        |                                         |                                            |                                         |
| Goes to church, synagogue, or any other place of worship at least once a month | 54                                      | 57                                         | 3                                       |
| <b>Political Participation (1996)**</b>                                        |                                         |                                            |                                         |
| Voter turnout in the Presidential election                                     | 33                                      | 50                                         | 17                                      |
| <b>Satisfaction with Life</b>                                                  |                                         |                                            |                                         |
| Very satisfied with life in general                                            | 33                                      | 61                                         | 28                                      |

\* These variables are “negative” in that a higher score indicates more of a disadvantage.

\*\* Source: 1996 Harris Poll.

**Exhibit 9**  
**A Comparison between People With and Without Disabilities on**  
**“Indicator” Measures (1994)**

|                                                                                | People<br>With <u>Disabilities</u> | People Without<br><u>Disabilities</u> | Gap in<br>Percentage<br><u>Points</u> |
|--------------------------------------------------------------------------------|------------------------------------|---------------------------------------|---------------------------------------|
| Base:                                                                          | 1003<br>%                          | 1115<br>%                             |                                       |
| <b>Poverty*</b>                                                                |                                    |                                       |                                       |
| Annual household income \$15,000 or less                                       | 40                                 | 18                                    | 22                                    |
| <b>Education*</b>                                                              |                                    |                                       |                                       |
| Has not graduated from high school                                             | 24                                 | 12                                    | 12                                    |
| <b>Health Care*</b>                                                            |                                    |                                       |                                       |
| Did not get needed care on at least one occasion in past year                  | 18                                 | 13                                    | 5                                     |
| <b>Socializing</b>                                                             |                                    |                                       |                                       |
| Socializes with close friends, relatives, or neighbors at least once a week    | 68                                 | 86                                    | 18                                    |
| <b>Going to Restaurants</b>                                                    |                                    |                                       |                                       |
| Goes to a restaurant at least once a week                                      | 34                                 | 55                                    | 21                                    |
| <b>Attendance at Religious Services</b>                                        |                                    |                                       |                                       |
| Goes to church, synagogue, or any other place of worship at least once a month | 48                                 | 58                                    | 10                                    |
| <b>Political Participation (1992)**</b>                                        |                                    |                                       |                                       |
| Voter turnout in the Presidential election                                     | 45                                 | 56                                    | 11                                    |
| <b>Satisfaction with Life</b>                                                  |                                    |                                       |                                       |
| Very satisfied with life in general                                            | 35                                 | 55                                    | 20                                    |

\* These variables are “negative” in that a higher score indicates more of a disadvantage.

\*\* Source: 1992 Harris Poll.

Note: Only 8 “Key Indicators” are represented in this table, since 2 of the 10 indicators were not measured in 1994.

**Exhibit 10**  
**A Comparison between People With and Without Disabilities on**  
**“Indicator” Measures (1986)**

|                                                                                | <u>People<br/>With Disabilities</u> | <u>People Without<br/>Disabilities</u> | <u>Gap in<br/>Percentage<br/>Points</u> |
|--------------------------------------------------------------------------------|-------------------------------------|----------------------------------------|-----------------------------------------|
| Base:                                                                          | 981<br>%                            | 1064<br>%                              |                                         |
| <b>Poverty*</b>                                                                |                                     |                                        |                                         |
| Annual household income \$15,000 or less                                       | 51                                  | 29                                     | 22                                      |
| <b>Education*</b>                                                              |                                     |                                        |                                         |
| Has not graduated from high school                                             | 39                                  | 15                                     | 24                                      |
| <b>Socializing</b>                                                             |                                     |                                        |                                         |
| Socializes with close friends, relatives, or neighbors at least once a week    | 75                                  | 85                                     | 10                                      |
| <b>Going to Restaurants</b>                                                    |                                     |                                        |                                         |
| Goes to a restaurant at least once a week                                      | 34                                  | 58                                     | 24                                      |
| <b>Attendance at Religious Services</b>                                        |                                     |                                        |                                         |
| Goes to church, synagogue, or any other place of worship at least once a month | 55                                  | 66                                     | 11                                      |
| <b>Satisfaction with Life</b>                                                  |                                     |                                        |                                         |
| Very satisfied with life in general                                            | 39                                  | 50                                     | 11                                      |

\* These variables are “negative” in that a higher score indicates more of a disadvantage.  
Note: Only 6 “Key Indicators” are represented in this table, since 4 of the 10 indicators were not measured in 1986.

## INTRODUCTION

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### Background

Working with the Kessler Foundation and the National Organization on Disability to study the attitudes, experiences, and levels of participation of Americans with disabilities, Harris Interactive has identified 13 very important indicators of the quality of life and standard of living of Americans with disabilities. Since 1986, the *Surveys of Americans with Disabilities* have measured the gaps on 10 of these indicators between people with and without disabilities; three new indicators were added this year.

The primary purposes of the 2010 research are to:

- ♦ measure the size of the gaps on these indicators between people with and without disabilities 20 years after the passage of the ADA;
- ♦ determine which gaps are and are not closing and by how much compared to earlier research in 2004, 2000, 1998, 1994, and 1986;
- ♦ provide a benchmark for measuring future progress; and
- ♦ examine additional measures of quality of life that may be especially relevant in today's environment.

The 10 indicators that are tracked over the course of the six surveys focus on: employment, poverty, education, health care, access to transportation, socializing, going to restaurants, attendance at religious services, political participation, and life satisfaction. The three indicators added this year include: access to mental health services, technology, and overall financial situation.

Along with these measures, the 2010 survey also examines in much greater detail than in years past the employment of people with disabilities.

Finally, this report provides up-to-date measures in a number of critical areas that are specific to people with disabilities, including:

- ♦ The impact of the Americans with Disabilities Act (ADA) on the lives of Americans with disabilities;
- ♦ The sense of common identity shared by people with disabilities;
- ♦ Financial independence and homeownership among people with disabilities.

The results of this research will underline the need for policymakers, leaders of the disability movement, and those who work with people with disabilities to redouble their efforts in improving the quality of life of Americans with disabilities.

### **Methodological Overview**

*The 2010 survey was conducted using the same basic sampling approach and methodology as previous years' research.* Following similar methods ensures greater confidence when describing trends over time. For the majority of the survey questions, the findings are based on two samples, both of which were conducted by telephone: (1) a national cross-section of 1,001 adults with disabilities and (2) a national cross-section of 788 adults without disabilities. These interviews took place between May 5 and June 3, 2010. When a person with a disability was unavailable for an interview or unable to be interviewed, a proxy from the same household who was best qualified to answer questions about that person was chosen to complete the interview. Overall, 10% of the interviews were conducted with proxies.

In the case of findings on employment among people with disabilities, the data is based off of employed people ages 18 to 64 from the national telephone cross-section, as well as an oversample of 315 people with disabilities in the labor force, which was conducted online using sample from the Harris Poll Online panel.

All of the results were weighted to be representative of the general population ages 18 and over with and without disabilities.

The questionnaire consisted of 53 substantive response items, including demographic questions. The average length of the phone and online surveys for people with disabilities was 15 and 14 minutes, respectively.

A more-detailed methodology can be found in Appendix A and the entire questionnaire and topline results can be found in Appendix B.

### **Defining Disability**

Using a similar definition that was used in the previous years, the sample of people with disabilities was limited to non-institutionalized individuals with disabilities, with a person qualifying for this portion of sample if he or she currently:

- ♦ Has a health problem or disability that prevents him or her from participating fully in work, school, housework, or other activities; *or*
- ♦ Reports having a physical disability of any kind; a seeing, hearing, or speech impairment; an emotional or mental disability; or a learning disability; *or*
- ♦ Considers himself or herself a person with a disability or says that other people would consider him or her to be a person with a disability.

No more than one adult with a disability was interviewed in each household.

In order to produce an estimated measure of disability prevalence, Harris Interactive conducted screening on 12 surveys over the course of six weeks. According to the findings, the estimated prevalence of people with disabilities is between 13 and 16%.

### **Notes on Reading Tables**

The base on each question is the total number of respondents who answered that question. All base sizes shown in this report are unweighted, while the percentages reflect the weighting that was done to bring the samples of people with and without disabilities into proportion with the actual population in terms of characteristics such as age, gender, and education level. An asterisk (\*) signifies a value of less than one-half percent (<0.5%). A dash represents a value of zero. Percentages may not always add up to 100% due to computer-rounding or the acceptance of multiple answers from respondents answering a given question.

Subgroup analyses were conducted based on demographic characteristics such as gender, age, and income. In addition, respondents with disabilities were classified into additional subgroups based on the severity of their disability (e.g., slight, moderate, somewhat severe, very severe). *Most differences between samples or subgroups highlighted in this report are statistically significant. Please refer to Exhibit 12 and 13 in Appendix A for the approximate sampling tolerances to use when evaluating these differences.*

Note also that, in rare cases, results may be based on small sample sizes – that is, bases of fewer than 50 respondents. This may be true, for instance, when questions were asked of subgroups of respondents, with the results then broken down by age group. These data are included in the report; however, where caution should be used in drawing any conclusions from the results due to small samples, this has been noted in the table or the text.

### **Public Release of Survey Findings**

All Harris Interactive surveys are designed to adhere to the code of conduct of the Council of American Survey Research Organizations (CASRO) and the code of the National Council of Public Polls (NCPP). Because data from this survey will be released to the public, any release must stipulate that the complete report is also available through the National Organization on Disability.

### **Obtaining Copies of the Report**

Additional copies of this report, the *Kessler Foundation /National Organization on Disability 2010 Survey of Americans with Disabilities*, are available at no charge from [www.2010DisabilitySurveys.org](http://www.2010DisabilitySurveys.org). The report is also accessible from the Kessler Foundation website at [www.kesslerfoundation.org](http://www.kesslerfoundation.org) and the National Organization on Disability website at [www.nod.org](http://www.nod.org). The report includes a detailed analysis of the survey data, graphics, a discussion of the survey methodology, and the complete questionnaire, including topline data.

### **Project Responsibility and Acknowledgements**

The Harris Interactive team responsible for the design of the questionnaire and analysis of the data included: Humphrey Taylor, Chairman of *The Harris Poll*; David Krane, Vice President; and Kaylan Orkis, Research Manager.

Harris Interactive would like to thank the Kessler Foundation and the National Organization on Disability for commissioning this research and extend special recognition to those who provided expert advice, useful contributions, and strong commitment to this project: Rodger DeRose, CEO and President (Kessler Foundation); Elaine Katz, Vice President of Grant Programs and Special Initiatives (Kessler Foundation); Carol Glazer, President (NOD); Mary Dolan, Senior Advisor and Director of Public Policy (NOD); Meg O’Connell, Consultant (NOD); Gerry Hendershot, Ph.D., Senior Advisor on Survey Research (NOD); Cori Di Biase, Director of Special Initiatives (NOD); and Basil Whiting, Senior Fellow (NOD).

Harris Interactive maintains full responsibility for the survey questions, data collection, and analysis and interpretations of the findings.

## CHAPTER 1: NATURE AND SEVERITY OF DISABILITY

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### Definition of Disability

Comparing data on disability across different sources can be challenging due to the numerous ways in which disability can be defined. Not surprisingly, the particular definition or definitions used have significant implications for the size and characteristics of the population, the nature of the challenges they face, and the ways in which the findings can and should be applied to broader policy debates. In this survey, disability was defined using a number of criteria so as to capture a group with a wide range of disabling conditions, functional limitations, and personal circumstances.

More specifically, respondents were considered as having a disability if they met any of the following criteria:

- ♦ Has a health problem or disability that prevents him or her from participating fully in work, school, housework, or other activities; *or*
- ♦ Reports having a physical disability of any kind; a seeing, hearing, or speech impairment; an emotional or mental disability; or a learning disability; *or*
- ♦ Considers himself or herself a person with a disability or says that other people would consider him or her to be a person with a disability.

### Onset of Disability

People acquire their disabilities across the lifespan, though the onset is beginning to occur somewhat later in life. One-in-five (19%) people with disabilities say that they were either born with their disability or that their disability began in adolescence. This share has decreased since 2004 when 30% reported such an early onset of their disability. Another one-in-five (21%) reports that their disability began when they were a young adult between ages 20 and 39, with the remaining respondents citing middle age – ages 40-55 (27%) – or later in life –

ages 56 and beyond (27%) – as the age at which their disability began. These proportions are quite similar to those reported prior to 2004. (Table 1A)

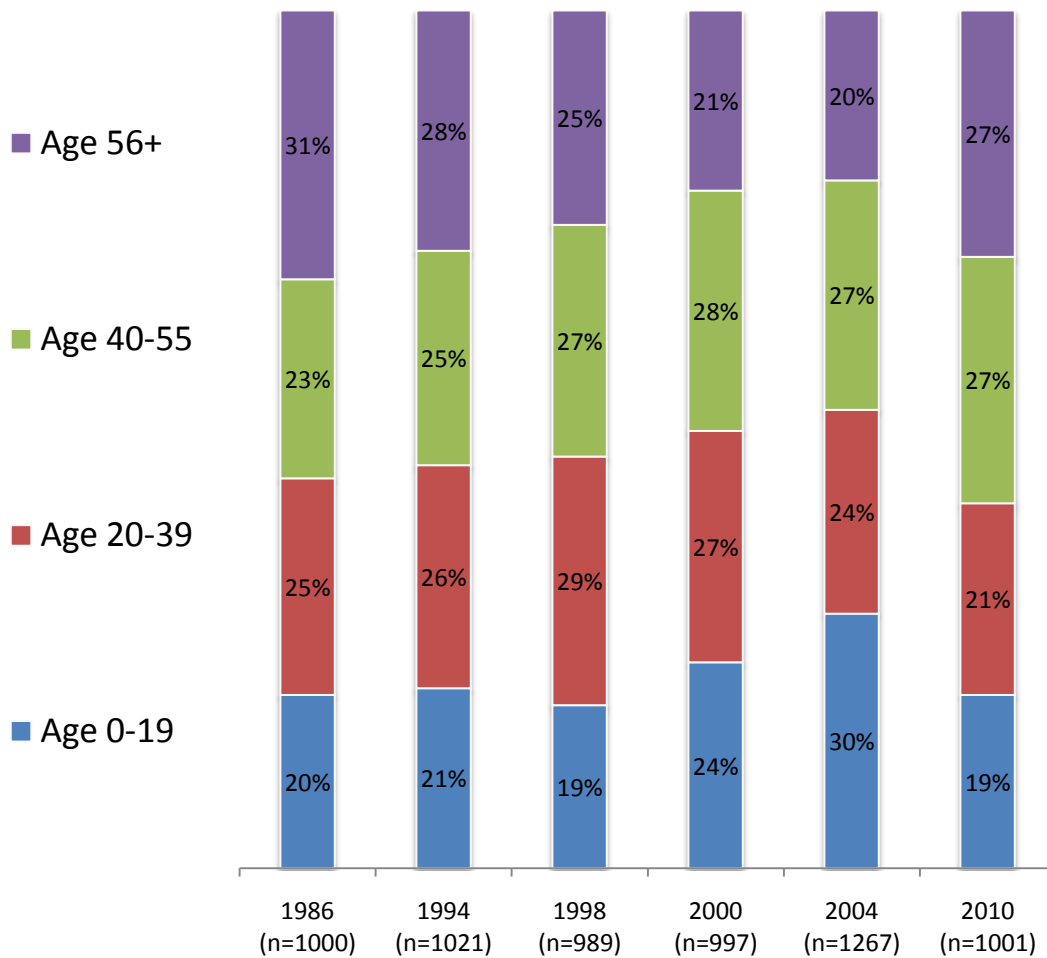
### **Severity of Disability**

Today, 56% people with disabilities describe their disability as either somewhat (36%) or very (21%) severe. This is similar to previous years when a majority reported that their disability or health problem was somewhat or very severe (2004: 53%, 2000: 60%, 1998: 63%, 1994: 59%, and 1986: 52%). The proportion of those who describe their disability as moderate has remained relatively constant at about three in ten. A difference from 2004 is seen in the number who describe their disability as slight: 11% say their disability is slight compared to 18% in 2004. (Table 1B)

**Table 1A**  
**Age of Onset**

Q705 How old were you when your disability or health problem began or were you born with your disability?

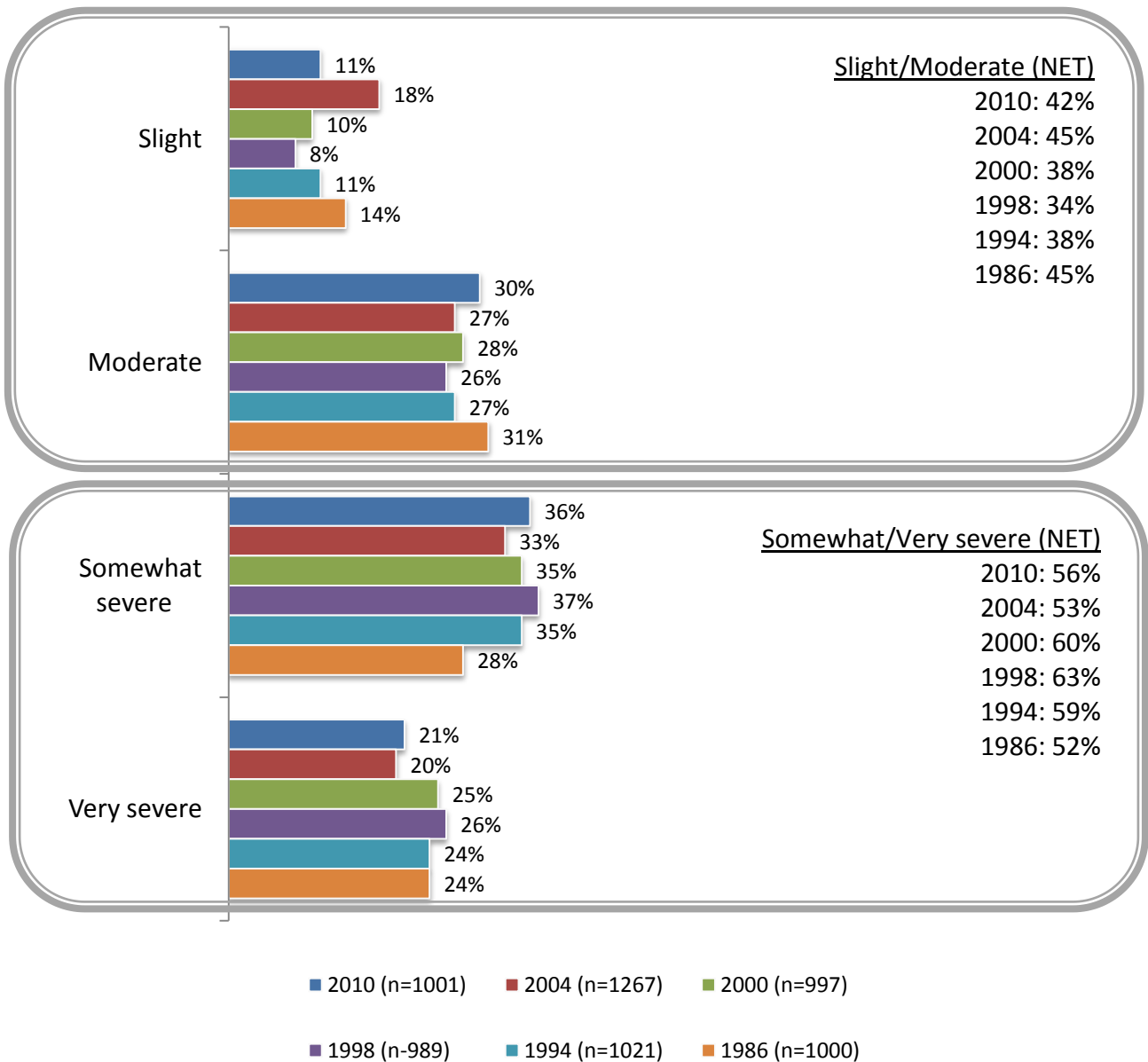
Base: People with disabilities (n=1,001)



**Table 1B**  
**Severity of Disability**

Q700 Would you describe your disability or health problem as slight, moderate, somewhat severe, or very severe?

Base: People with disabilities (n=1,001)



## CHAPTER 2: EMPLOYMENT

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### **Employment – Those Working**

Although the sample interviewed in this survey included adults of all ages (18 and over), the data presented below on respondents' current employment situations are limited to those ages 18 to 64 in order to reflect the primary employment market. Of those in this age range, people with disabilities are much less likely to describe themselves as working either full or part-time than are people without disabilities (21% versus 59%, respectively). This gap of 38 percentage points is the largest of the gap indicators measured in this survey, and helps to explain the persistence of gaps in other areas such as poverty and health care. (Table 2A)

It should be noted that the *Kessler Foundation/NOD Survey of Americans with Disabilities* is not intended to be a definitive survey on the employment of people with disabilities. Since employment is a complicated subject that can be analyzed in a variety of ways, this survey should be thought of as descriptive research on select employment issues facing people with disabilities today. That said - while not a perfect comparison - the 38 percentage point difference in employment between people with and without disabilities is reasonably consistent with the June 2010 Bureau of Labor Statistics employment-population ratio data, which shows a 45 percentage point difference between people with and without disabilities, 16 years and over<sup>4</sup>.

Further, as seen in previous years, the more severe the disability, the less likely a person is to be employed. People with slight disabilities are ten times more likely to be employed than are people with very severe disabilities (47% versus 4%, respectively), but are still less likely to be employed than people without disabilities (59%). (Table 2B)

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<sup>4</sup> The June 2010 Bureau of Labor Statistics employment-population ratio for persons with a disability, 16 and over, was 18.6%. The same ratio of persons without a disability, 16 and over, was 63.9%.

Not surprisingly, rates of employment—and the size of the gaps between people with and without disabilities—also vary by selected demographic characteristics. For instance, while there are significant differences at every level of education between people with and without disabilities in the share of those who are working, these differences are larger at the higher end of the educational spectrum. Among those who have not completed high school, 26% with disabilities are employed either full- or part-time, as compared to 20% of people without disabilities. By contrast, looking at those who have completed college, while just two-in-five (40%) people with disabilities are working either full or part-time, three-quarters (76%) of people without disabilities are doing so. (Table 2C)

The employment rates of people with disabilities remain relatively constant across age groups, with 20% of the youngest adults (18 to 29 year olds) employed full or part-time, 27% of 30 to 44 year olds and 20% of 45 to 64 year olds. The gap between people with and without disabilities is smallest among the youngest age group at 13 percentage points, which is encouraging for this generation. It grows to 47 percentage points for those aged 30 to 44 and 45 to 64. (Table 2D)

### **Employment – Those Not Working**

Although the difference in employment rates between people with and without disabilities is large, the share of those in full or part-time jobs tells only part of the story given the range of possible reasons for *not* working. People with disabilities who are not working report that they are either unemployed (29%), retired (14%), stay-at-home spouses or partners (7%), or they describe their status as something else<sup>5</sup> (29%). The proportions differ for non-working people without disabilities, with 16% unemployed, 6% retired, 8% stay-at-home spouses or partners, or 11% something else.

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<sup>5</sup> Based on previous *Surveys of Americans with Disabilities*, this may include being a student or not working due to a disability.

Those who describe their current employment situation as unemployed are either looking for a job or not. When comparing unemployed people with disabilities to their non-disabled counterparts, we see that only half of the unemployed people with disabilities describe themselves as looking for a job (14 percentage points of the 29% unemployed) compared to almost all of the people without disabilities (14 percentage points of the 16% unemployed).

A closer examination of why unemployed people with disabilities are not working reveals that disability clearly plays a role in why a greater proportion of unemployed people with disabilities are not looking for work. Of people with disabilities who are unemployed, nearly three-quarters (73%) say they are unable to work due to their disability or health problem. Further, almost all (94%) of those who are unemployed and not looking for work name their disability as a reason for their unemployment. Other reasons why people with disabilities are unemployed and not looking for a job include not being able to get the accommodations they need to effectively perform their job (42%) and concern that the income will make them ineligible for federal health benefits (32%). (Table 2F)

Among those who are unemployed but looking for a job, large majorities (88%) at least partially attribute their unemployment to not being able to find a job in their line of work. Another 51% are having trouble finding a job because of their disability. (Table 2F) In addition, barriers of entry to the workplace are reported to be greater for people with somewhat or very severe disabilities. People with very severe and somewhat severe disabilities are more likely to say they are unemployed and not looking for work (both 19%) than people with slight or moderate disabilities (2% and 4%, respectively). (Table 2B)

## **Trends**

The recent economic downturn has caused U.S. employment rates to decline significantly since the last survey in 2004<sup>6</sup> and our findings indicate that people with disabilities appear to be affected at least as much, or perhaps more than, people without disabilities. Although the net

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<sup>6</sup> According to the Bureau of Labor Statistics, 5.5% of adults were unemployed in 2004 and 9.7% of adults are unemployed in 2010.

effect – in absolute numbers – of the decrease in employment numbers for both groups was a decrease in the employment gap, it can be argued that the drop from 35% of employed people with disabilities in 2004 to 21% in 2010 is actually a bigger drop in percentage terms than the drop from 78% to 59% for people without disabilities. Regardless of interpretation, the decline in the size of the gap has been slow: the gap was 50 percentage points in 1998, 49 in 2000, 43 in 2004, and 38 percentage points today. (Table 2E)

### **Job-Related Discrimination**

Over two in five (43%) people with disabilities say they have encountered at least one form of job discrimination in the workplace. The two most prevalent forms of discrimination that people with disabilities have faced are being paid less than other workers in similar jobs with similar skills (18%) and being refused a job because of their disability (17%). Around one in ten have experienced other types of discrimination, which include: being given less responsibility than co-workers (12%), being denied health insurance (11%), being refused a job interview (11%) or promotion (10%) because of their disability, and being denied a workplace accommodation or other work-related benefits (both 10%). (Table 2G)

The data is more encouraging when limited to experiences of only the past five years, as opposed to “ever”. About half as many report encountering each particular kind of job discrimination when the question is limited to a more recent timeframe. For instance, 8% say they were refused a job because of their disability in the past five years as opposed to 17% who were refused a job at some time in their life. Similarly, only 6% report being paid less than other workers in similar jobs with similar skills in the past five years, whereas 18% of people with disabilities report that this happened at one time in their life. (Table 2G) The same number of currently employed people ages 18-64 have experienced at least one of these various forms of job-related discrimination (43%) but the percentage drops to 26% among employed people with disabilities if you limit the timeframe to the past five years, suggesting that there has been some improvement in employment opportunities for people with disabilities over the past few years.

Once again, the incidence of having ever encountered a type of job discrimination is much higher among people with the most severe disabilities. For example, people with very severe disabilities are more than twice as likely to have been given less responsibility than co-workers (23% very severe versus 10% somewhat severe, 8% moderate, and 9% slight), denied health insurance (23% versus 9%, 8%, and 6%, respectively) and refused a job interview because of their disability (24% versus 11%, 5%, and 2%, respectively). (Table 2H)

Looking at age, middle-aged workers are the most likely to have ever encountered at least one form of discrimination. A quarter (24%) of workers over the age of 64 have encountered at least one type, 44% of workers age 18 to 29 have, and even more 29 to 44 year olds and 45 to 64 years olds (57% and 56%, respectively) have encountered some form. (Table 2I)

### **Disclosure in the Workplace**

Half (49%) of employed people with disabilities say that they are comfortable discussing their disability with others at their organization and another third (35%) say that they are neither comfortable nor uncomfortable – they just share the information when necessary. One-in-six (16%) say that they are not comfortable disclosing that they have a disability. (Table 2J)

There are differences in comfort levels by gender: males (57%) are more comfortable than females (40%) discussing their disability at work. Interestingly, people with very or somewhat severe disabilities are more likely to feel comfortable discussing it with others (63% versus 42% slight or moderate). Similarly, those who say their employers know because it is a visible disability are more comfortable discussing it with others (69%). (Table 2K)

A large majority (78%) of employed people with disabilities say that someone at their organization knows they have a disability, keeping in mind that only 49% describe themselves as being comfortable discussing their disability. (Table 2L) Of the people with disabilities who say someone at work knows, over four in five say their coworkers (83%) and manager (82%)

know, and just over half say other staff (56%) and managers (55%) know as well. A total of 44% say both other staff and other managers in the company know in addition to their immediate coworkers and manager. (Table 2M) As might be expected, those with more severe disabilities name at least one person at the organization who knows of their disability (96% severe, 89% somewhat severe versus 73% slight and 72% moderate).

Half (49%) of people with disabilities say one of the reasons they chose to disclose their disability is because they thought it was important for others to know. A full third (33%) say that their ability to perform essential job duties was negatively affected by their disability, the only reason cited in the ADA for being obligated to disclose a disability<sup>7</sup>. (Table 2N) As might be expected, people with more severe disabilities are three times more likely to say their disability prevented them from fully performing essential job duties (59% vs. 19% of slight or moderate disabilities). (Table 2O)

A similar number (32%) say others know because their disability is visible and one-fifth (21%) needed an accommodation. Interestingly, although you are not required to disclose your disability on a job application, 11% said one of the reasons others know is because there was a place to disclose that they had a disability on the job application. Further, of those 12% who disclosed their disability by selecting it on their application, only two-thirds (65%) would have been obligated to according to the ADA. The other 35% who disclosed their disability by way of application did not say that their ability to perform their job duty was negatively affected by their disability. (Table 2P)

### **Workplace Environment**

One-third (34%) of full or part-time employed people with disabilities have a professional job. According to the 2000 Census, this is a higher percentage than the U.S. employed population but given that 40% of the people with disabilities who are employed have at least a Bachelor's degree, this may not be so surprising. The next most common occupation for people with

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<sup>7</sup> Visit <http://www.ada.gov/pubs/ada.htm> for the current text of the Americans with Disabilities Act.

disabilities is administrative support worker (15%) and sales worker (12%). These three occupation types are also of the most common among the U.S. civilian workforce. (Table 2P)

Four in five (82%) employees feel that their work requires them to use some of or their full talents or abilities. This is a slight increase from 2000 and 1998 (75% and 76%, respectively) though essentially the same percentage as 1994 (81%). Just over two in five (42%) believe their job requires their full abilities, which is similar to years past, though the highest was in 1994 at 53%. (Table 2Q & 2R)

Most employed people with disabilities (79%) did not report experiencing one of our measures of negative experiences in the workplace. That said, 15% have encountered a supervisor or coworker at their current job who is afraid they can't do the job, another 11% say they have seen coworkers who think they are receiving special treatment and one-in-ten report that they've come across coworkers who won't socialize with them. A slightly smaller number (7%) say they've experienced customers or clients who are uncomfortable being around a person with a disability. Although these are relatively small percentages, a significant minority (26%) has experience at least one of these. (Table 2S)

## **Mentors**

Approximately one-fifth (18%) of employed people with disabilities is matched with a mentor at their job. (Table 2T) As is often the case with mentoring programs, younger people with disabilities are more likely to have a mentor (39%) than their older counterparts (25% of 30 to 44 year olds and 11% of 45 to 64 year olds). (Table 2U) For those who have one, mentors seem to be playing an integral part to their success at the workplace. Almost three-quarters (72%) of employees with disabilities say their mentor has been at least important to their success at their organization. In fact, 51% say their mentor has been very or extremely important. (Table 2V)

### **Affinity Groups**

According to employees with disabilities, the majority (82%) of organizations they work at do not offer a forum or affinity group for people with disabilities. Of the 12% of employees who report that their organization offers an affinity group, only one-sixth (2% overall) actually participate. Although still a small percentage, 7% of employed 18 to 34 year olds participate in a disability affinity group, which is significantly higher than their older counterparts. (Table 2W)

### **Diversity and Disability Hiring**

Most employed people with disabilities give their organization good marks when it comes to hiring, retaining, and promoting a diverse workforce: 79% say their organization is good, very good or excellent at employing a diverse workforce, with 47% rating the job they are doing as excellent or very good. They give similar grades for hiring, retaining and promoting people with disabilities specifically, though there is room for improvement. Two-thirds (67%) rate the job as good, very good or excellent and 37% say it is very good or excellent. (Table 2X)

Thirty percent are aware of someone in a leadership position who has a disability. (Table 2Y)

### **Flexible Workplace Arrangements**

Over the years, employers have been offering flexible workplace arrangements to employees, which can include anything from working non-traditional hours to working from a remote location away from the office. The survey assessed which workplace arrangements employees with disabilities are using most in order to gauge how their usage might compare to employees as a whole. The most widely used arrangements are flexible holidays or earned time programs (40%), which are alternatives to rigid vacation, holidays, and sick time, and flextime scheduling (36%), which allows employees to alter the start and end times of the work day around the normal schedule of 8:00am to 5:00pm. One-in-five (20%) say that they have received consultation or equipment for ergonomically designed workstations and 19% have negotiated their job description to emphasize their strengths (i.e., job sculpting). Approximately one-in-

six (15%) people with disabilities report that they are currently telecommuting. Participation in these various workplace arrangements will be important to track over time as more and more companies offer them. (Table 2Z)

### **Job Seeking**

Employed people with disabilities use friends (31%) and referrals (22%) most often to help them get a job. Informal contacts (20%) and online job boards (14%) are also among the most frequently utilized resources. Only 5% of employed people with disabilities used a service provider agency to help them get their job: 3% used a state or federal agency, such as Vocational Rehabilitation or a One-Stop Career Center, and 2% used a non-profit or community-based service provider agency, such as The Arc. (Table 2AA) More encouraging are the findings when all people with disabilities – not just those currently employed – were asked whether or not they had ever used a list of employment services to find a job: 24% reported having used a state, federal, local or non-profit service provider agency at some point. (Table 2AB) Of these, 37% report that the agency was successful getting them a job. (Table AC2)

One-in-five (22%) currently employed people with disabilities report that training enabled them to begin or continue working and one-in-ten attribute being able to work to equipment, an accommodation, or telecommuting.

### **Current Job Market**

People without disabilities are more likely to think they could easily find a better job in the current job market (32% vs. 18% people with disabilities). However, they are just as likely as people with disabilities to say that it would be very difficult for them to quit their job in the current job market – an indication that the current job market is tough on everyone, regardless of disability status. Most people with and without disabilities say they are not currently looking for other employment (64% of people with disabilities and 72% of people

without disabilities). Fewer people with disabilities agree that they plan to stay at their current job for the next 5 years, but the difference between the two groups is not because people with disabilities disagree that they plan on staying. The difference is because more employees with disabilities report indifference about staying or going. (2AE)

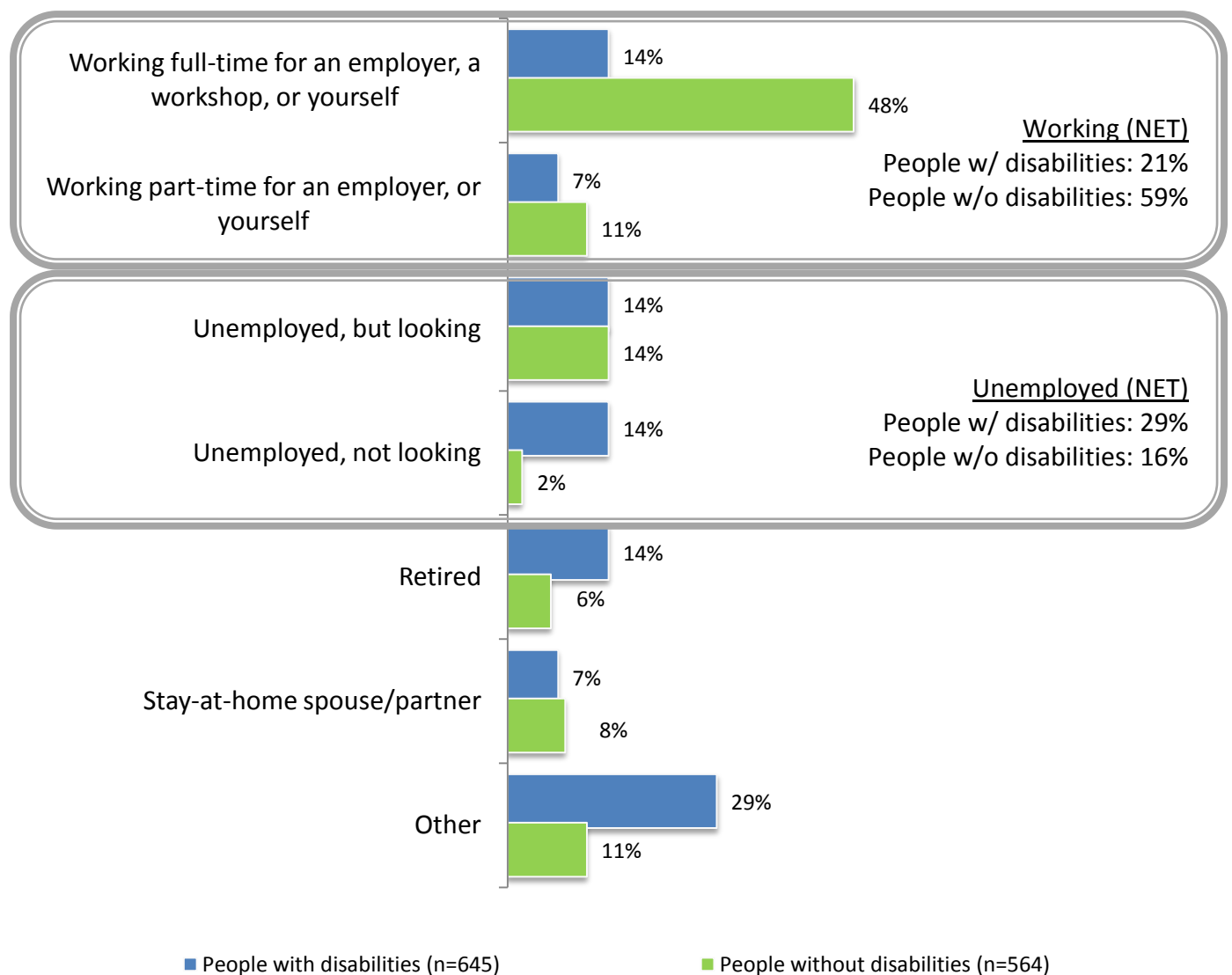
Examining these attitudes toward the job market in more depth, we see that there are differences by age. The younger cohort of workers with disabilities is more likely to say they are looking for other employment (51% vs. 26% of 30 to 44 year olds and 20% of 45 to 64 year olds). Further, they are also more likely to agree that they could easily find a better job (34% versus 15% of 30 to 64 year olds). Similarly, the 30 to 44 year old workers (70%) and 45 to 64 year olds (67%) are much more likely to say that they plan on staying at their job for the next 5 years as compared to 18 to 29 year olds (33%). (Table 2AF)

**Table 2A**  
**Employment Status**

*People with disabilities are significantly less likely to say that they are working full-time than are people without disabilities; rates of part-time employment are more similar.*

Q900 Which of the following categories best describes your current employment situation?

Base: People with disabilities (n=645) and People without disabilities (ages 18-64) (n=564)

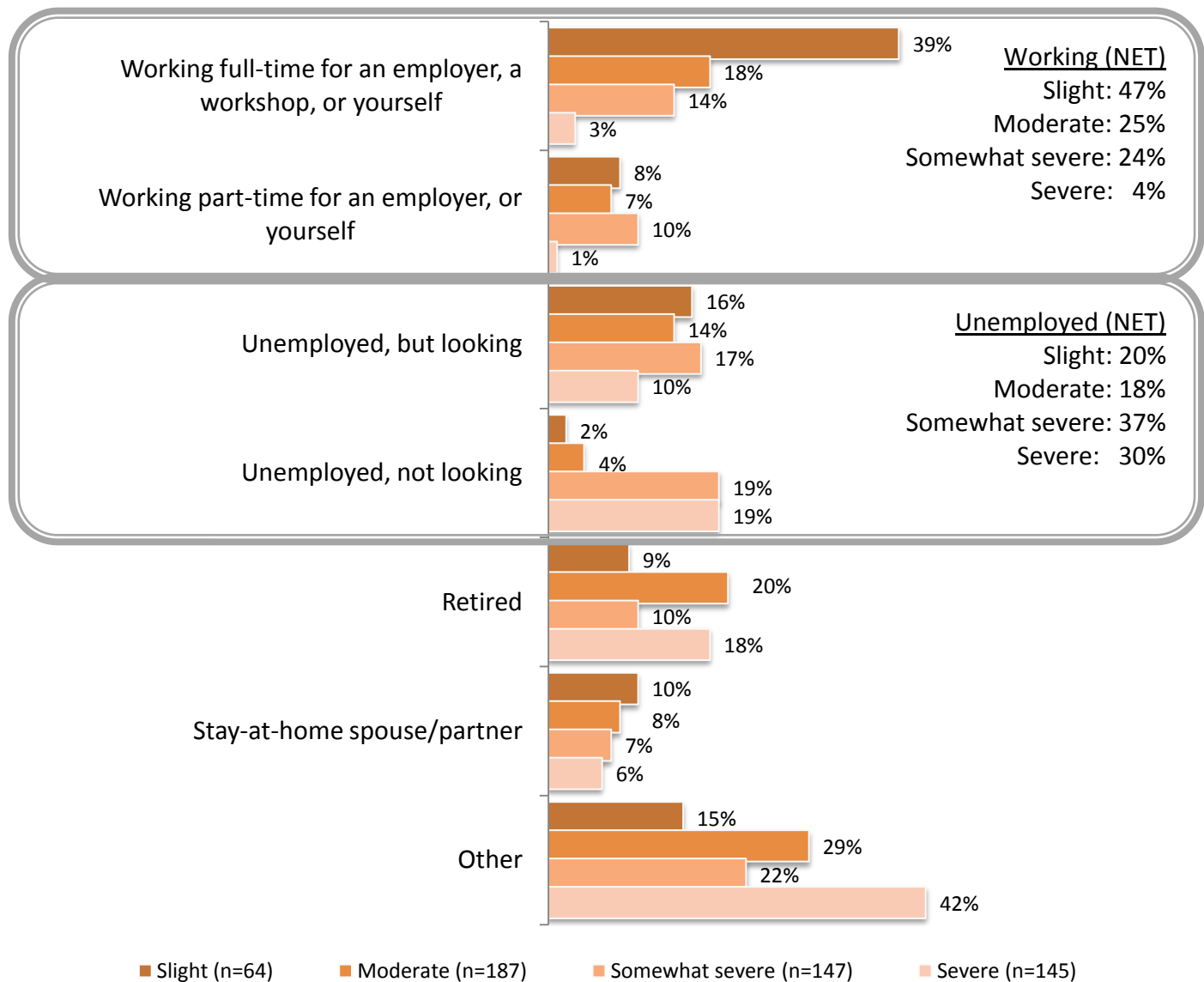


**Table 2B**  
**Employment Status - Degree of Disability**

*People with slight disabilities are much more likely to say that they are employed than are people with moderate, somewhat or very severe disabilities.*

Q900 Which of the following categories best describes your current employment situation?

Base: People with disabilities (ages 18-64) (n=645)



**Table 2C**  
**Employment Status – Education**

*Among those with a college degree, 41% of people with disabilities claim that they are working either full- or part-time, compared to 76% of those without disabilities.*

Q900 Which of the following categories best describes your current employment situation?

Base: People with disabilities (n=645) and People without disabilities (ages 18-64) (n=564)

|                                               | Education              |                      |              |                  |
|-----------------------------------------------|------------------------|----------------------|--------------|------------------|
|                                               | Less than High School* | High School Graduate | Some College | College Graduate |
| Base:                                         |                        |                      |              |                  |
| <i>People with disabilities</i>               | 73                     | 157                  | 228          | 186              |
| <i>People without disabilities</i>            | 30                     | 115                  | 163          | 254              |
|                                               | %                      | %                    | %            | %                |
| Working full-time for an employer or yourself |                        |                      |              |                  |
| <i>People with disabilities</i>               | 11                     | 9                    | 12           | 30               |
| <i>People without disabilities</i>            | 17                     | 40                   | 52           | 67               |
| Working part-time for an employer or yourself |                        |                      |              |                  |
| <i>People with disabilities</i>               | 9                      | 7                    | 3            | 10               |
| <i>People without disabilities</i>            | 9                      | 13                   | 10           | 9                |
| Unemployed, but looking for work              |                        |                      |              |                  |
| <i>People with disabilities</i>               | 22                     | 13                   | 14           | 7                |
| <i>People without disabilities</i>            | 37                     | 20                   | 8            | 2                |
| Unemployed, not looking for work              |                        |                      |              |                  |
| <i>People with disabilities</i>               | 17                     | 16                   | 13           | 9                |
| <i>People without disabilities</i>            | -                      | 1                    | 5            | 2                |
| Retired                                       |                        |                      |              |                  |
| <i>People with disabilities</i>               | 7                      | 12                   | 17           | 21               |
| <i>People without disabilities</i>            | 4                      | 9                    | 4            | 6                |
| Stay-at-home spouse/partner                   |                        |                      |              |                  |
| <i>People with disabilities</i>               | 10                     | 7                    | 8            | 4                |
| <i>People without disabilities</i>            | 9                      | 7                    | 7            | 10               |
| Other                                         |                        |                      |              |                  |
| <i>People with disabilities</i>               | 24                     | 34                   | 32           | 19               |
| <i>People without disabilities</i>            | 24                     | 10                   | 12           | 4                |

\*Caution should be used when drawing conclusions from the results due to the small base size.

**Table 2D**  
**Employment - Age**

*The employment gap between people with and without disabilities is at its smallest among 18-29 year-olds.*

Q900 Which of the following categories best describes your current employment situation?

Base: People with disabilities (n=645) and People without disabilities (ages 18-64) (n=564)

|                                               | <u>Age</u> |       |       |
|-----------------------------------------------|------------|-------|-------|
|                                               | 18-29*     | 30-44 | 45-64 |
| Base:                                         |            |       |       |
| <i>People with disabilities</i>               | 50         | 120   | 475   |
| <i>People without disabilities</i>            | 107        | 155   | 302   |
|                                               | %          | %     | %     |
| Working full-time for an employer or yourself |            |       |       |
| <i>People with disabilities</i>               | 16         | 22    | 12    |
| <i>People without disabilities</i>            | 24         | 62    | 56    |
| Working part-time for an employer             |            |       |       |
| <i>People with disabilities</i>               | 4          | 5     | 8     |
| <i>People without disabilities</i>            | 9          | 12    | 11    |
| Unemployed                                    |            |       |       |
| <i>People with disabilities</i>               | 47         | 33    | 24    |
| <i>People without disabilities</i>            | 24         | 13    | 11    |
| Retired                                       |            |       |       |
| <i>People with disabilities</i>               | -          | 3     | 20    |
| <i>People without disabilities</i>            | 2          | -     | 16    |
| Homemaker                                     |            |       |       |
| <i>People with disabilities</i>               | 11         | 4     | 8     |
| <i>People without disabilities</i>            | 8          | 11    | 5     |
| Other                                         |            |       |       |
| <i>People with disabilities</i>               | 23         | 32    | 28    |
| <i>People without disabilities</i>            | 31         | 2     | 2     |

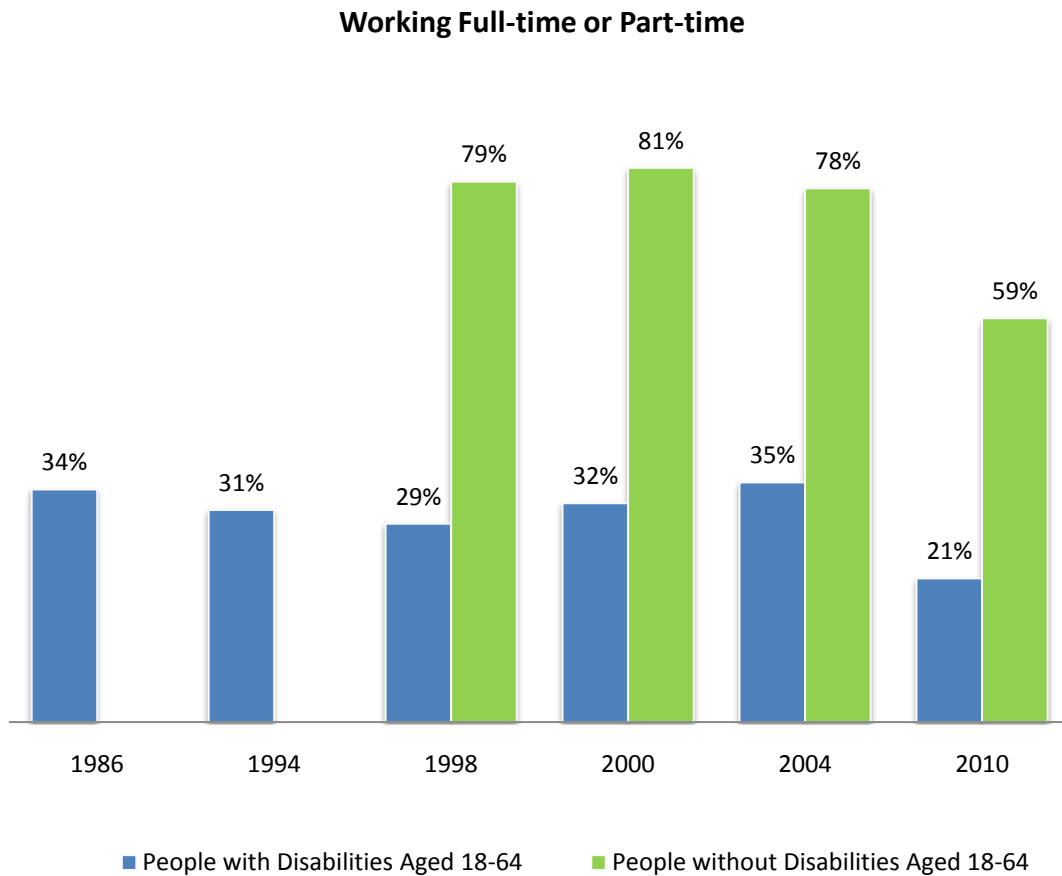
\*Caution should be used when drawing conclusions from the results due to the small base size.

**Table 2E**  
**Employment - Trend**

*The employment rate is the lowest it has been for both people with and without disabilities since the survey began measuring in 1986.*

Q905 Which of the following categories best describes your current employment situation?

Base: People with and without disabilities (ages 18-64)

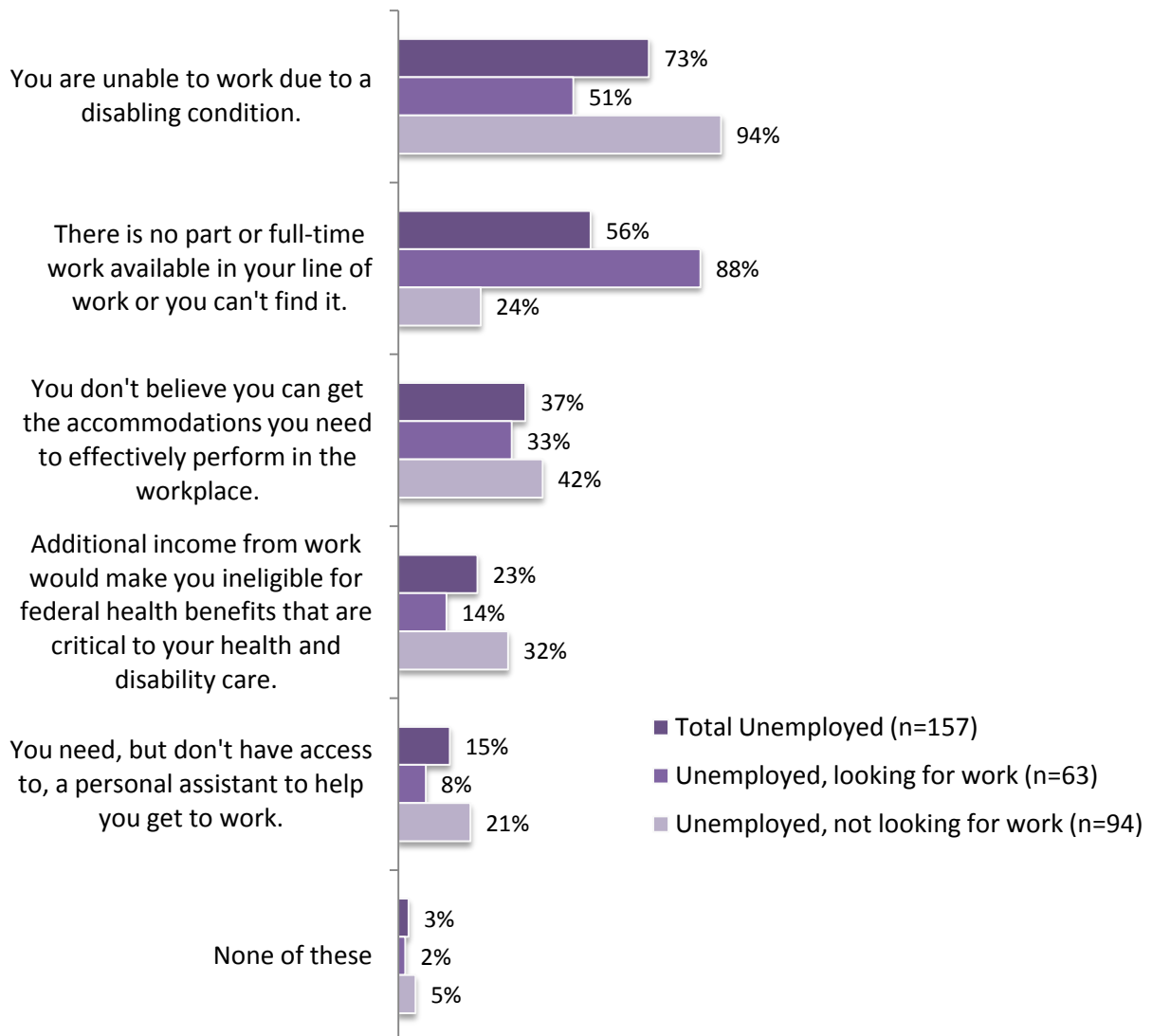


**Table 2F**  
**Reasons for Unemployment**

*The majority of those unemployed cite their disability as a reason why they are not working.*

Q910 I am going to read you a list of possible reasons why you may not be working right now. After I read each one, please tell me whether or not it is a reason why you are not currently working.

Base: Unemployed people with a disability (n=157)



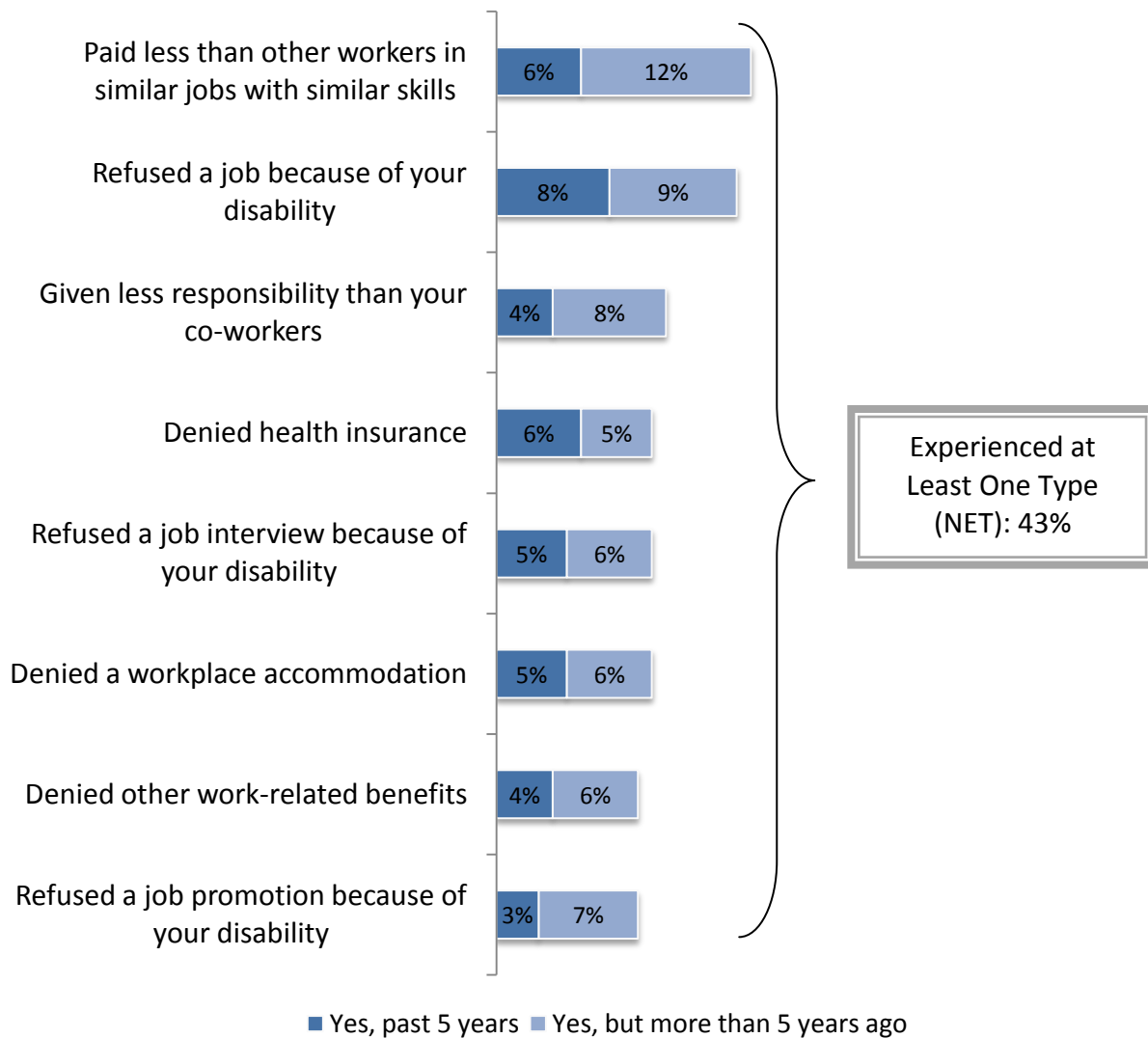
**Table 2G**  
**Job Discrimination**

*Two in five (43%) people with disabilities have experienced some form of job discrimination before, though oftentimes it was more than 5 years ago.*

Q990 Do you feel that you have ever encountered the following kinds of job discrimination?

Base: People with disabilities (n=1,001)

### Ever Encountered Job Discrimination



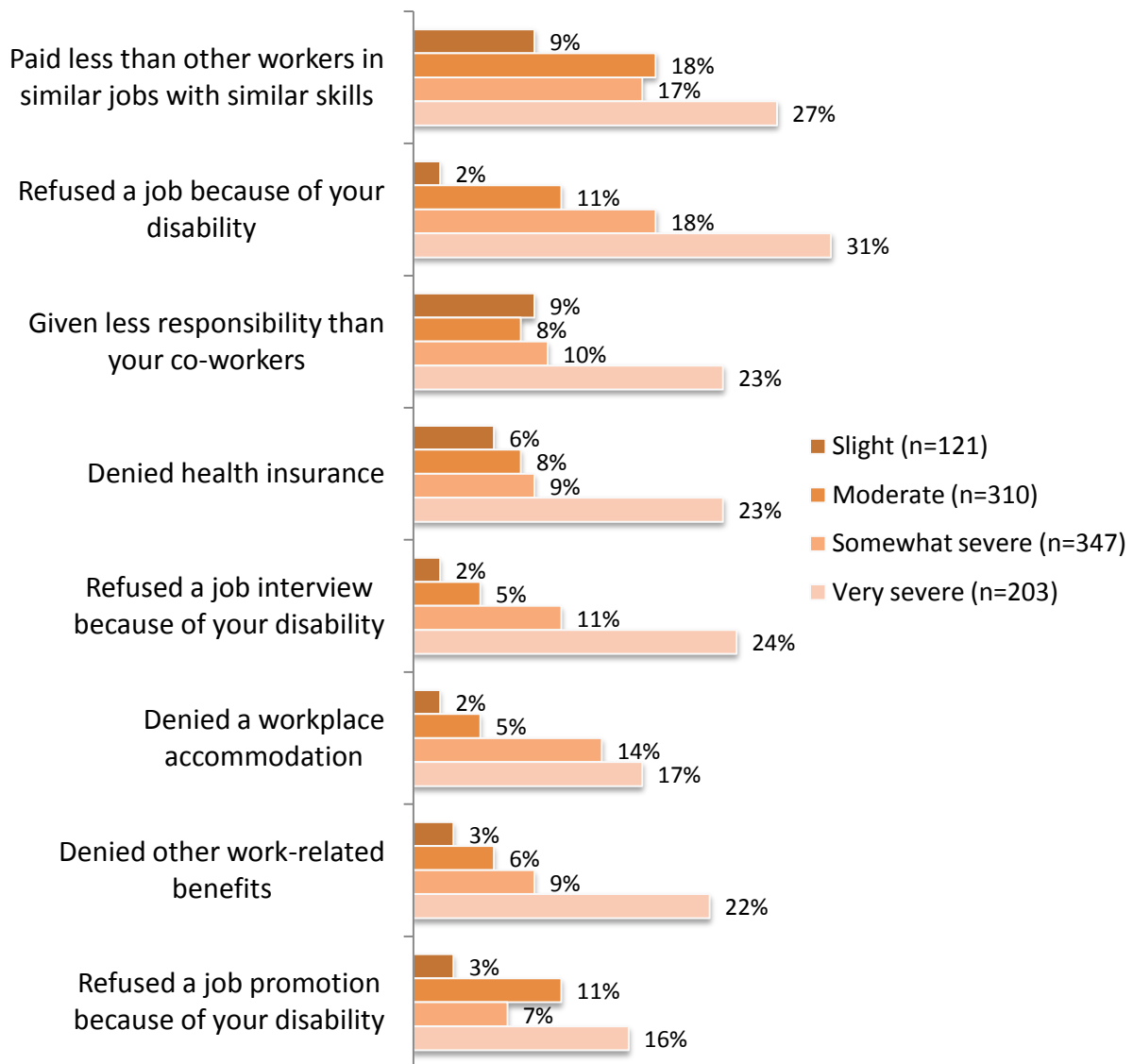
**Table 2H**  
**Job Discrimination – Degree of Disability**

*People with very severe disabilities feel they are discriminated against in the workplace to a much greater degree than those with less severe disabilities.*

Q990 Do you feel that you have ever encountered the following kinds of job discrimination?

Base: People with disabilities (n=1,001)

**Ever Encountered Job Discrimination**

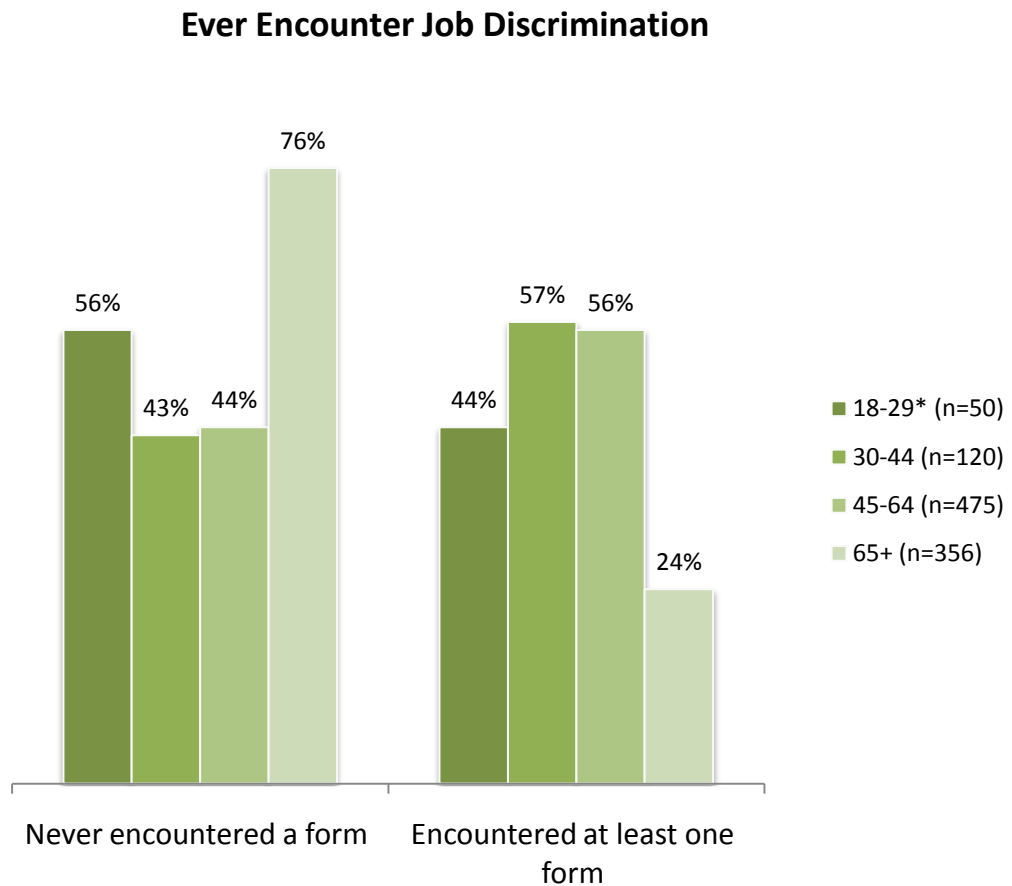


**Table 2I**  
**Job Discrimination – Age**

*The youngest and oldest adults with disabilities are the most likely not to have experienced one of the forms of job discrimination.*

Q990 Do you feel that you have ever encountered the following kinds of job discrimination?

Base: People with disabilities (n=1,001)



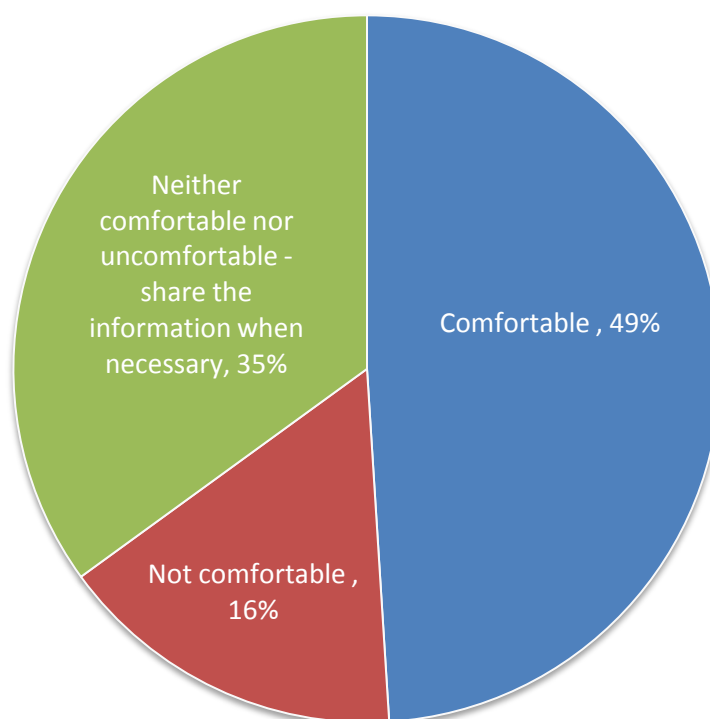
\*Caution should be used when drawing conclusions from the results due to the small base size.

**Table 2J**  
**Comfortableness Disclosing Disability in the Workplace**

*Half are comfortable discussing their disability in the workplace and most others report indifference.*

Q925 Which of the following best describes how you feel about discussing your disability with others at your organization?

Base: Employed people with a disability, age 18-64 (n=390)

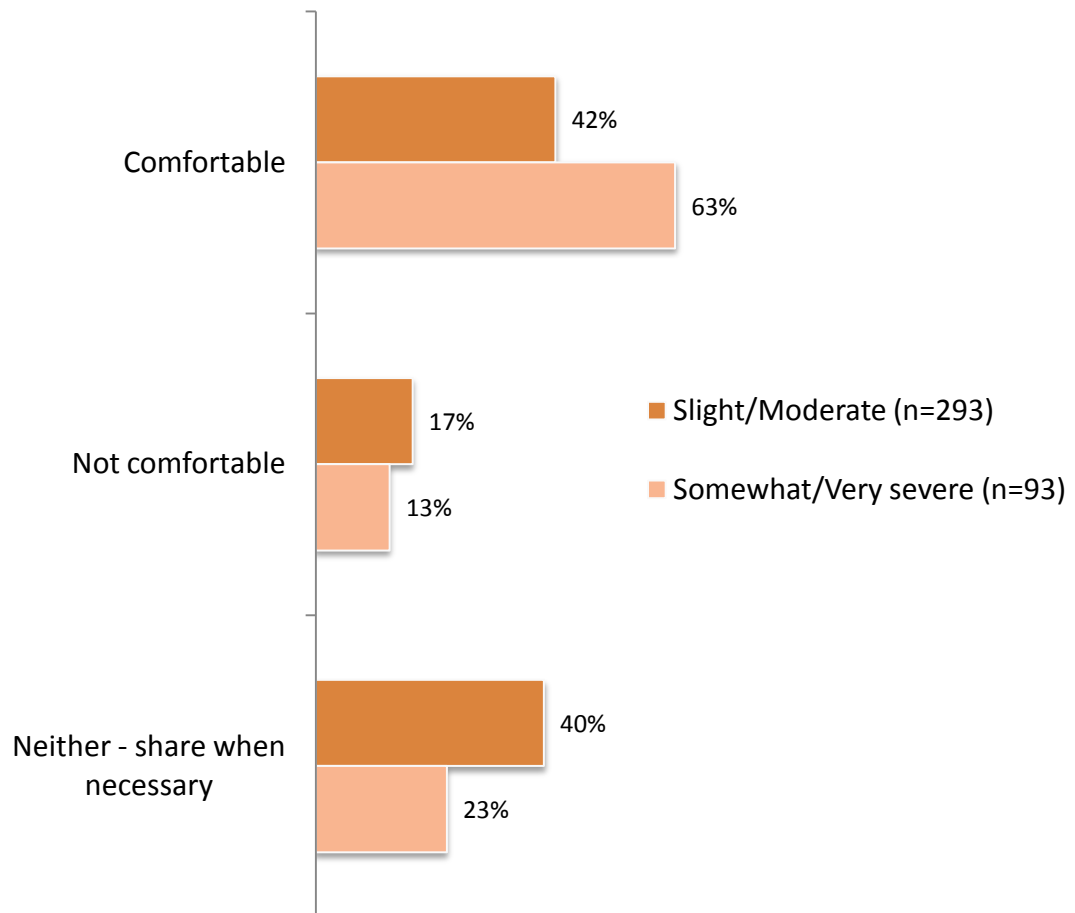


**Table 2K**  
**Comfortableness Disclosing Disability in the Workplace – Degree of Disability**

*People with somewhat or very severe disabilities are more comfortable discussing their disability than those with less severe disabilities.*

Q925 Which of the following best describes how you feel about discussing your disability with others at your organization?

Base: Employed people with a disability, age 18-64 (n=390)

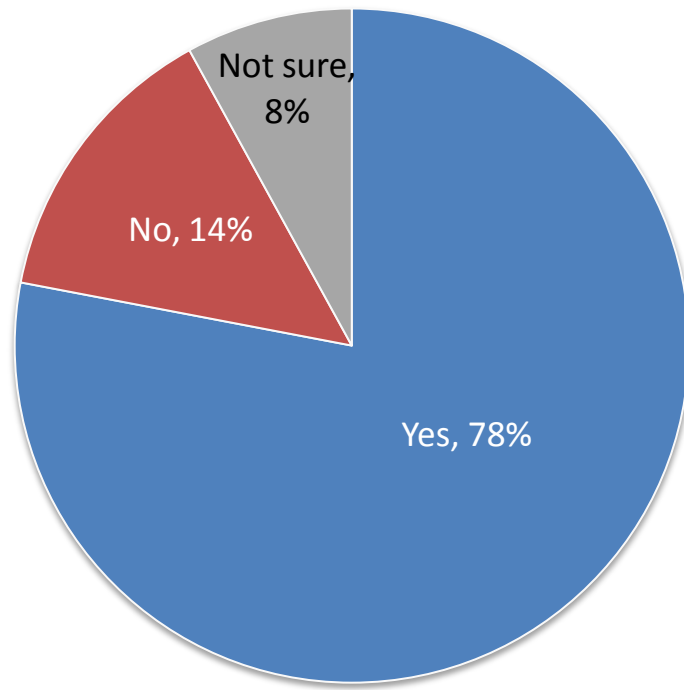


**Table 2L**  
**Disclosure of Disability in the Workplace**

*Over three-quarters report that someone at their organization knows of their disability.*

Q930 Does anyone at your organization know that you have a disability?

Base: Employed people with a disability, age 18-64 (n=390)



**Table 2M**  
**Others at Workplace Aware of Disability**

*Immediate coworkers and managers are the most likely to know about disabilities though over half report that others in the company are aware of their disability.*

Q935 Who at your organization knows that you have a disability?

Base: Someone at work knows of disability, age 18-64 (n=296)

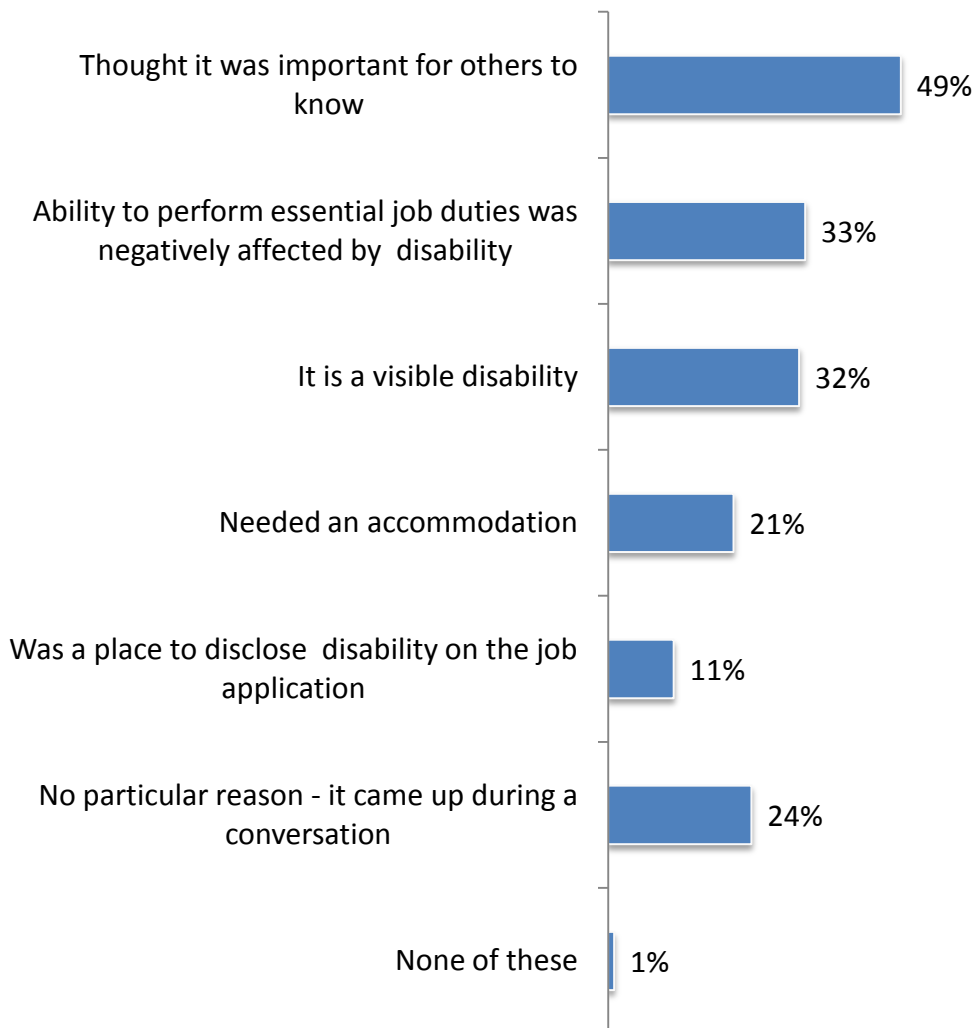


**Table 2N**  
**Reasons for Disclosing Disability**

*The most common reason people with disabilities chose to disclose their disability is because they thought it was important for others to know. A third of those who disclosed their disability were obligated to do so by the ADA: their ability to perform essential job duties was negatively affected by their disability.*

Q940 Why did you share with your managers or coworkers that you have a disability?

Base: Someone at work knows of disability, age 18-64 (n=296)

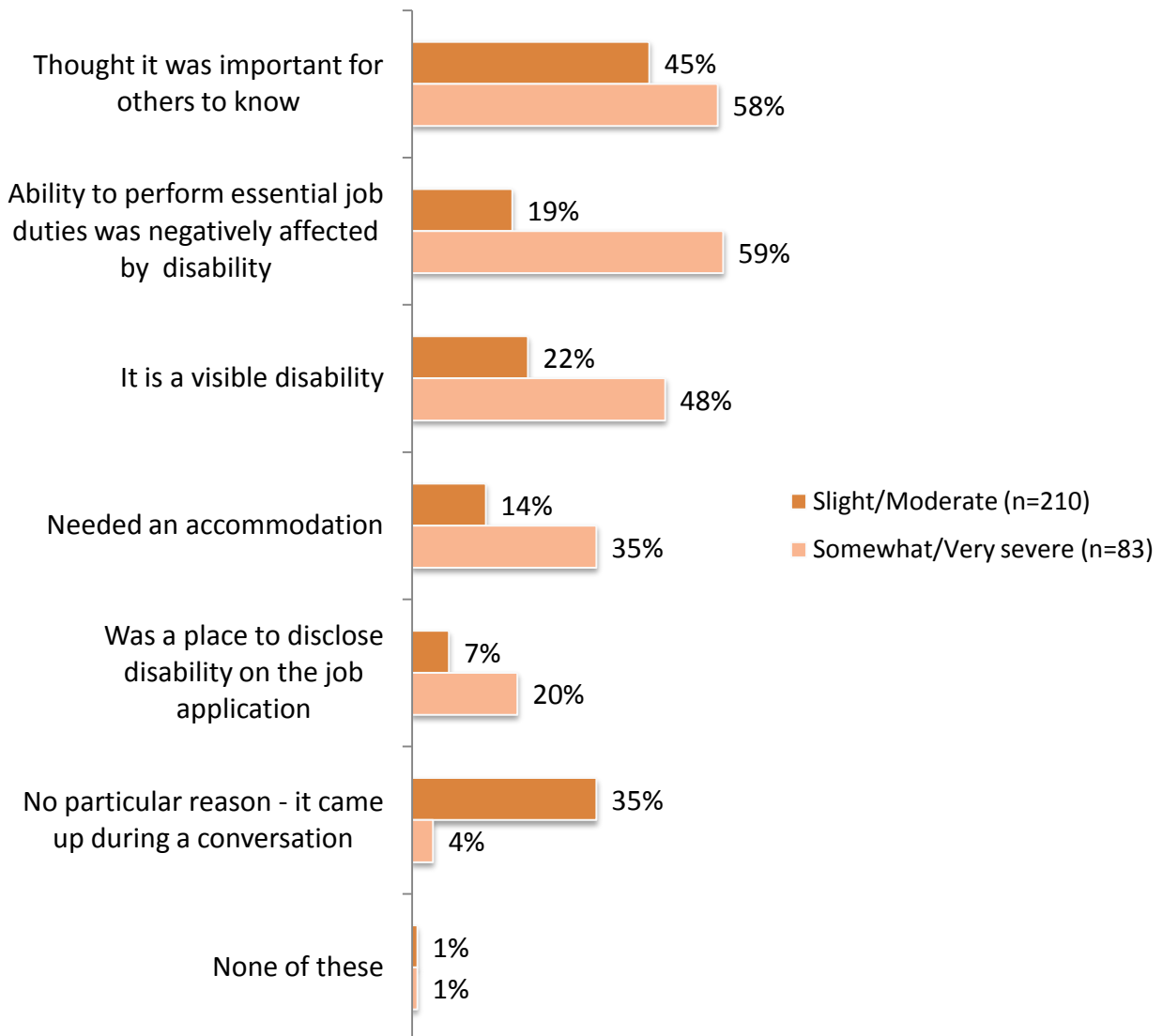


**Table 20**  
**Reasons for Disclosing Disability – Degree of Disability**

*Reasons for disclosing disability status differ by severity of disability. Those with a somewhat or very severe disability are more likely to say their job duties were negatively affected and they needed an accommodation.*

Q940 Why did you share with your managers or coworkers that you have a disability?

Base: Someone at work knows of disability, age 18-64 (n=296)

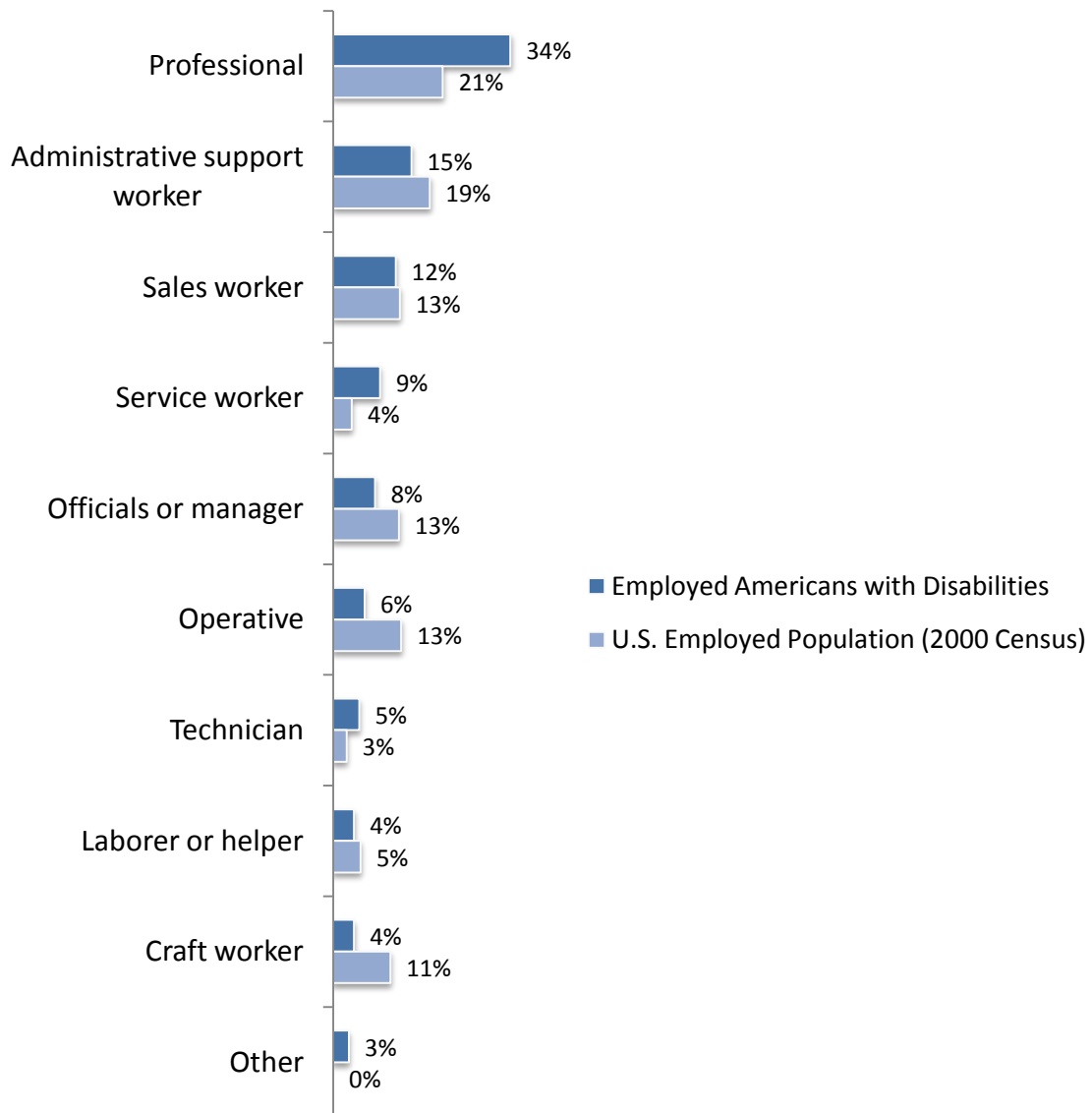


**Table 2P**  
**Occupation**

*The most common occupation for people with disabilities is professional work.*

Q920 What type of work do you do?

Base: Employed respondents with a disability, age 18-64 (n=390)

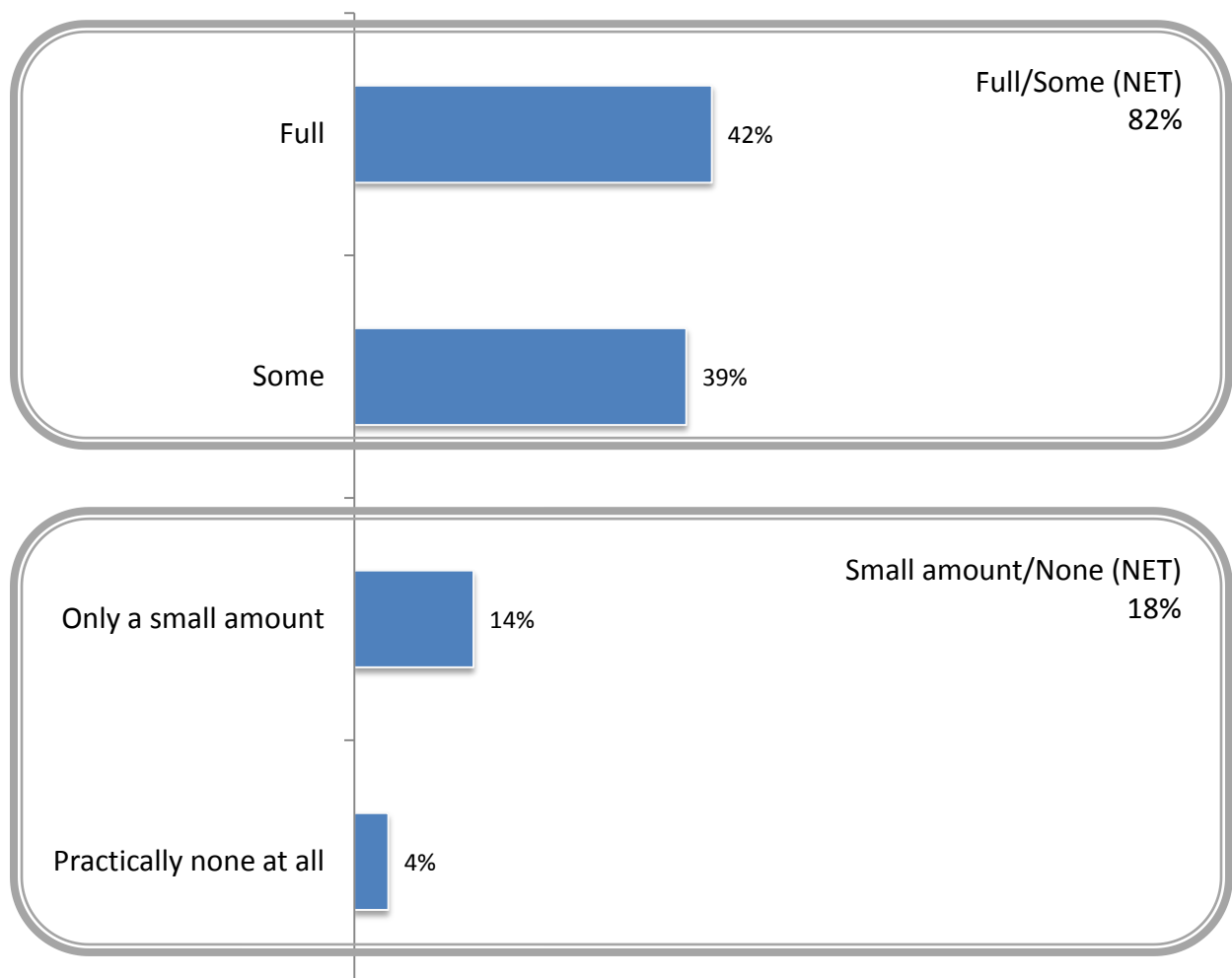


**Table 2Q**  
**Using Full Abilities at Job**

*Majorities feel that their work requires some or all of their talents and abilities, with two in five reporting that their work requires their full abilities.*

Q1000 Do you feel that your work requires you to use your full talents or abilities, some of your talents or abilities, only a small amount of your talents or abilities, or practically none of them at all?

Base: Employed people with disabilities (n=390)

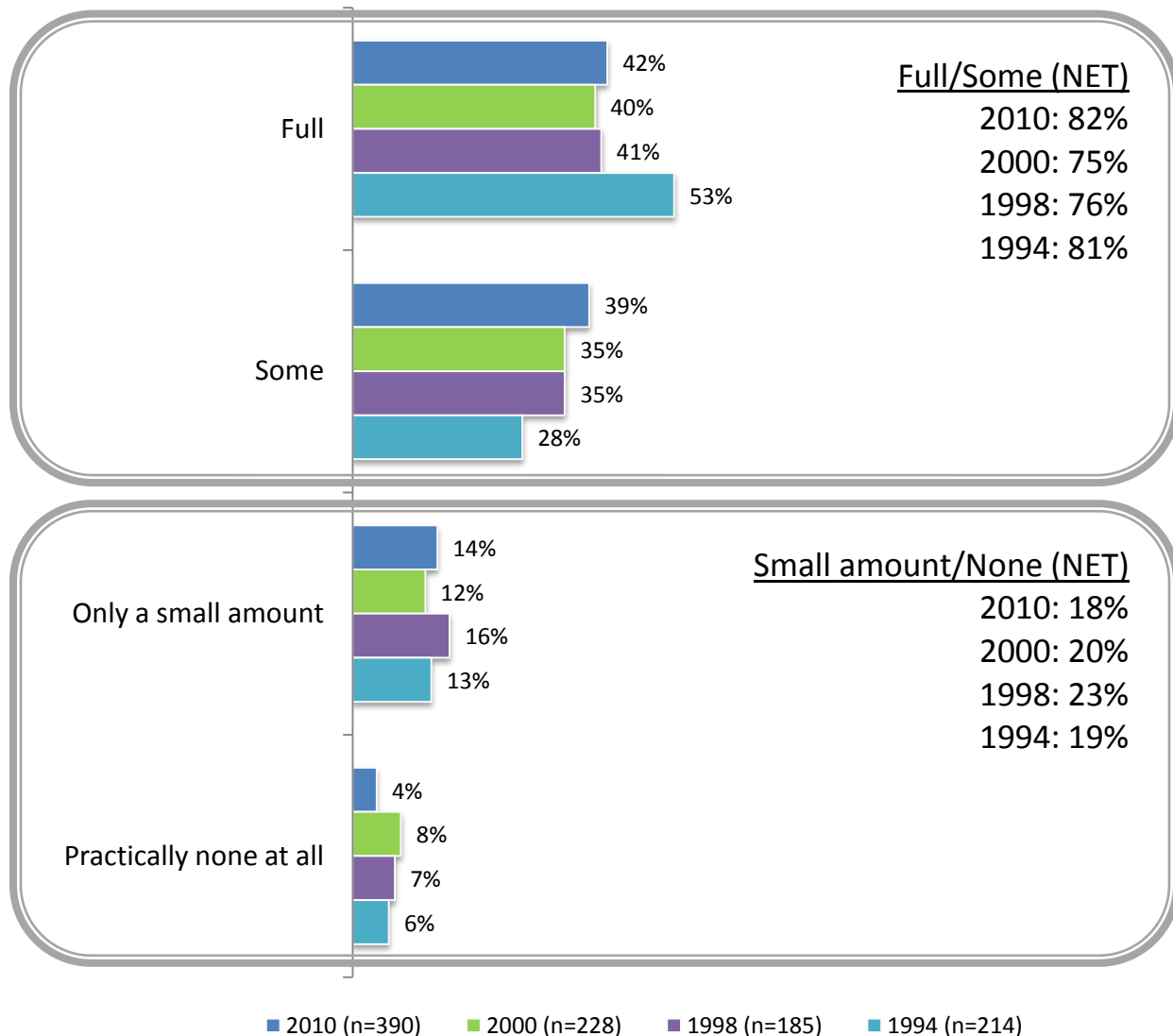


**Table 2R**  
**Utilization of Abilities at Job - Trend**

*Employed people with disabilities today feel that they are using slightly more of their talents and abilities in their job as compared to ten years ago.*

Q1000 Do you feel that your work requires you to use your full talents or abilities, some of your talents or abilities, only a small amount of your talents or abilities, or practically none of them at all?

Base: Employed people with disabilities

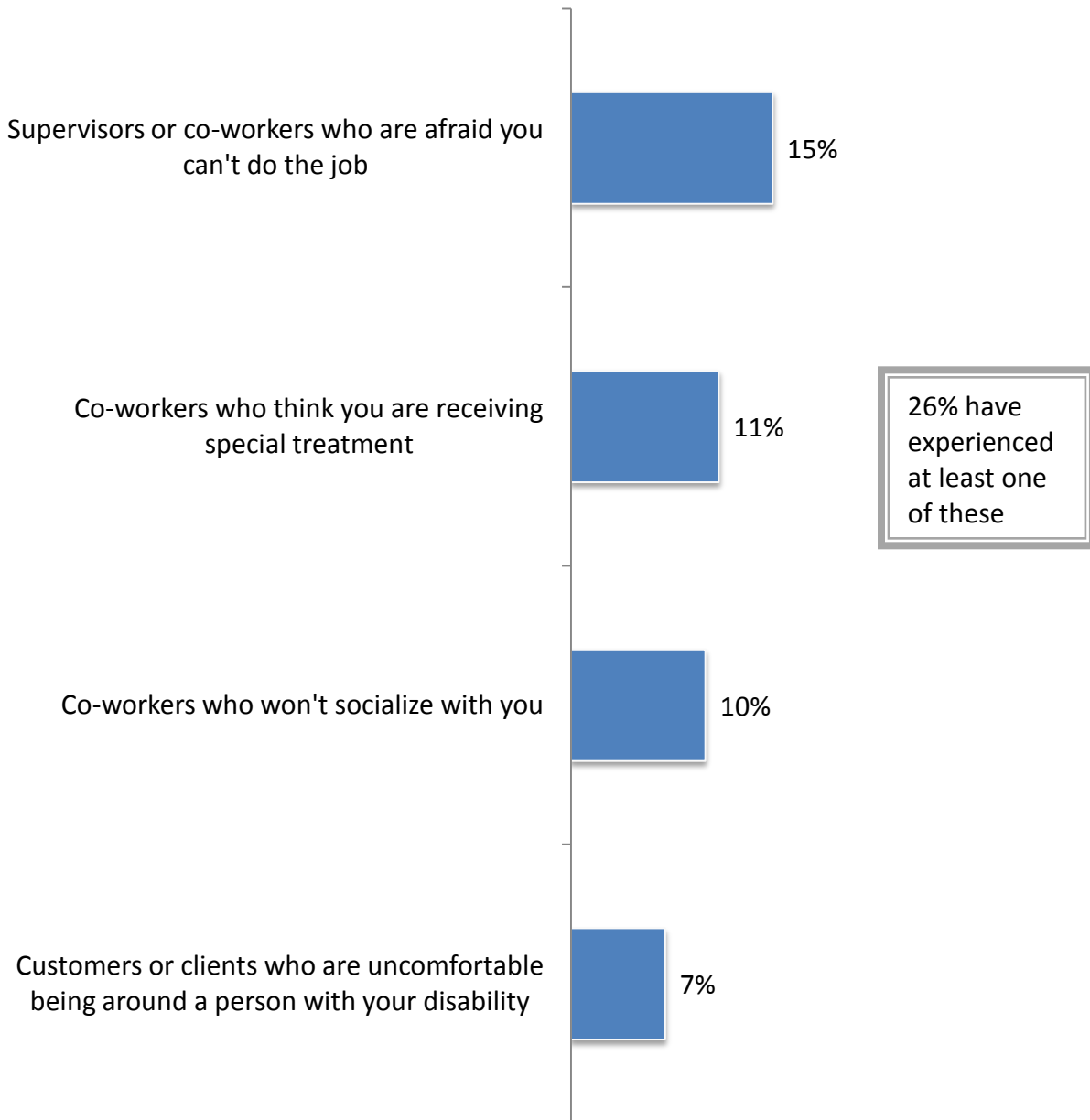


**Table 2S**  
**Experiences at Current Job**

*A quarter of employed people with disabilities have experienced discomfort or a negative reaction from a supervisor, co-worker or customer in their current job.*

Q995 Thinking about your current job, please indicate whether or not you have encountered each of the following.

Base: Employed people with a disability, age 18-64 (n=390)

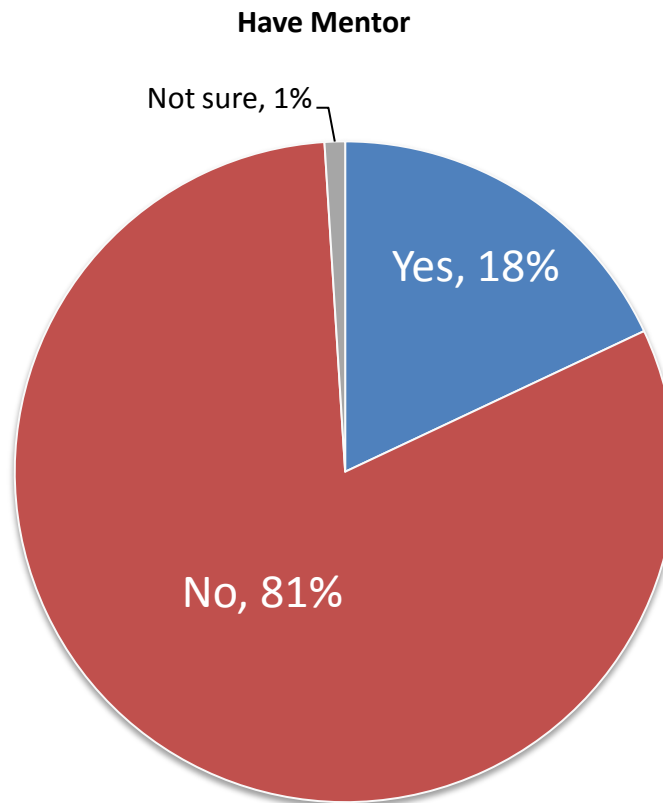


**Table 2T**  
**Mentor**

*One in five employed people with disabilities are matched with a mentor at work.*

Q945 Are you matched with someone specific at your organization who you go to for job-related questions and advice? This person is often referred to as a mentor.

Base: Employed people with a disability, age 18-64 (n=390)

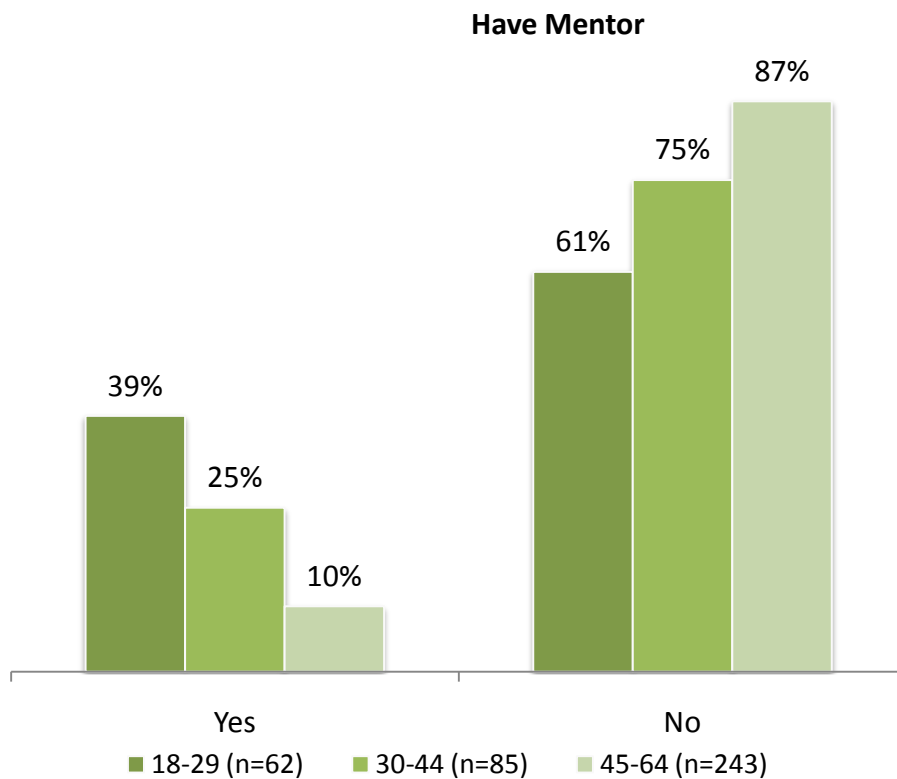


**Table 2U**  
**Mentor - Age**

*Younger workers with disabilities are significantly more likely to paired with a mentor at work than their older counterparts.*

Q945 Are you matched with someone specific at your organization who you go to for job-related questions and advice? This person is often referred to as a mentor.

Base: Employed people with a disability, age 18-64 (n=390)

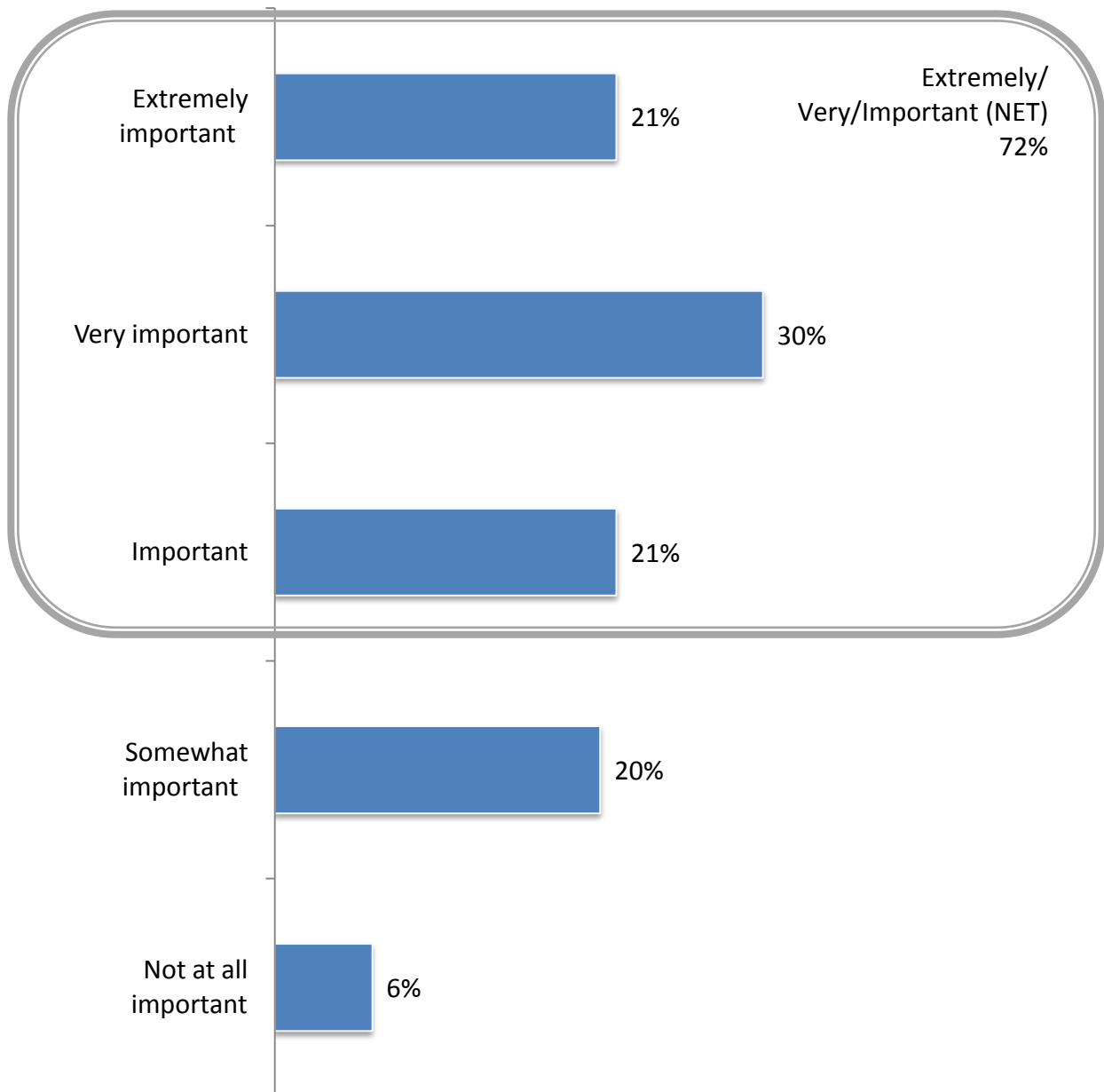


**Table 2V**  
**Importance of Mentor**

*A majority of employees with disabilities who have mentors agree that they play an important role in the success at their organization.*

Q950 How important has your mentor been to your success at your organization?

Base: Has Mentor (n=69)

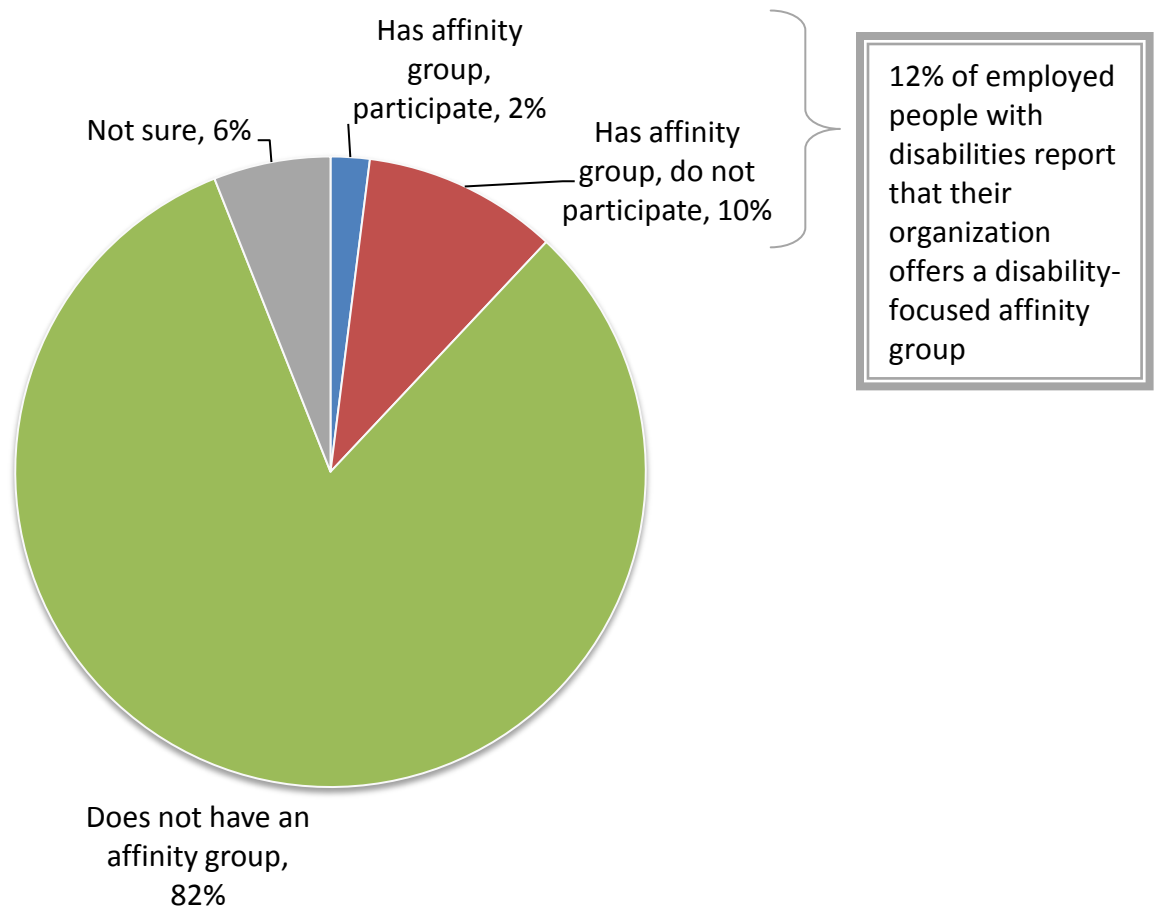


**Table 2W**  
**Affinity Groups**

*Only 2% of employees with disabilities participate in an affinity group for people with disabilities; another 10% say their company offers an affinity group but they do not participate.*

Q955 At your organization, do you participate in an employee forum or affinity group for people with disabilities, or doesn't your organization have such a group?

Base: Employed people with a disability, age 18-64 (n=390)



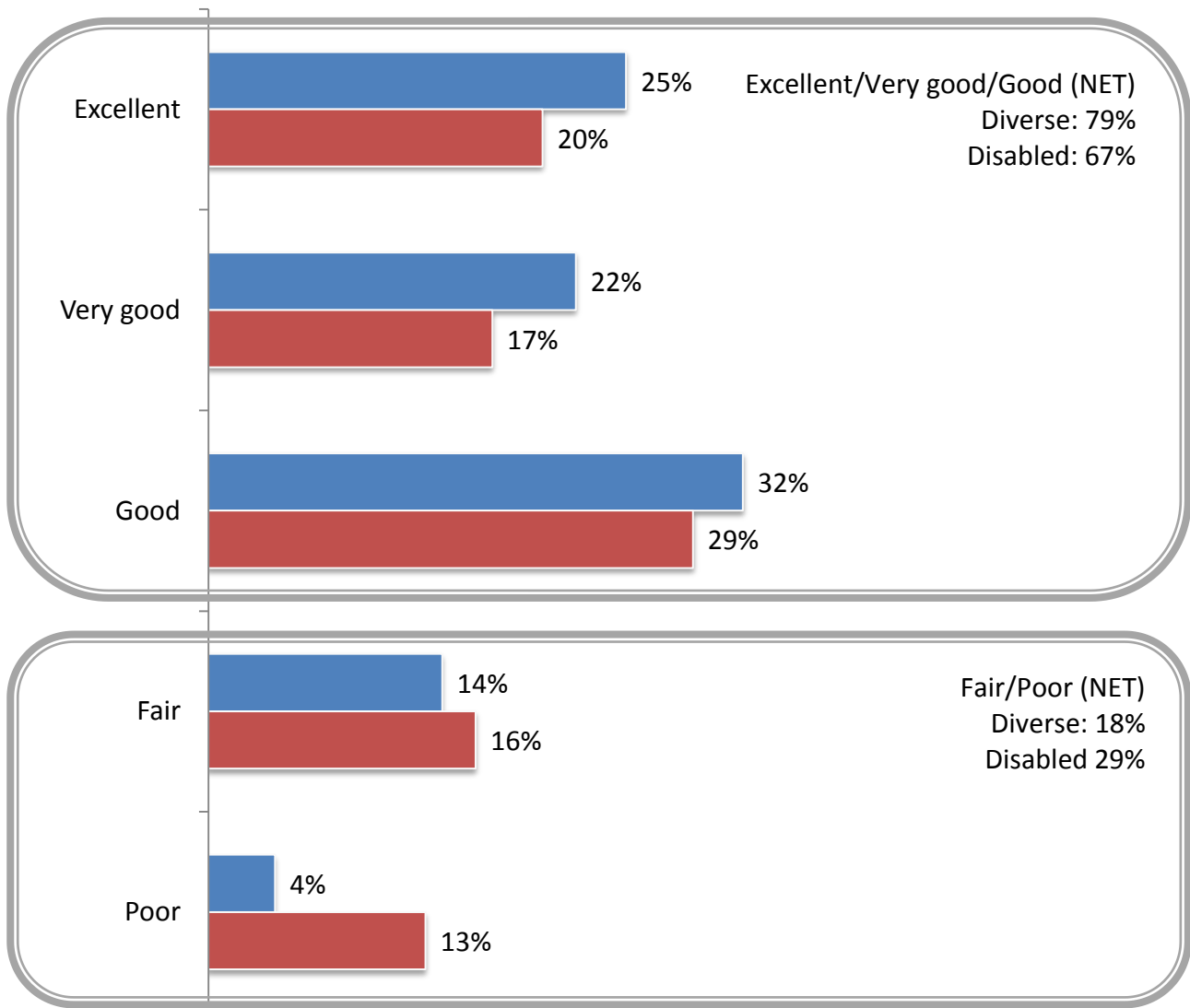
**Table 2X**  
**Diversity and Disability Hiring**

*Companies appear to be doing a better job at hiring a diverse workforce as compared to people with disabilities.*

Q965 How would you rate your organization on hiring, retaining and promoting a diverse workforce?

Q970 How would you rate your organization on hiring, retaining and promoting people with disabilities?

Base: Employed people with a disability, age 18-64 (n=390)

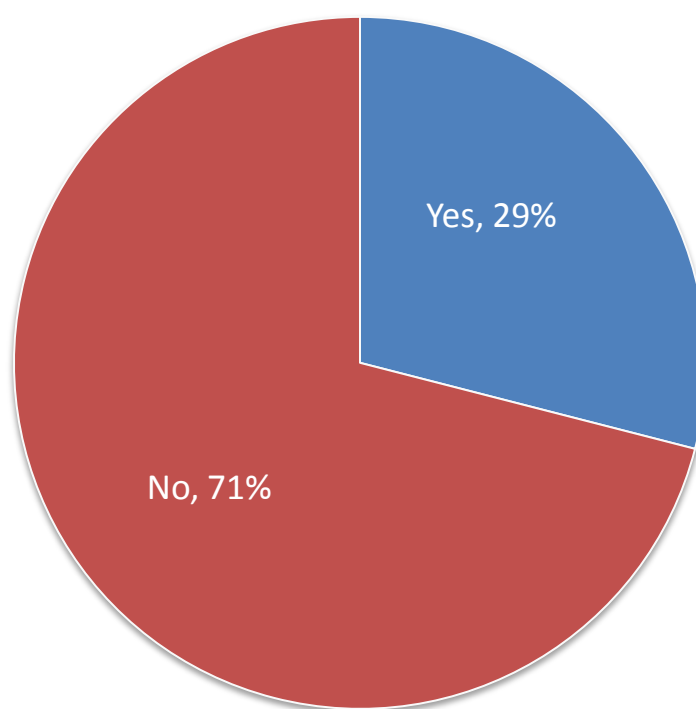


**Table 2Y**  
**Leaders with Disabilities**

*Three in ten employees with disabilities know of a leader in their company with a disability.*

Q980 Are you aware of any people with disabilities in management or leadership positions within your organization?

Base: Employed people with a disability, age 18-64 (n=390)

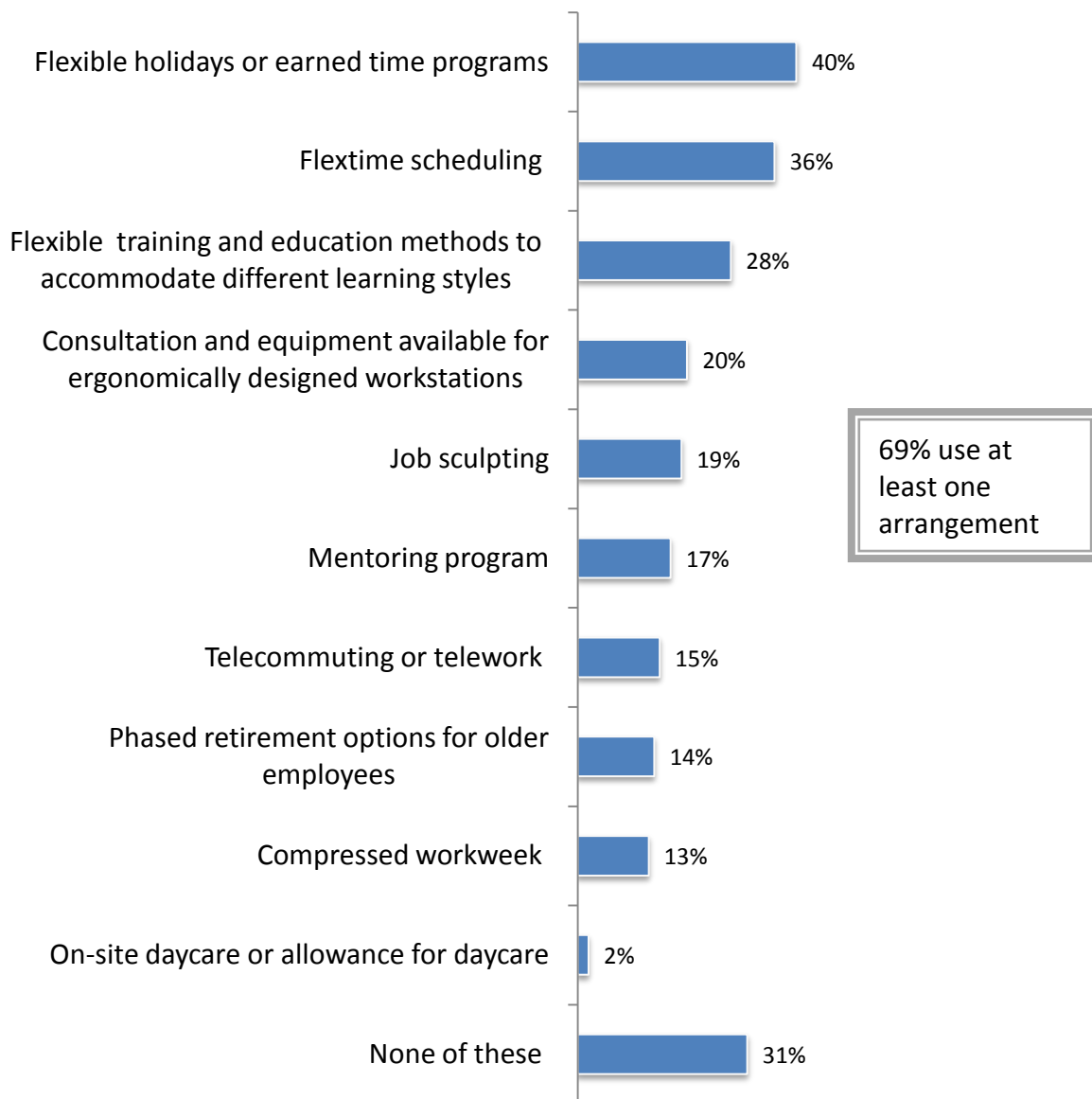


**Table 22**  
**Usage of Flexible Workplace Arrangements**

*Among the various arrangements, employees with disabilities use flexible holiday or earned time programs and flextime scheduling most often.*

Q975 Which of the following workplace arrangements or benefits, if any, do you use?

Base: Employed respondents with a disability, age 18-64 (n=390)

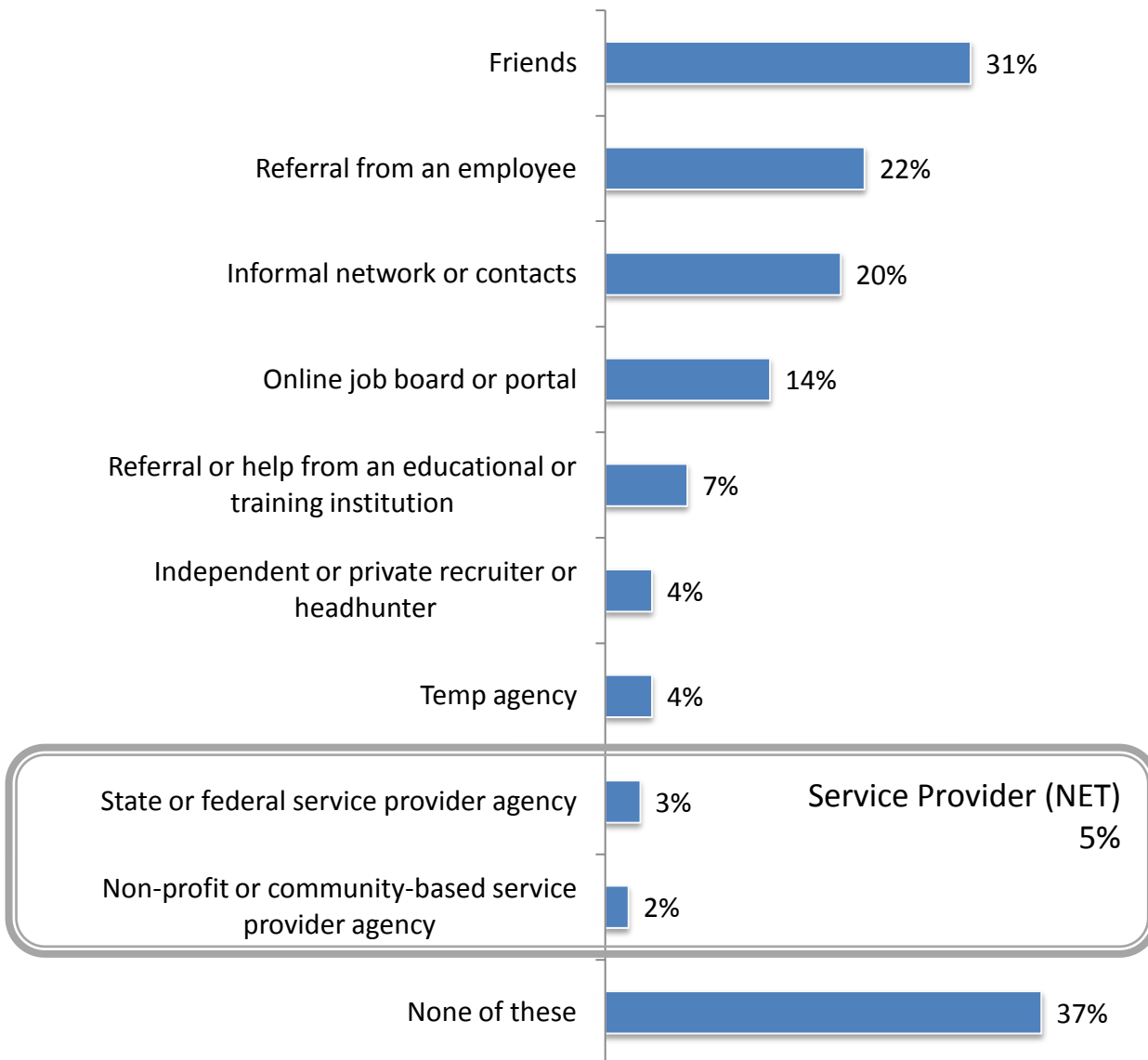


**Table 2AA**  
**Job Seeking – Employees with Disabilities**

*Friends, employee referrals and informal contacts top the list of resources that employed people with disabilities used to find their current job.*

Q960 Which of the following, if any, did you use to help you get your job?

Base: Employed people with a disability, age 18-64 (n=390)

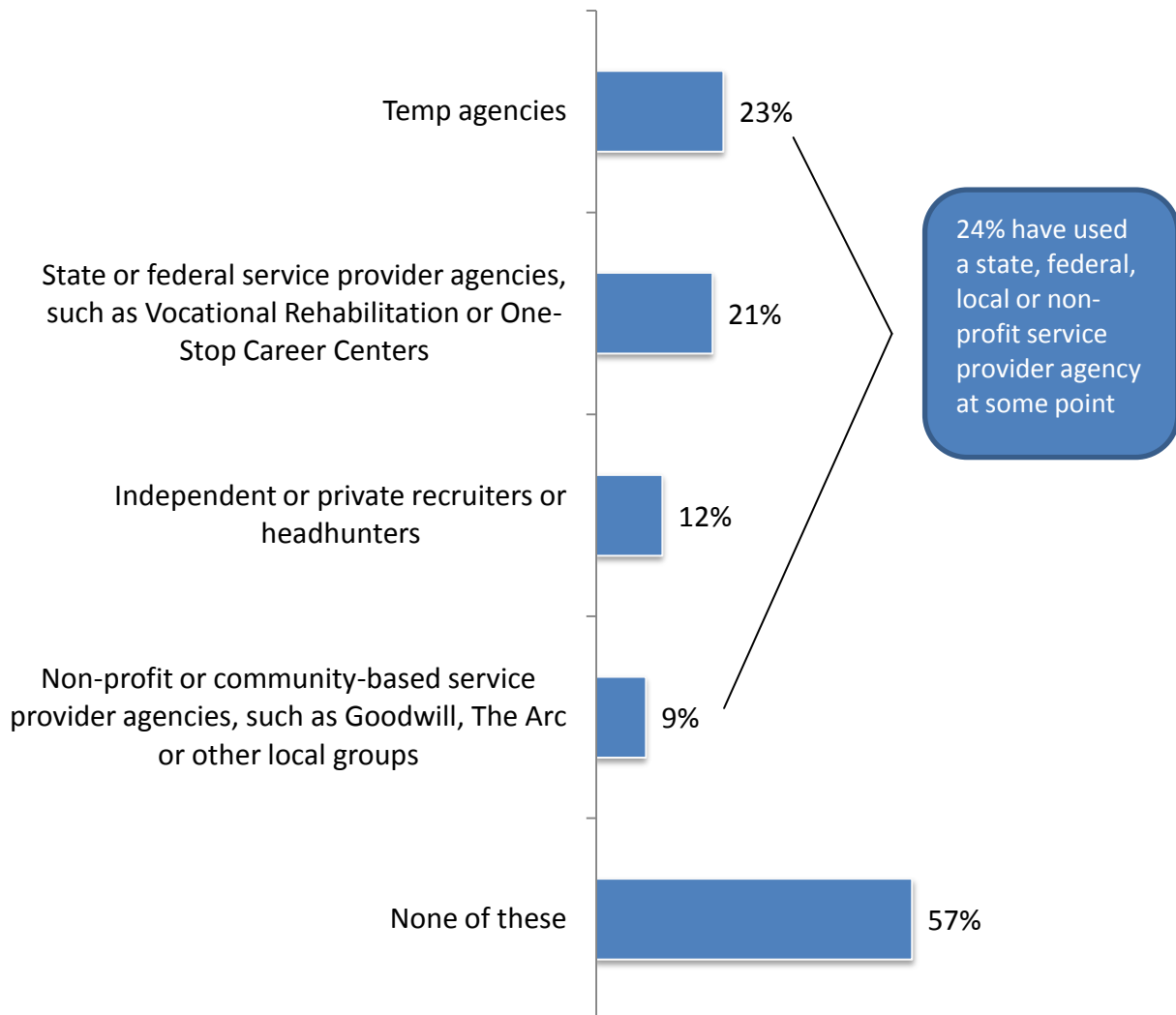


**Table 2AB**  
**Use of Employment Services – All People with Disabilities**

*A quarter of people with disabilities report having used a state, federal, non-profit, or community-based service provider agency to find a job at one time.*

Q1005 Thinking about job searches you have done in the past or are currently doing, have you ever used any of the following employment services to find a job?

Base: People with disabilities (n=1,001)

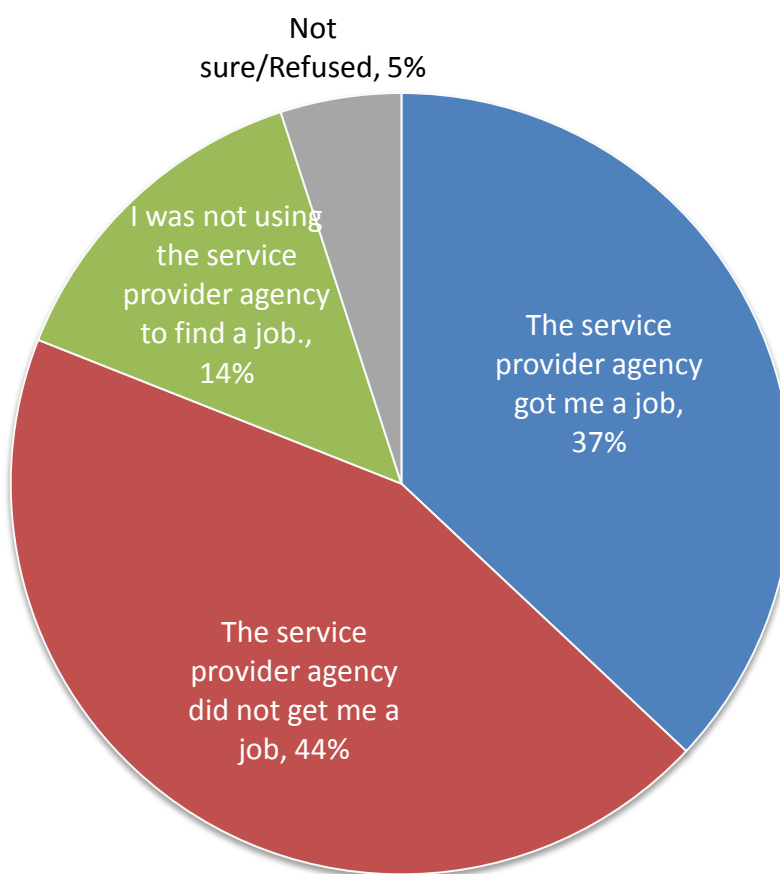


**Table 2AC**  
**Outcome of Service Provider Agency Experience**

*Over a third of those who are currently unemployed and have used a service provider agency before report that the provider agency got them a job.*

Q1010 What was the outcome of your experience with the service provider agency?

Base: Unemployed and Used service provider agency (n=242)

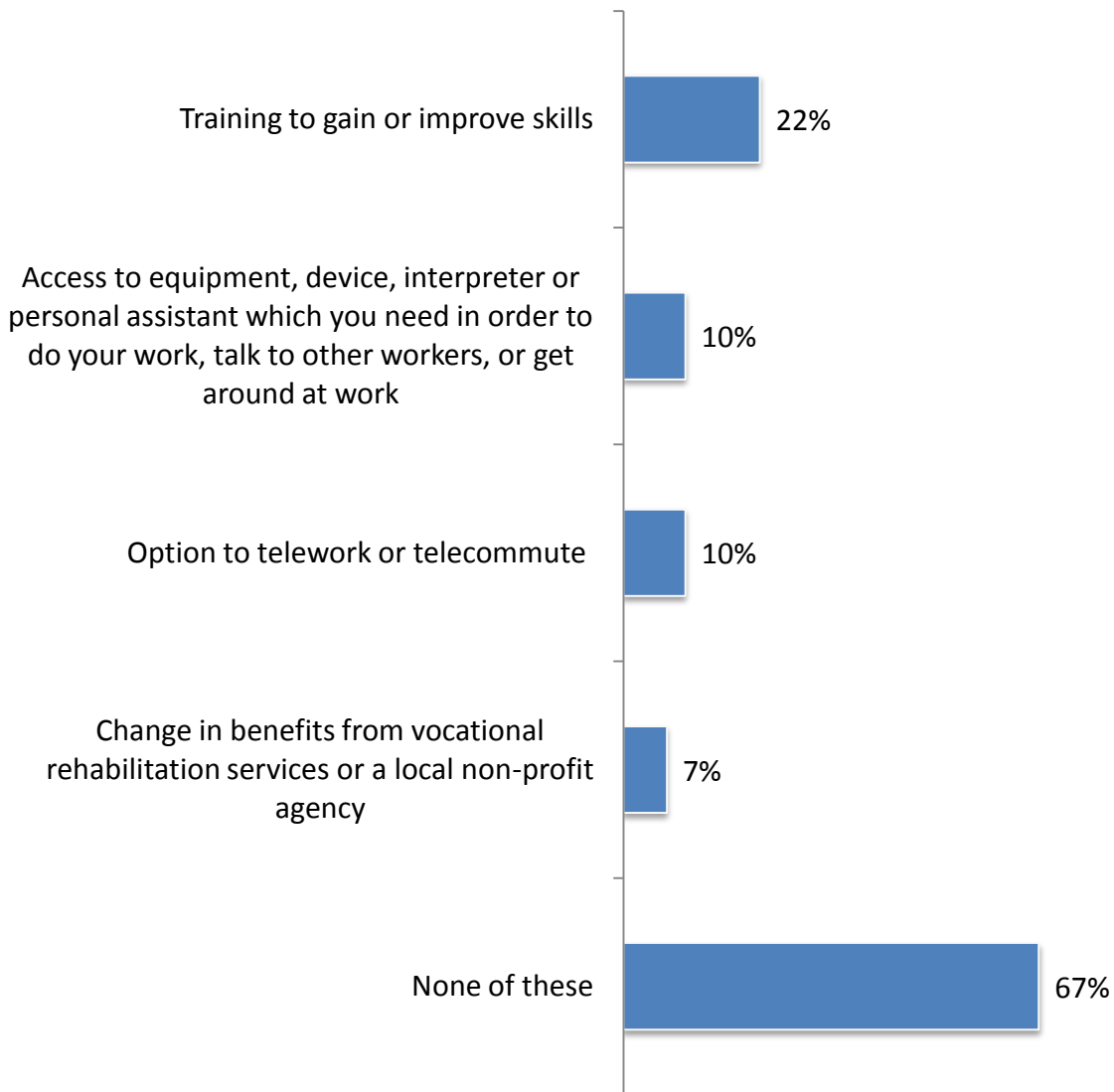


**Table 2AD**  
**Enablers for Employment**

*One in five employees with disabilities used training in order to work full or part-time; half that number were able to work because of equipment or a flexible work arrangement.*

Q915 Did any of the following enable you to begin or continue working full or part time?

Base: Employed people with a disability, age 18-64 (n=390)



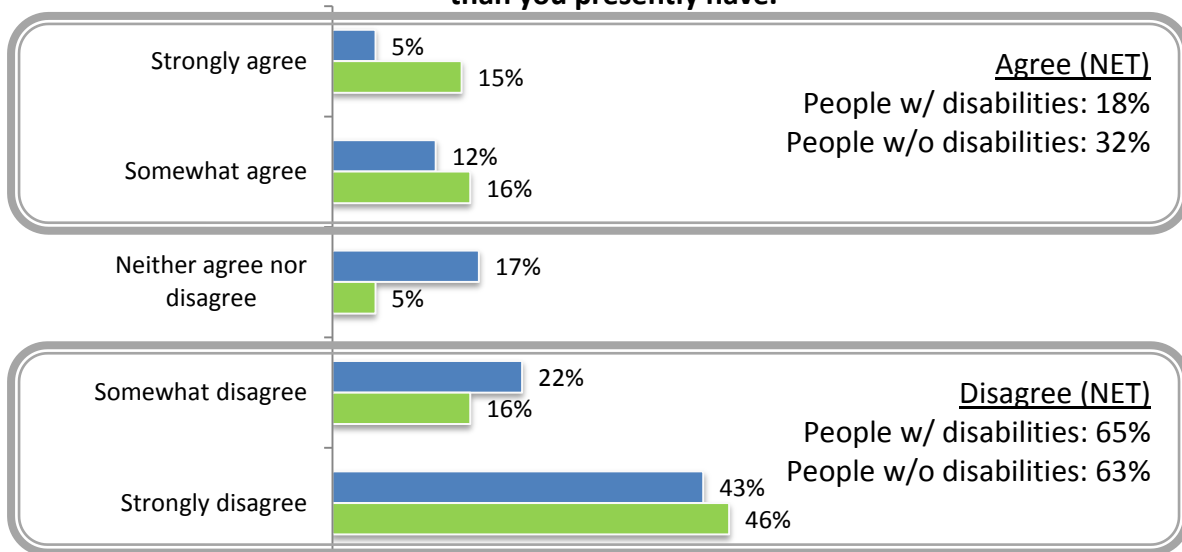
**Table 2AE**  
**Attitudes toward Employment**

*For the most part, employees with disabilities have similar attitudes toward their current job and the job market as employees without disabilities.*

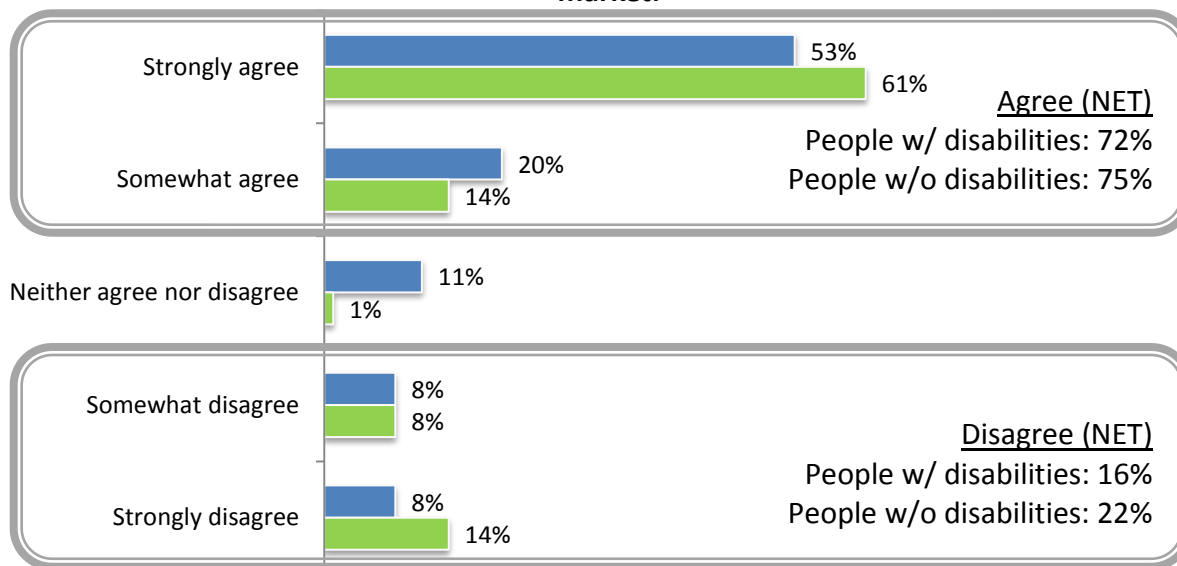
Q985 With regard to your job, how much do you agree or disagree with the following?

Base: Employed people with a disability (n=390) and without a disability, age 18-64 (n=385)

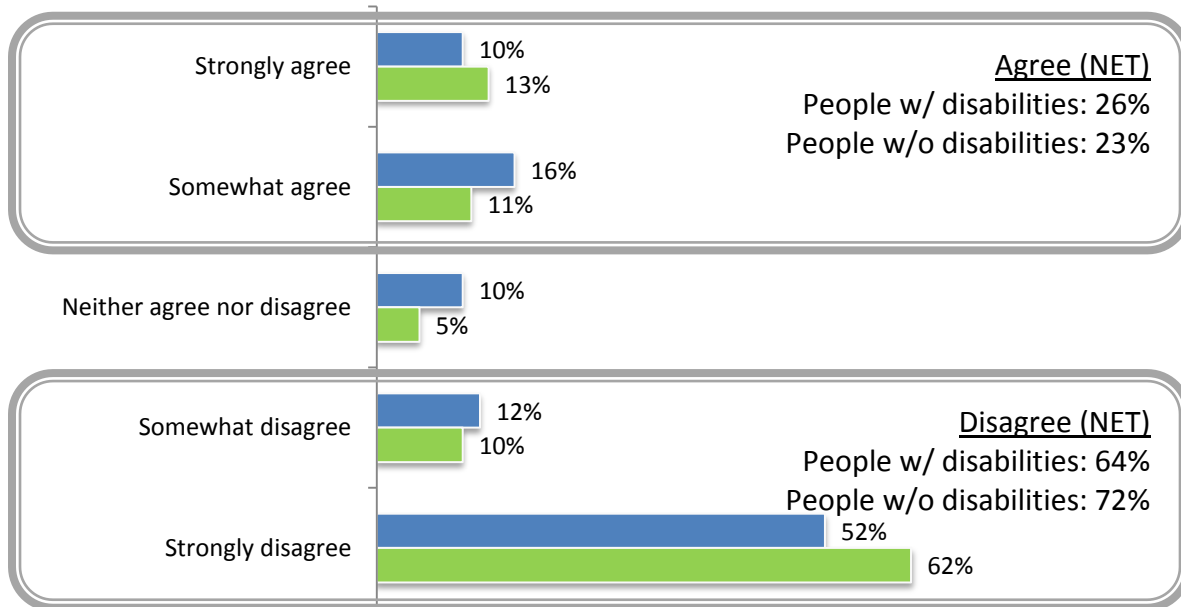
**In the current job market, you think you could easily find a better job than you presently have.**



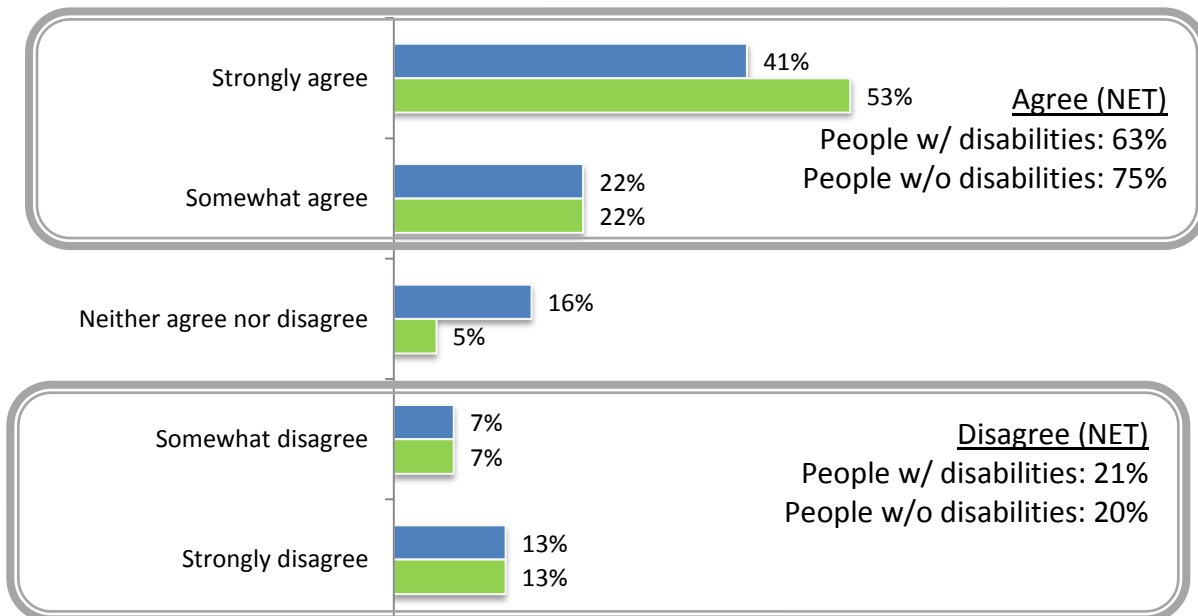
**It would be very difficult for you to quit your job in the current job market.**



**You are currently looking for other employment.**



**You plan to stay at your current job for the next 5 years.**

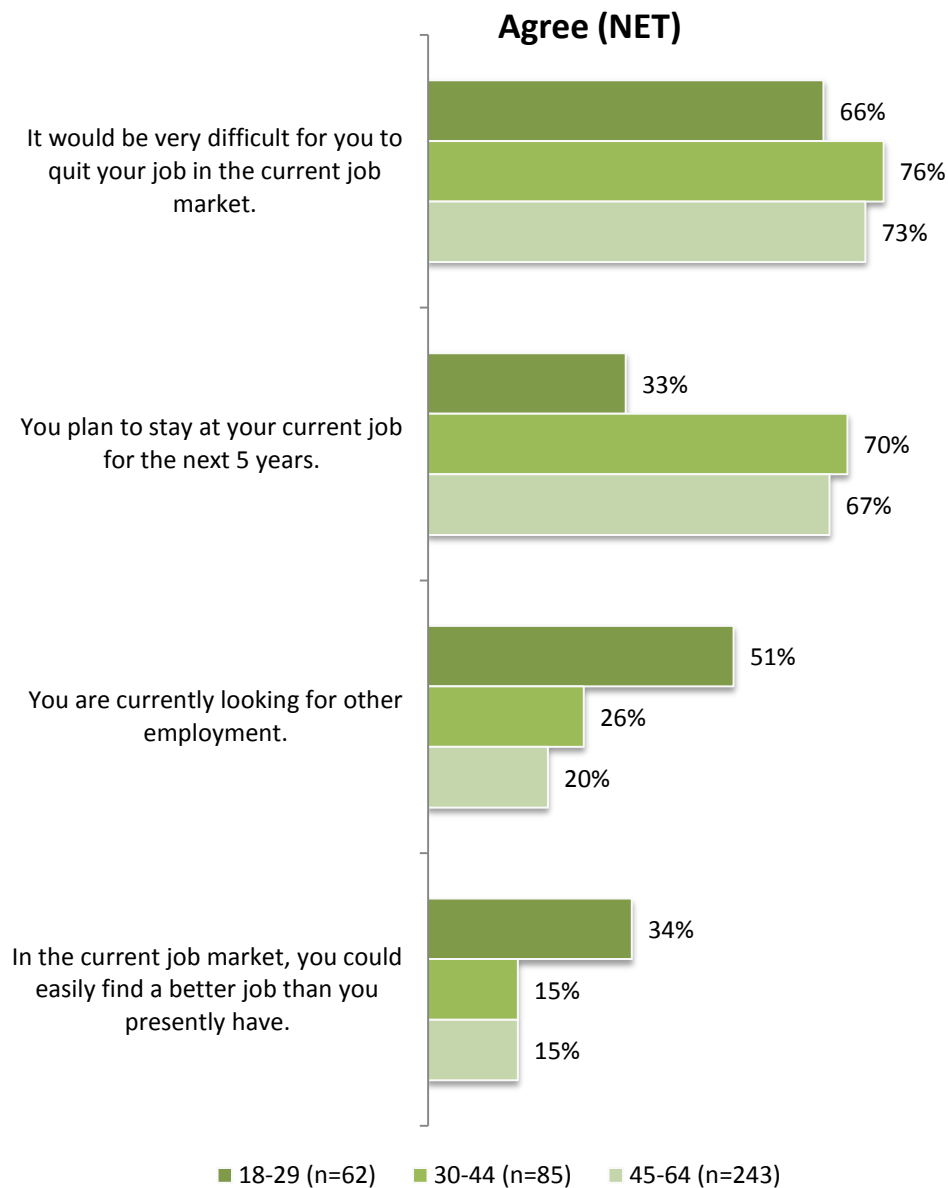


**Table 2AF**  
**Attitudes Toward Employment – Age**

*Younger workers with disabilities are more likely than older employees to be looking for other employment and are also more likely to agree that they could easily find a better job than they presently..*

Q985 With regard to your job, how much do you agree or disagree with the following?

Base: Employed people with a disability (n=390)



### CHAPTER 3: INCOME & FINANCIAL SITUATION

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#### **Level of Annual Household Income**

People with disabilities are more likely than people without disabilities to say that they live in poverty with household incomes of \$15,000 or less (34% versus 15%, respectively).<sup>8</sup> This is not surprising given that employment is the most common source of household income and that people with disabilities are less likely to be employed. (Table 3A)

People with somewhat or very severe disabilities continue to be at a substantial disadvantage, as in years past. Approximately one-quarter of people with a slight (24%) or moderate disability (27%) have household incomes of \$15,000 or less, versus one-third (35%) of people with somewhat severe disabilities and almost half (45%) of people with very severe disabilities. Further, only 11% of people with very severe disabilities earn \$50,000 or more compared to 38% of people without disabilities. (Tables 3A & 3B)

Education also has a direct impact on gaps in income between people with and without disabilities. Among those who have not completed high school, two-thirds (65%) of people with disabilities have an annual income of \$15,000 or less, compared to 27% of people without disabilities. This gap narrows with more education: of those with a college degree, 17% of people with disabilities and only 5% of people without disabilities have an annual income of \$15,000 or less, a gap of 12 percentage points. (Table 3C) Gaps in income appear to be greatest between people with and without disabilities during middle age. For 18-29 year olds, there is a four point percentage gap at the \$15,000 or less level, compared to a 16, 39, and 16 point percentage gap for 30-44 year olds, 45-64 year olds and those 65 or older, respectively. Additionally, for household income of \$100,000 or more, the gap starts at 6 points for 18 to 29 year olds, increases to 11 and 18 for those 30-44 and 45-64, and then decreases to 8 points for those 65 or older. (Table 3D)

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<sup>8</sup> The 2009 U.S. Census Bureau Poverty threshold was \$14,570 for a two-person non-elderly household.

### **Level of Annual Personal Income**

Personal income, including income from benefits and insurance payments, is significantly less than household income for people with disabilities. Approximately half (48%) of people with disabilities report a personal income of less than \$15,000 and only 7% make more than \$50,000. (Table 3E) Similar to household income, personal income varies greatly by degree of disability. Three-in-ten (29%) of those with a slight disability have under \$15,000 in personal income compared to 41% of people with a moderate disability, 55% of people with a somewhat severe disability and 57% of people with a very severe disability. (Table 3F)

### **Financial Situation**

Household income does not always paint the entire picture. Other factors can influence a financial situation, such as cost of living and the number of members in the household. In an attempt to gain a more comprehensive understanding of the respondents' overall economic situation, we asked for a qualitative assessment of their current financial circumstance. People with disabilities describe their financial situation as significantly worse than people without disabilities. Three in five (58%) people with disabilities said they are either struggling to get by and going further into debt each month *or* living paycheck-to-paycheck versus only 34% of people without disabilities. Further, just over one-third (37%) of people with disabilities report that they are not living paycheck-to-paycheck or have few financial worries, compared to 62% people without disabilities. (Table 3H)

Again, significant differences exist by severity of disability: the more severe the disability, the greater the financial hardship. Six percent of people with a slight disability say that they are struggling to get by and going further into debt each month, compared to 32% of people with a very severe disability. Similarly, 28% of those with a slight disability report having few financial worries compared to only 12% of those with a very severe disability. (Table 3I)

## Financial Assets and Homeownership

The decline in the economy over the past few years has taught Americans many lessons, one of which is the importance of an emergency fund. Findings indicate that the majority of people with disabilities do not have a sufficient “emergency fund”, defined by most financial experts as three to six months worth of living expenses set aside in a separate account. Over three-in-five people with disabilities (64%) say they would not have enough financial assets to support themselves for three months if they were without a steady income. (Table 3J) Further, less than half of adults with disabilities (47%) have a savings account with a bank or credit union and only 42% report having a credit card with a financial institution. (Table 3L)

Obtaining a loan can be another indication of financial independence. A third (34%) of people with disabilities have at one time applied for a loan and been denied. (Table 3N)

The homeownership data tells a slightly different story. People with disabilities are about as likely as Americans in general to own a home. Fifty-eight percent of people with disabilities own a home compared to the national rate of approximately two-thirds<sup>9</sup>. (Table 3P)

## Trends

Perhaps the single most influential event that occurred in the U.S. since the last wave of this survey was conducted in 2004 is the economic recession of 2008. Comparing the trends over time may provide some insight into how the recession is affecting people with disabilities as compared to people without disabilities.

Although the overall shares of people with and without disabilities who have incomes of \$15,000 or less are difficult to compare *over time* when not adjusting for inflation, the absolute numbers have increased – and increased to a similar degree – for both people with and without disabilities. A quarter (26%) of people with disabilities had a household income of \$15,000 or less in 2004. That number increased to 34% in 2010. Similarly, only 9% of people without disabilities had a household income of \$15,000 or less in 2004, up to 15% today. This

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<sup>9</sup> U.S. homeownership in the first quarter of 2010 was estimated at 67% according to the Census Bureau Current Population Survey/Housing Vacancy Survey.

increase in the absolute number for both groups means that the gap between people with and without disabilities has not changed significantly since 2004. In fact, it has not decreased much since 1986: the gap is 19 percentage points in 2010, compared to 17 points in 2004, 19 points in 2000, and 22 points in 1986, 1994, and 1998.

**Table 3A**  
**Household Income**

*People with disabilities are more than twice as likely as people without disabilities to report that they have household income levels of \$15,000 or less.*

Q1420 Which of the following income categories best describes your total 2009 household income?

Base: All respondents (People with disabilities = 1,001; People without disabilities = 788)

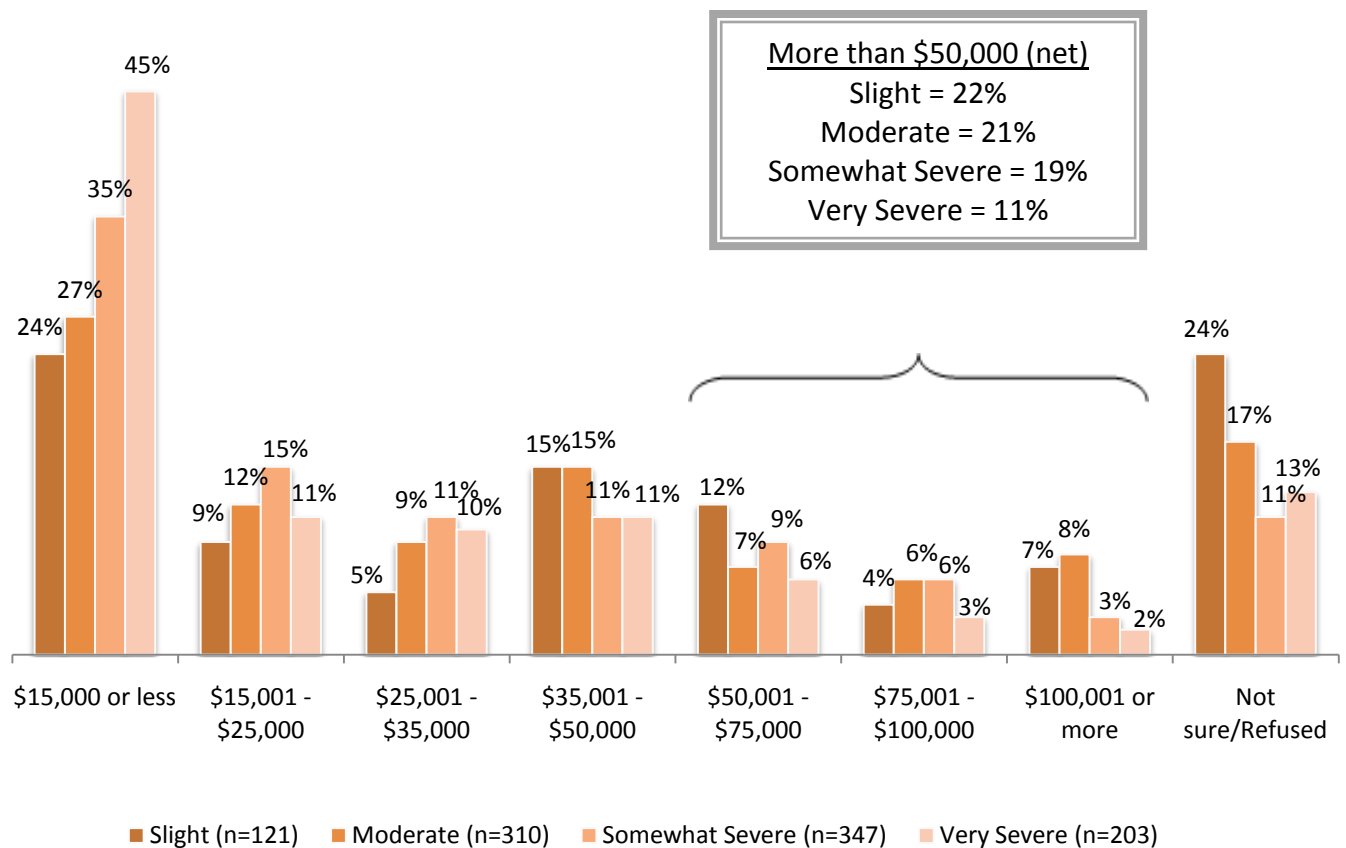


**Table 3B**  
**Household Income – Degree of Disability**

*People with very severe disabilities are more likely to say that they have incomes \$15,000 or less than are people with less severe disabilities.*

Q1420 Which of the following income categories best describes your total 2009 household income?

Base: People with disabilities (n=1,001)



**Table 3C**  
**Household Income – Education**

*Adults with disabilities who have not graduated from high school are much more likely than their non-disabled counterparts to say they have incomes of \$15,000 or less.*

Q110 Which of the following income categories best describes your total 2009 household income before taxes?

Base: People with disabilities (n=1,001) and People without disabilities (n=788)

|                                    | Education    |         |              |               |
|------------------------------------|--------------|---------|--------------|---------------|
|                                    | Less Than HS | HS Grad | Some College | College Grad. |
| Base:                              |              |         |              |               |
| <i>People with disabilities</i>    | 103          | 261     | 322          | 309           |
| <i>People without disabilities</i> | 39           | 163     | 231          | 350           |
|                                    | %            | %       | %            | %             |
| \$15,000 or less                   |              |         |              |               |
| <i>People with disabilities</i>    | 65           | 34      | 25           | 17            |
| <i>People without disabilities</i> | 27           | 24      | 13           | 5             |
| \$15,001-\$25,000                  |              |         |              |               |
| <i>People with disabilities</i>    | 8            | 14      | 14           | 11            |
| <i>People without disabilities</i> | 14           | 14      | 8            | 3             |
| \$25,001-\$35,000                  |              |         |              |               |
| <i>People with disabilities</i>    | 1            | 7       | 14           | 14            |
| <i>People without disabilities</i> | 4            | 16      | 1            | 5             |
| \$35,001-\$50,000                  |              |         |              |               |
| <i>People with disabilities</i>    | 15           | 10      | 15           | 10            |
| <i>People without disabilities</i> | 11           | 13      | 18           | 10            |
| \$50,001-\$75,000                  |              |         |              |               |
| <i>People with disabilities</i>    | 1            | 7       | 10           | 14            |
| <i>People without disabilities</i> | 9            | 11      | 12           | 14            |
| \$75,001-\$100,000                 |              |         |              |               |
| <i>People with disabilities</i>    | 4            | 4       | 6            | 10            |
| <i>People without disabilities</i> | 18           | 6       | 12           | 15            |
| \$100,001 or more                  |              |         |              |               |
| <i>People with disabilities</i>    | 1            | 2       | 4            | 13            |
| <i>People without disabilities</i> | 3            | 5       | 13           | 34            |

**Table 3D**  
**Household Income – Age**

*In all age categories with the exception of the youngest cohort, people with disabilities have lower incomes than people without disabilities.*

Q1420 Which of the following income categories best describes your total 2009 household income before taxes?

Base: People with disabilities = 1,001; People without disabilities = 788

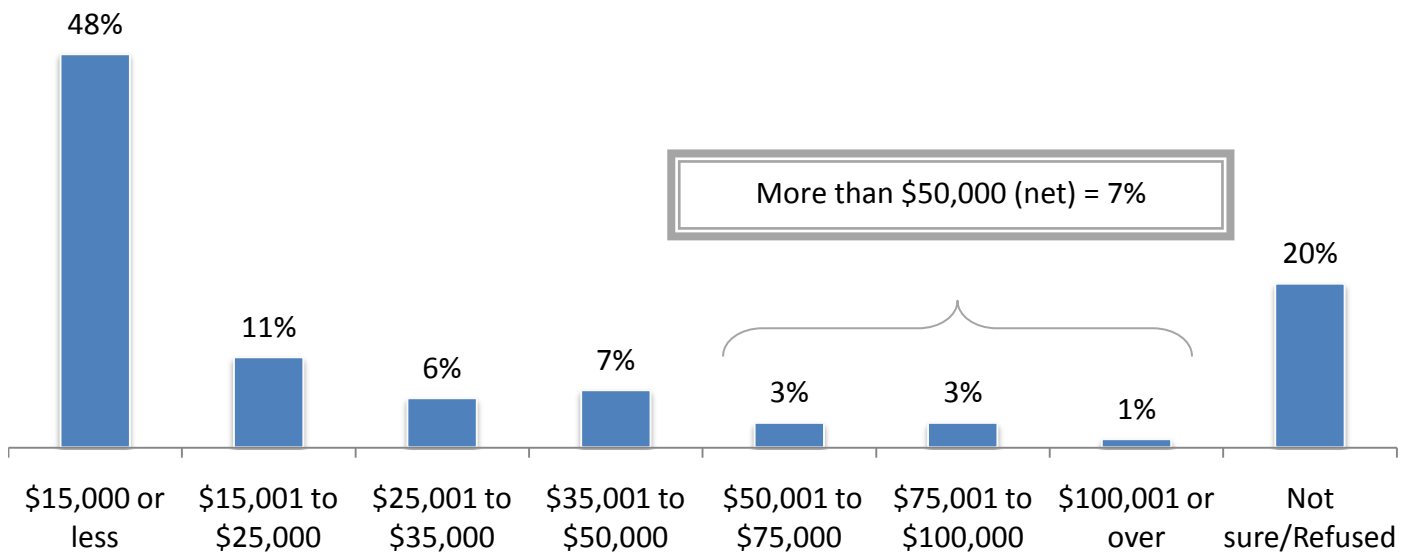
|                                    | Age   |       |       |     |
|------------------------------------|-------|-------|-------|-----|
|                                    | 18-29 | 30-44 | 45-64 | 65+ |
| Base:                              |       |       |       |     |
| <i>People with disabilities</i>    |       |       |       |     |
| <i>People without disabilities</i> |       |       |       |     |
|                                    | %     | %     | %     | %   |
| \$15,000 or less                   |       |       |       |     |
| <i>People with disabilities</i>    | 29    | 30    | 46    | 23  |
| <i>People without disabilities</i> | 33    | 14    | 7     | 7   |
| \$15,001-\$25,000                  |       |       |       |     |
| <i>People with disabilities</i>    | 12    | 17    | 9     | 15  |
| <i>People without disabilities</i> | 12    | 7     | 8     | 12  |
| \$25,001-\$35,000                  |       |       |       |     |
| <i>People with disabilities</i>    | 10    | 6     | 8     | 12  |
| <i>People without disabilities</i> | 14    | 11    | 8     | 8   |
| \$35,001-\$50,000                  |       |       |       |     |
| <i>People with disabilities</i>    | 5     | 25    | 9     | 13  |
| <i>People without disabilities</i> | 9     | 16    | 12    | 20  |
| \$50,001-\$75,000                  |       |       |       |     |
| <i>People with disabilities</i>    | 6     | 1     | 10    | 9   |
| <i>People without disabilities</i> | 5     | 14    | 18    | 9   |
| \$75,001-\$100,000                 |       |       |       |     |
| <i>People with disabilities</i>    | 9     | 6     | 5     | 5   |
| <i>People without disabilities</i> | 13    | 12    | 11    | 9   |
| \$100,001 or more                  |       |       |       |     |
| <i>People with disabilities</i>    | 13    | 6     | 5     | 2   |
| <i>People without disabilities</i> | 7     | 17    | 23    | 10  |

**Table 3E**  
**Personal Income**

*Half of people with disabilities claim to have personal annual incomes of less than \$15,000.*

Q1425 Which of the following income categories best describes your total 2009 personal income, including income from benefits and insurance payments?

Base: People with disabilities (n=1,001)

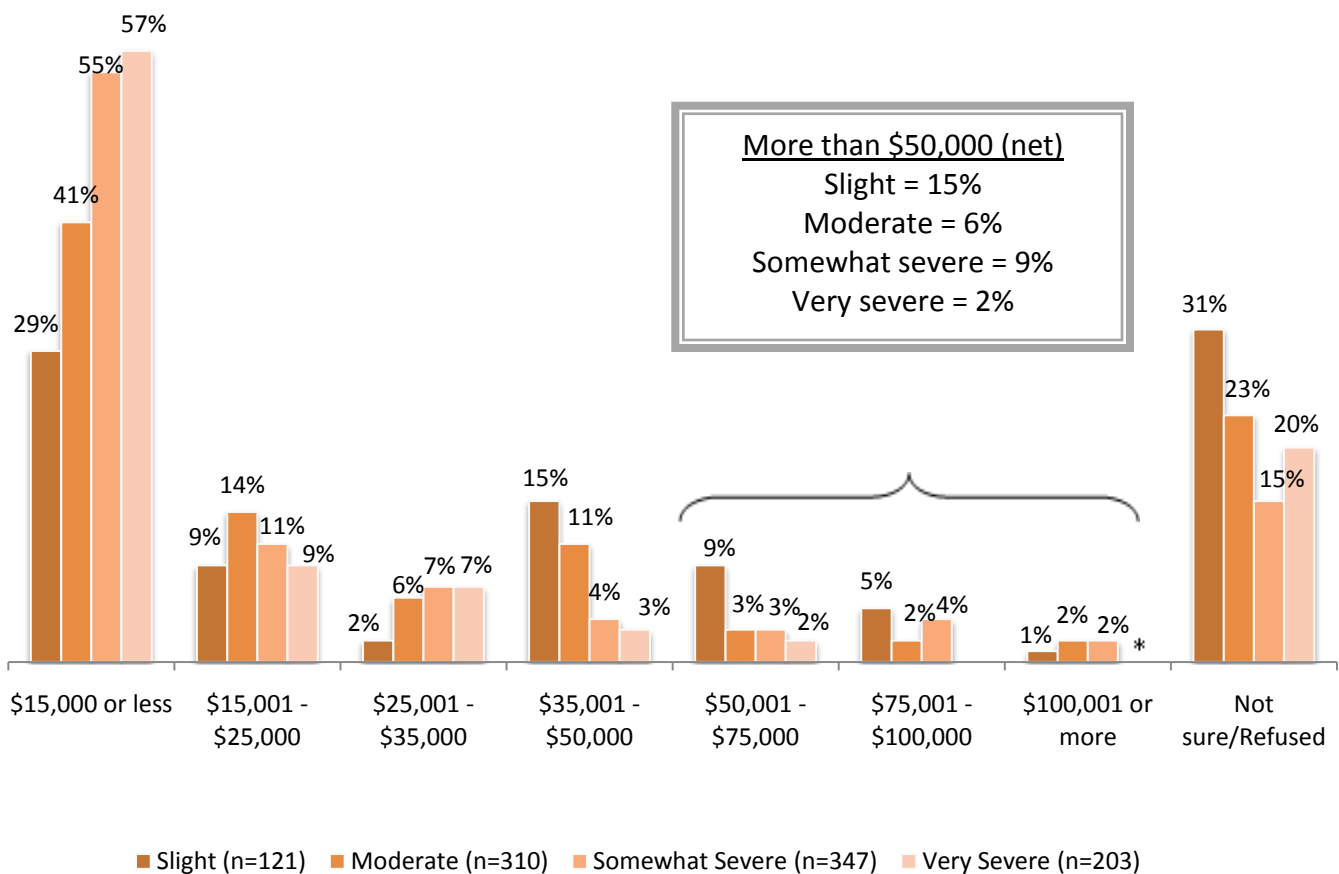


**Table 3F**  
**Personal Income – Degree of Disability**

*Personal income reportedly increases as disabilities get less severe.*

Q1425 Which of the following income categories best describes your total 2009 personal income, including income from benefits and insurance payments?

Base: People with disabilities (n=1,001)

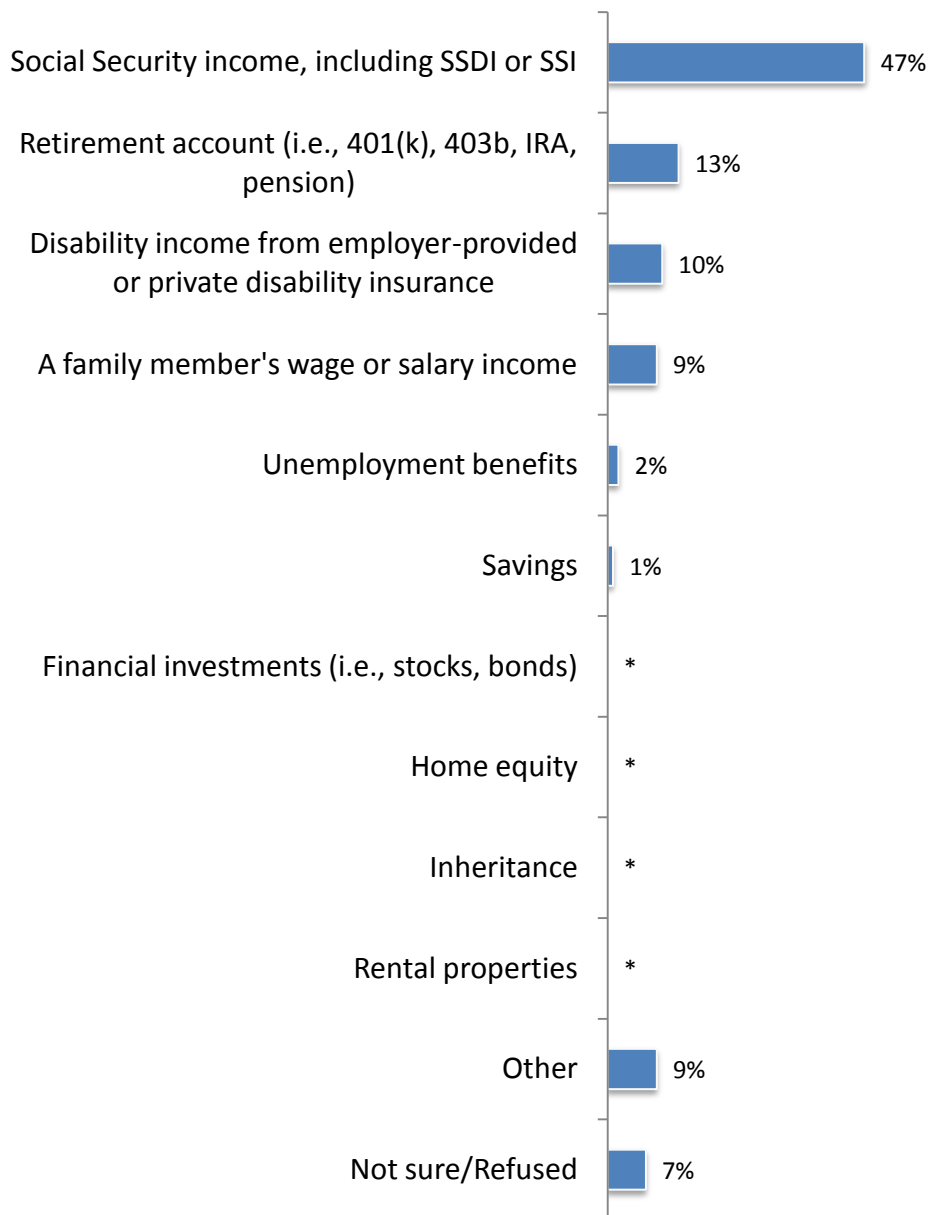


**Table 3G**  
**Primary Source of Income**

*Social security appears to be the most common source of income for non-working people with disabilities.*

Q1415 What is your main source of income?

Base: People with disability who are not working (n=855)

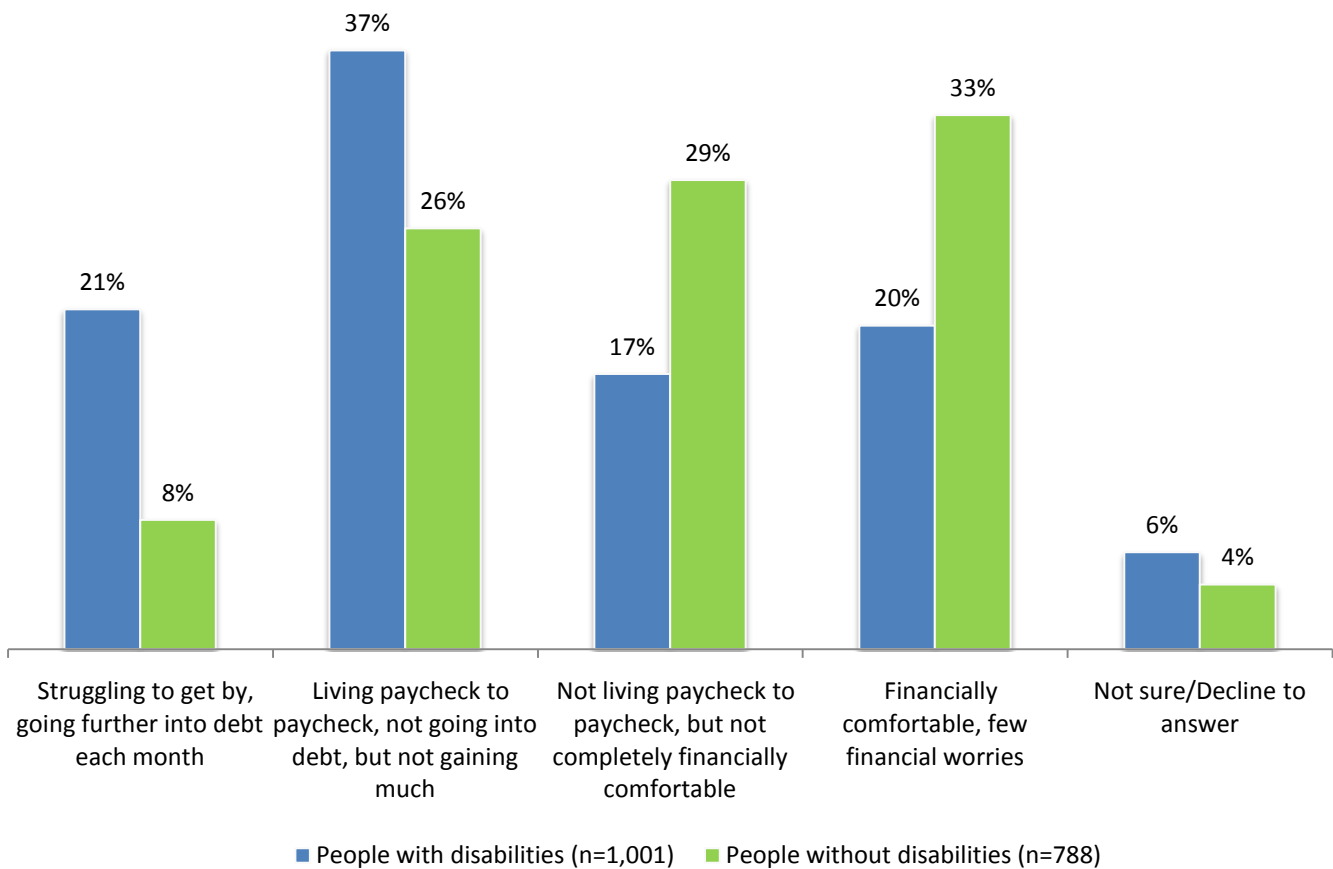


**Table 3H**  
**Financial Situation**

*People with disabilities appear to be shouldering greater financial hardships than people without disabilities.*

Q1430 Which of the following best describes your current financial situation?

Base People with disabilities (n=1,001) and People without disabilities (n=788)

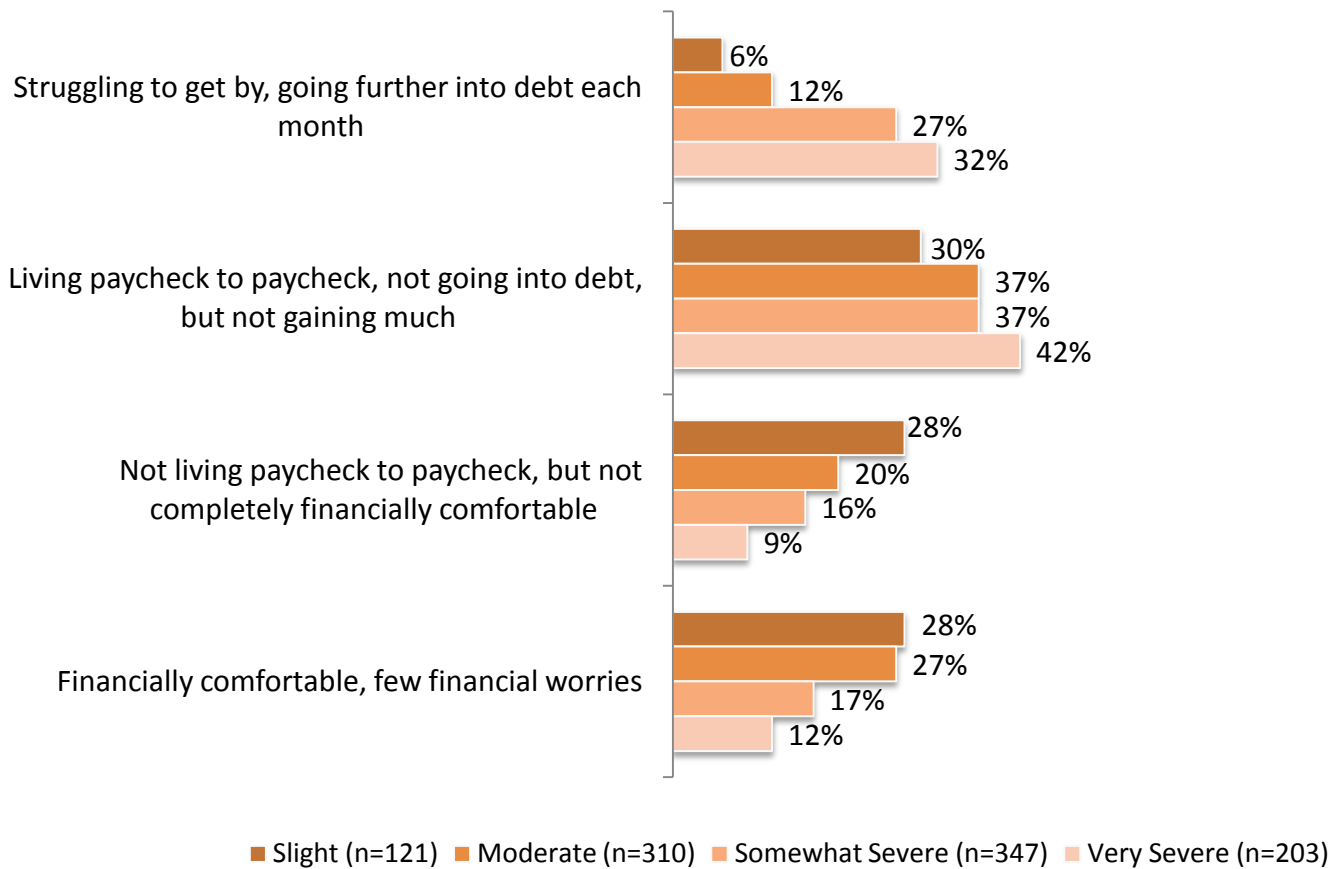


**Table 31**  
**Financial Situation – Degree of Disability**

*People with somewhat or very severe disabilities are more likely than people with less severe disabilities to say they are struggling financially.*

Q1430 Which of the following best describes your current financial situation?

Base People with disabilities (n=1,001)



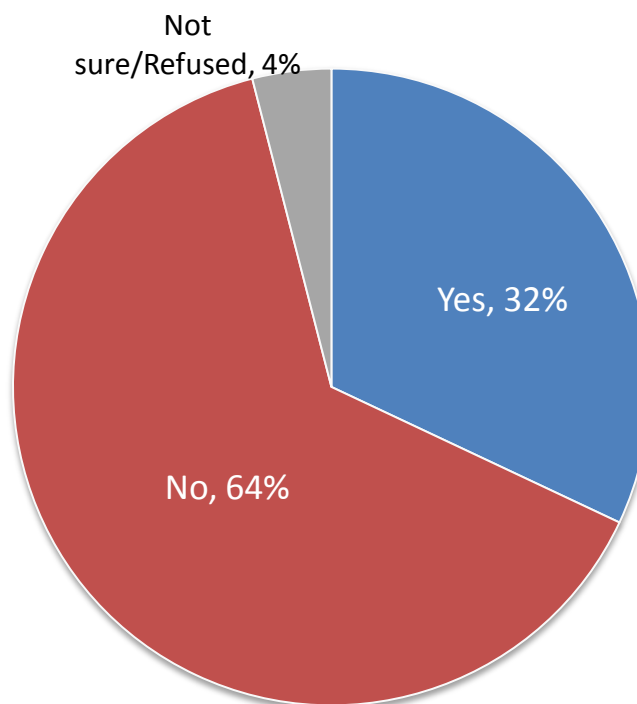
**Table 3J**  
**Financial Assets**

*Nearly two-thirds of people with disabilities claim to lack the sufficient financial assets to get them through three months of expenses in the event of an emergency.*

Q1435 If you had to support yourself for three months with no earned income or gifts from others, would you have enough financial assets to get by? By “financial assets,” I mean savings and checking accounts, stocks, bonds, or trust funds.

Base: People with disabilities (n=1,001)

**Sufficient Financial Assets for Three Months' Support**

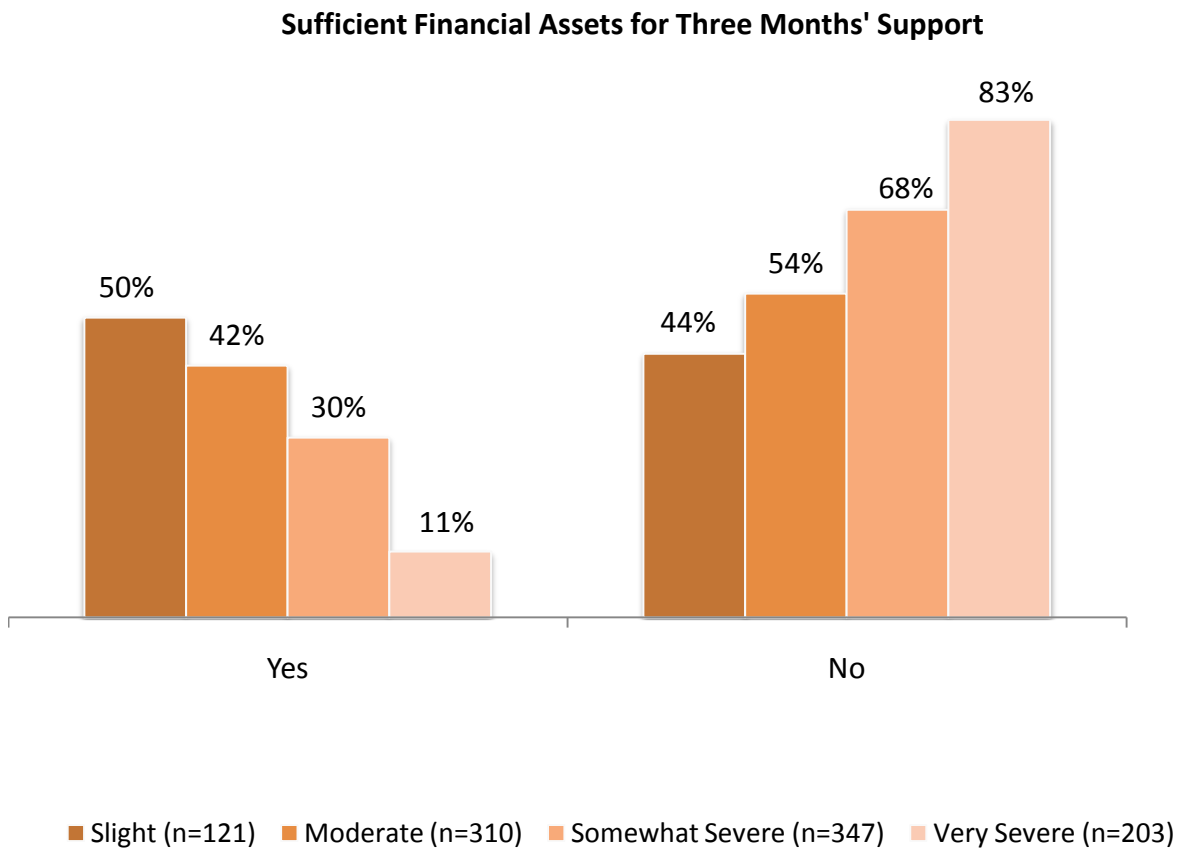


**Table 3K**  
**Financial Assets – Degree of Disability**

*People with slight or moderate disabilities are much more likely than those with more severe disabilities to have sufficient assets to get them by for three months in the event of an emergency.*

Q1435 If you had to support yourself for three months with no earned income or gifts from others, would you have enough financial assets to get by? By “financial assets,” I mean savings and checking accounts, stocks, bonds, or trust funds.

Base: People with disabilities (n=1,001)

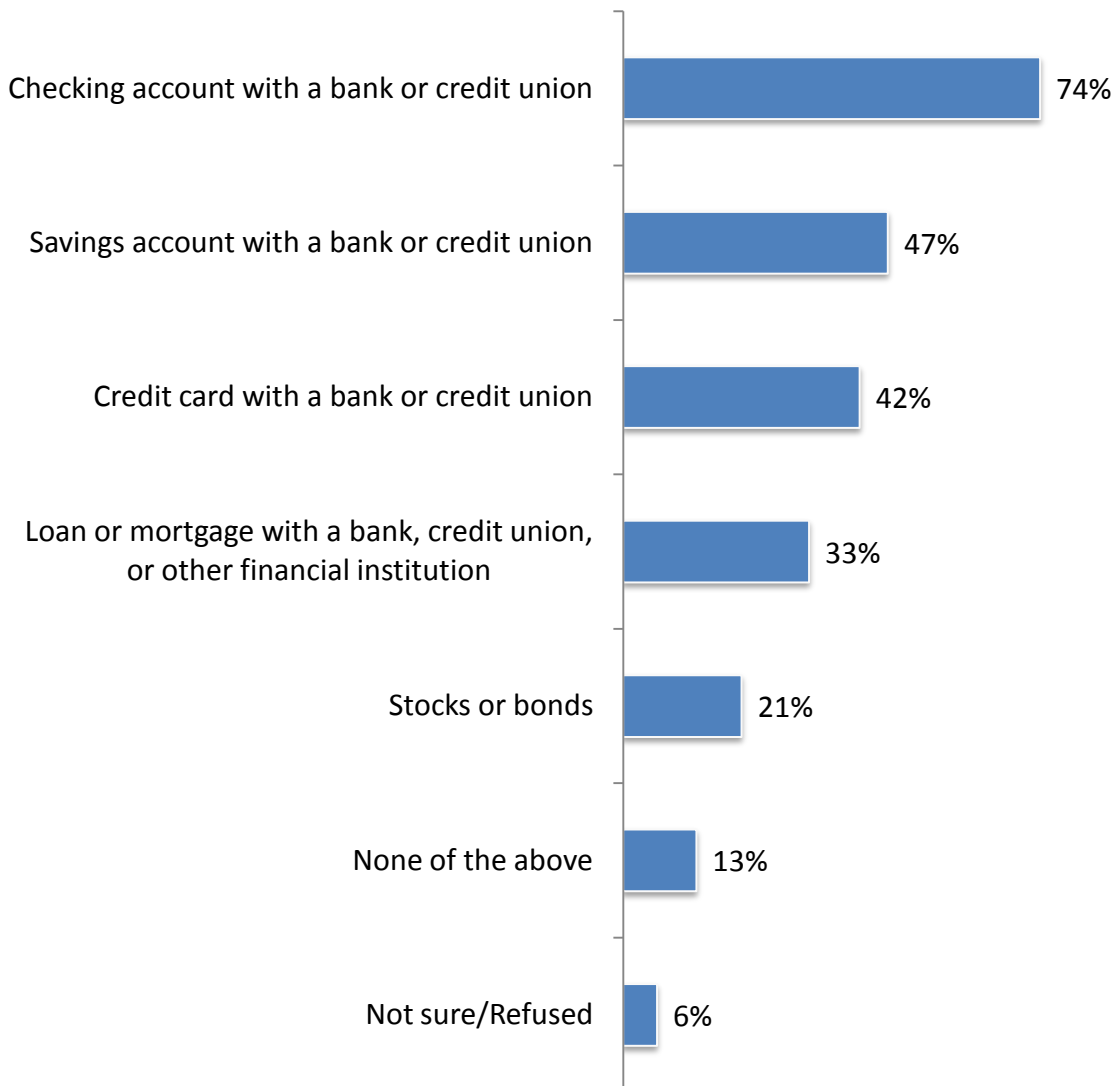


**Table 3L**  
**Financial Accounts**

*The majority of people with disabilities report that they have a checking account, but less than half say they have a savings account or credit card with a bank or credit union.*

Q1440 Thinking about your financial situation, please indicate whether you have any of the following.

Base: People with disabilities (n=1,001)

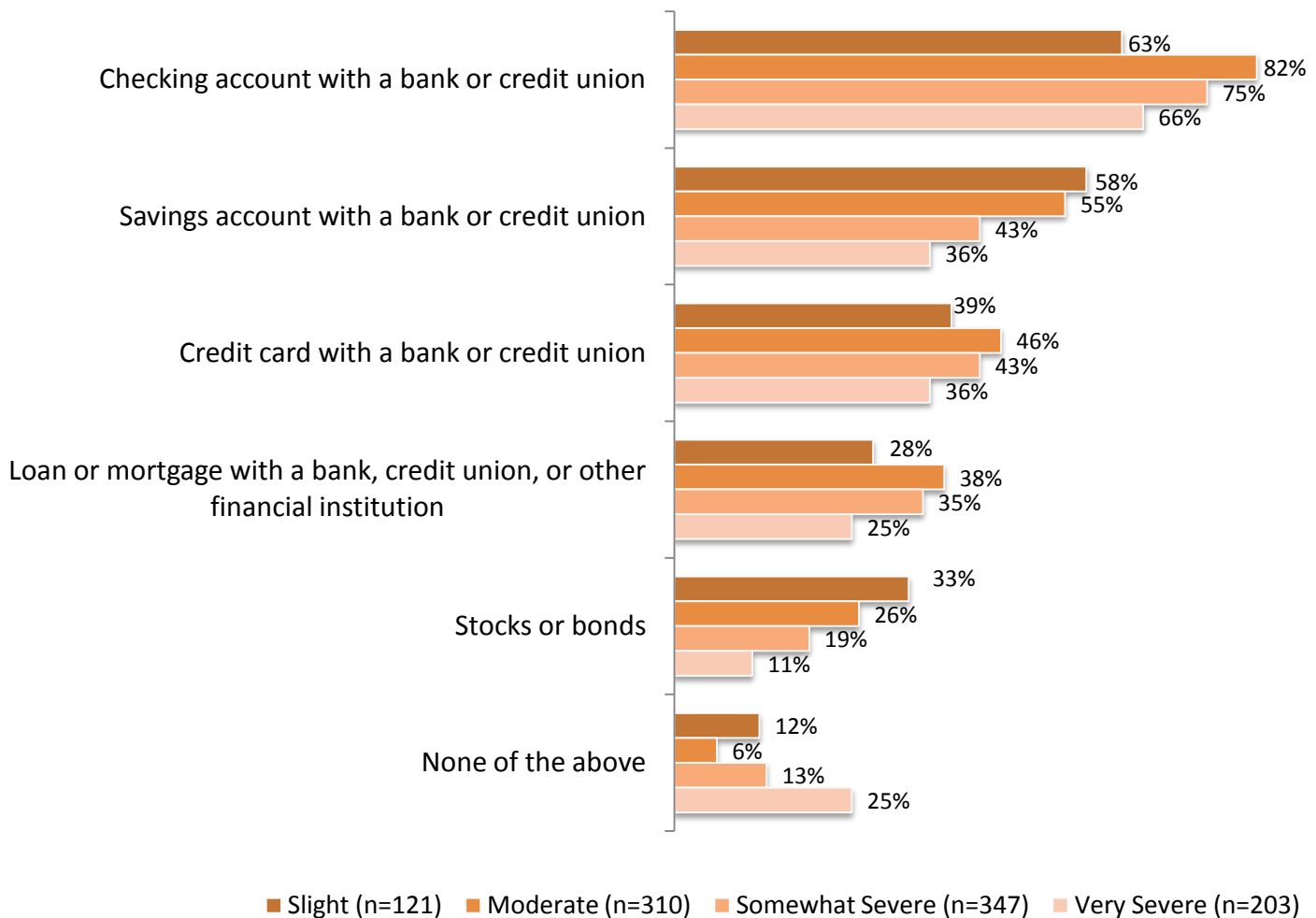


**Table 3M**  
**Financial Accounts – Degree of Disability**

*Ownership of most financial accounts does not differ by degree of disability though people with less severe disabilities are significantly more likely to have a savings account or stocks or bonds.*

Q1440 Thinking about your financial situation, please indicate whether you have any of the following.

Base: People with disabilities (n=1,001)

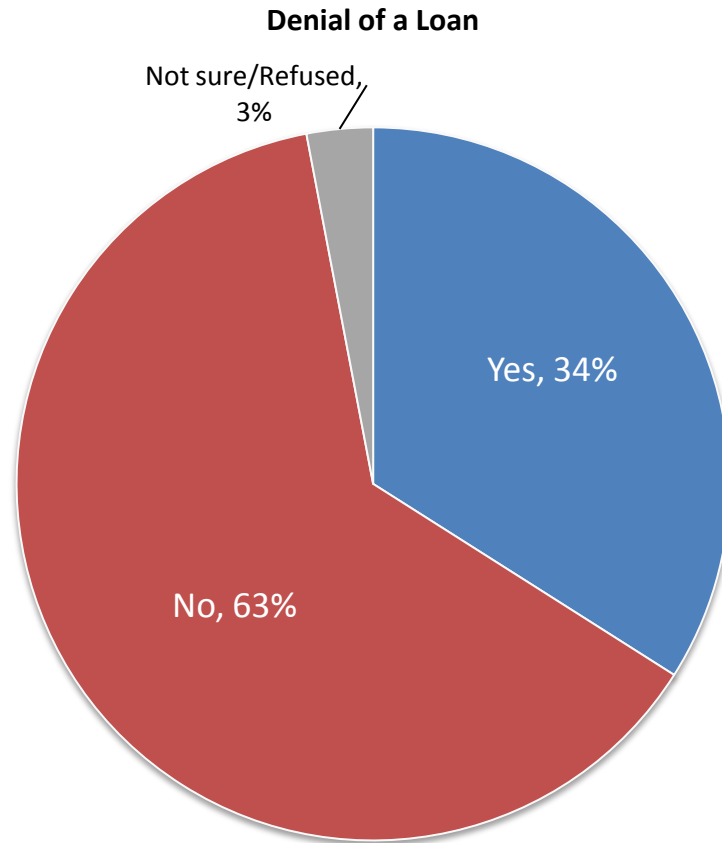


**Table 3N**  
**Applying for a Loan**

*One-third of people with disabilities report that they have been denied a loan before.*

Q1455 Have you ever applied for a loan and been denied?

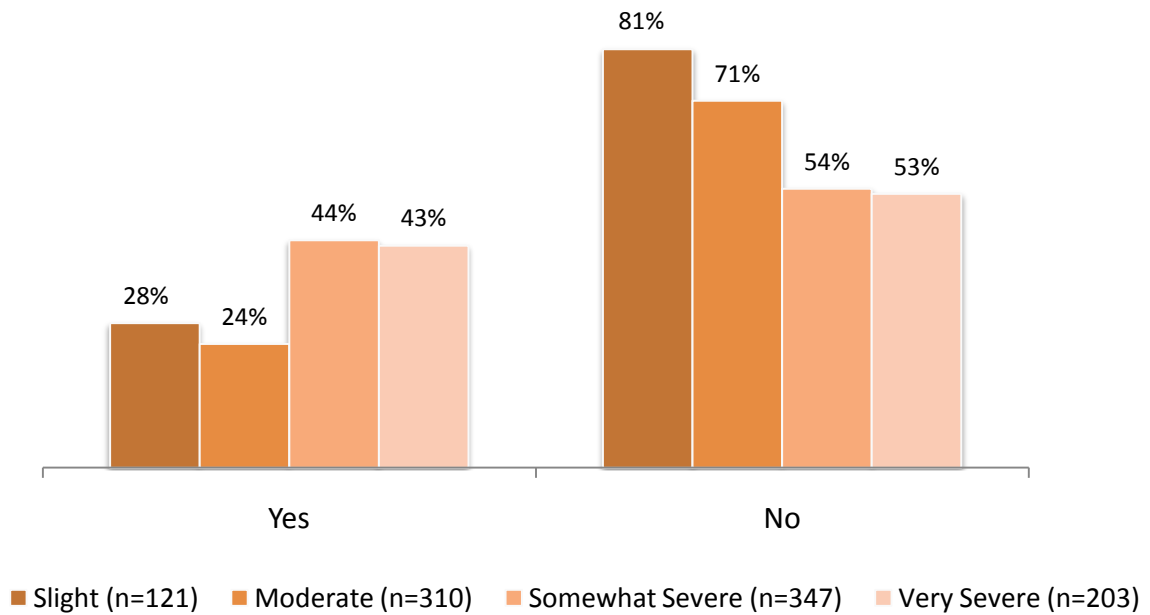
Base: People with disabilities (n=1,001)



**Table 30**  
**Applying for a Loan – Degree of Disability**

*The likelihood of having been denied a loan is higher among those with a somewhat or very severe disability.*

Q1455 Have you ever applied for a loan and been denied?

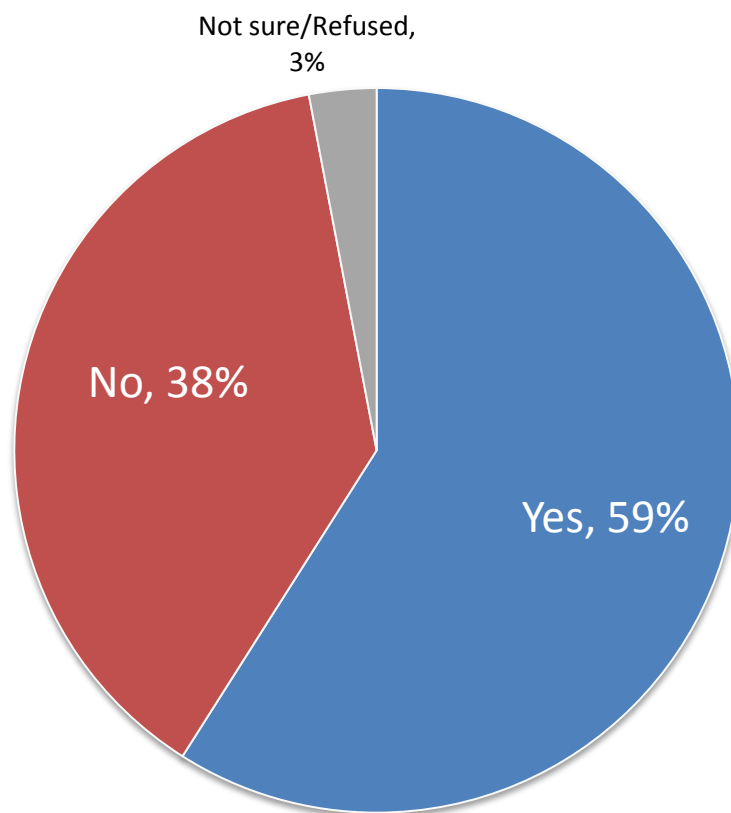


**Table 3P**  
**Homeownership**

*People with disabilities are reportedly about as likely as Americans (67%)<sup>10</sup> to own their own home.*

Q1445 Do you own your own home (including outright ownership, have one or more mortgages, or purchasing a contract)?

Base: People with disabilities = 1,001



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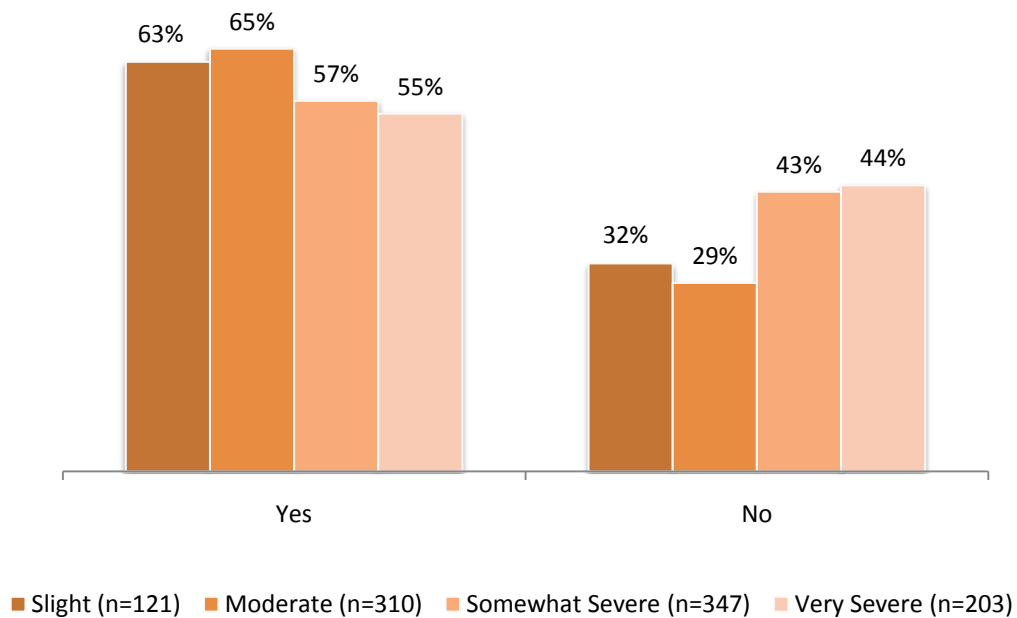
<sup>10</sup> U.S. homeownership in the first quarter of 2010 was estimated at 67% according to the Census Bureau Current Population Survey/Housing Vacancy Survey.

**Table 3Q**  
**Homeownership – Degree of Disability**

*Homeownership does not appear to vary greatly by degree of disability.*

Q1445 Do you own your own home (including outright ownership, have one or more mortgages, or purchasing a contract)?

Base: People with disabilities = 1,001

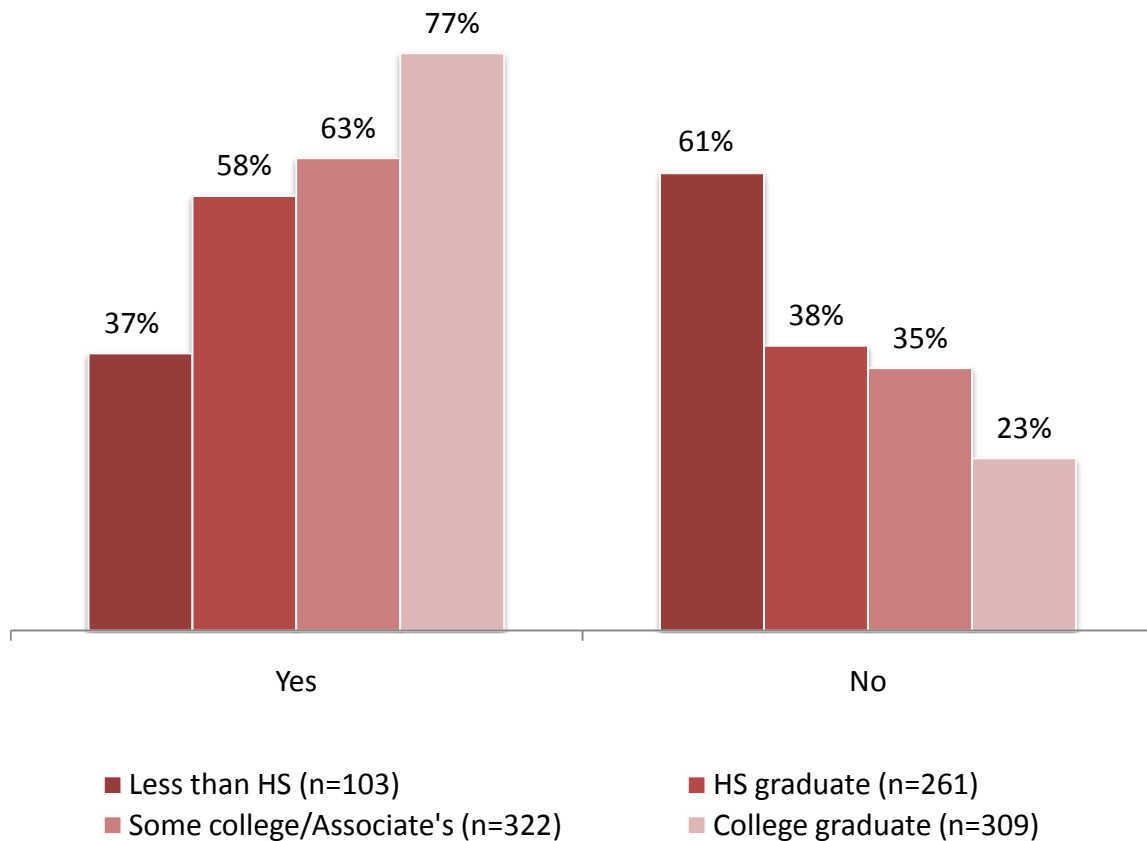


**Table 3R**  
**Homeownership – Education**

*AS education level increases, more people with disabilities report that they own a home.*

Q1445 Do you own your own home (including outright ownership, have one or more mortgages, or purchasing a contract)?

Base: People with disabilities = 1,001



## CHAPTER 4: EDUCATION

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### Level of Education

People with disabilities acknowledge being less educated than people without disabilities. For instance, 17% of people with disabilities say they have less than a high school education compared to 11% of people without disabilities. Correspondingly, at the other end of the spectrum, people with disabilities are less likely to have graduated from college than are people without disabilities (19% versus 27%). (Table 4A)

People with slight disabilities about as likely to have completed high school (83%) and college (20%) as are people with very severe disabilities (75% and 16%, respectively). However, people with slight disabilities are still less likely to be high school and college graduates than are people without disabilities altogether (88% high school graduates; 27% college graduates). (Table 4B)

### Trends

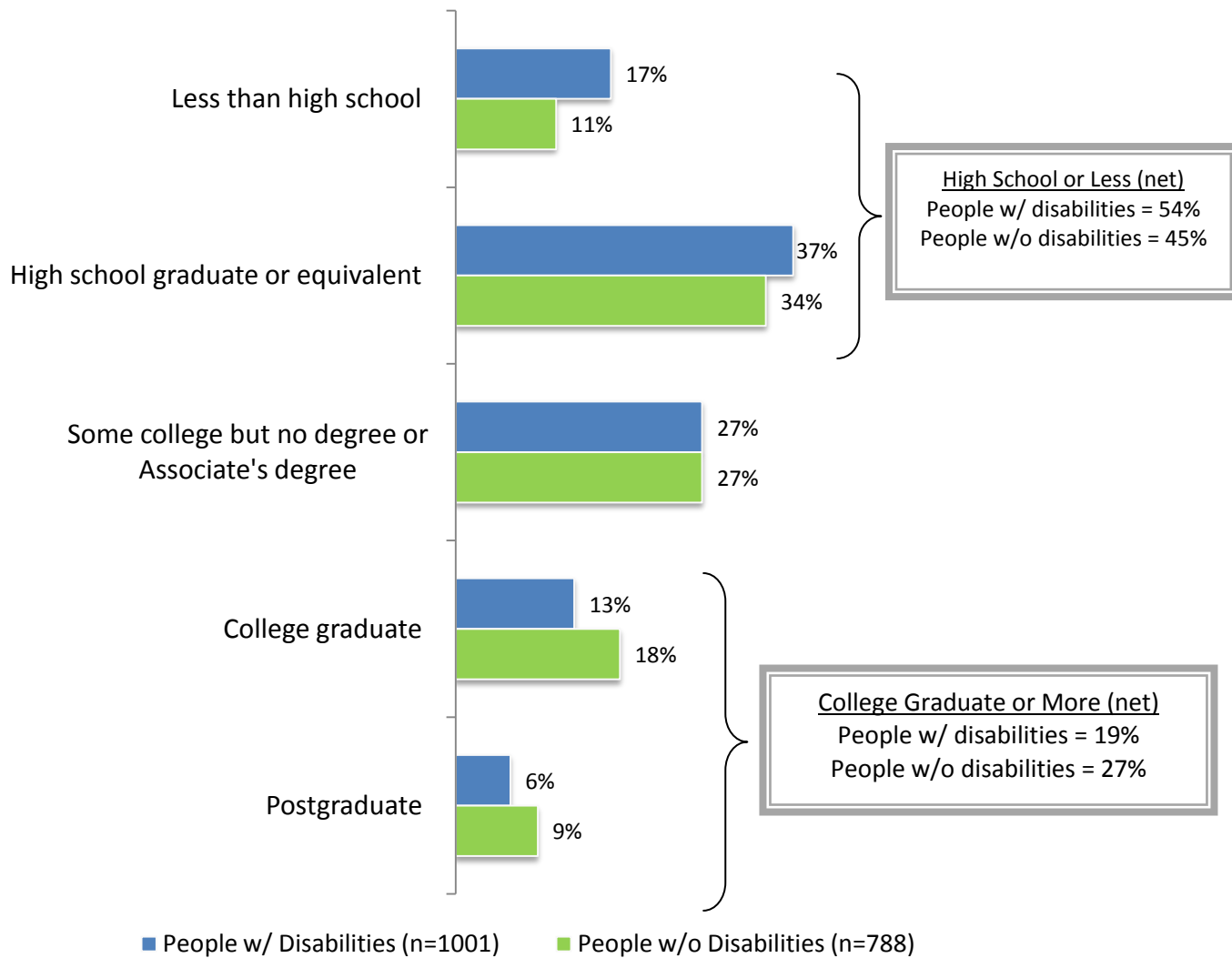
Over the past 24 years, the education gap—measured as the share of those who have less than a high-school education—has narrowed considerably between people with and without disabilities from 24 percentage points in 1986 to 6 percentage points today. In 1986, almost four out of ten people with disabilities (39%) failed to complete high school, over twice the rate reported among this population today (17%). (Table 4C) This trend should be considered in part a reflection of the contributions of the Americans with Disabilities Act (ADA) and the Individuals with Disabilities Education Act (IDEA).

**Table 4A**  
**Education**

*People with disabilities are less likely to say they have completed high school than are people without disabilities. For those who continue their education beyond high school, people with disabilities are also reportedly less likely to graduate from college.*

Q1400 What is the highest level of education you have completed or the highest degree you have received?

Base: People with and without disabilities (n = 1,001 and n=788)

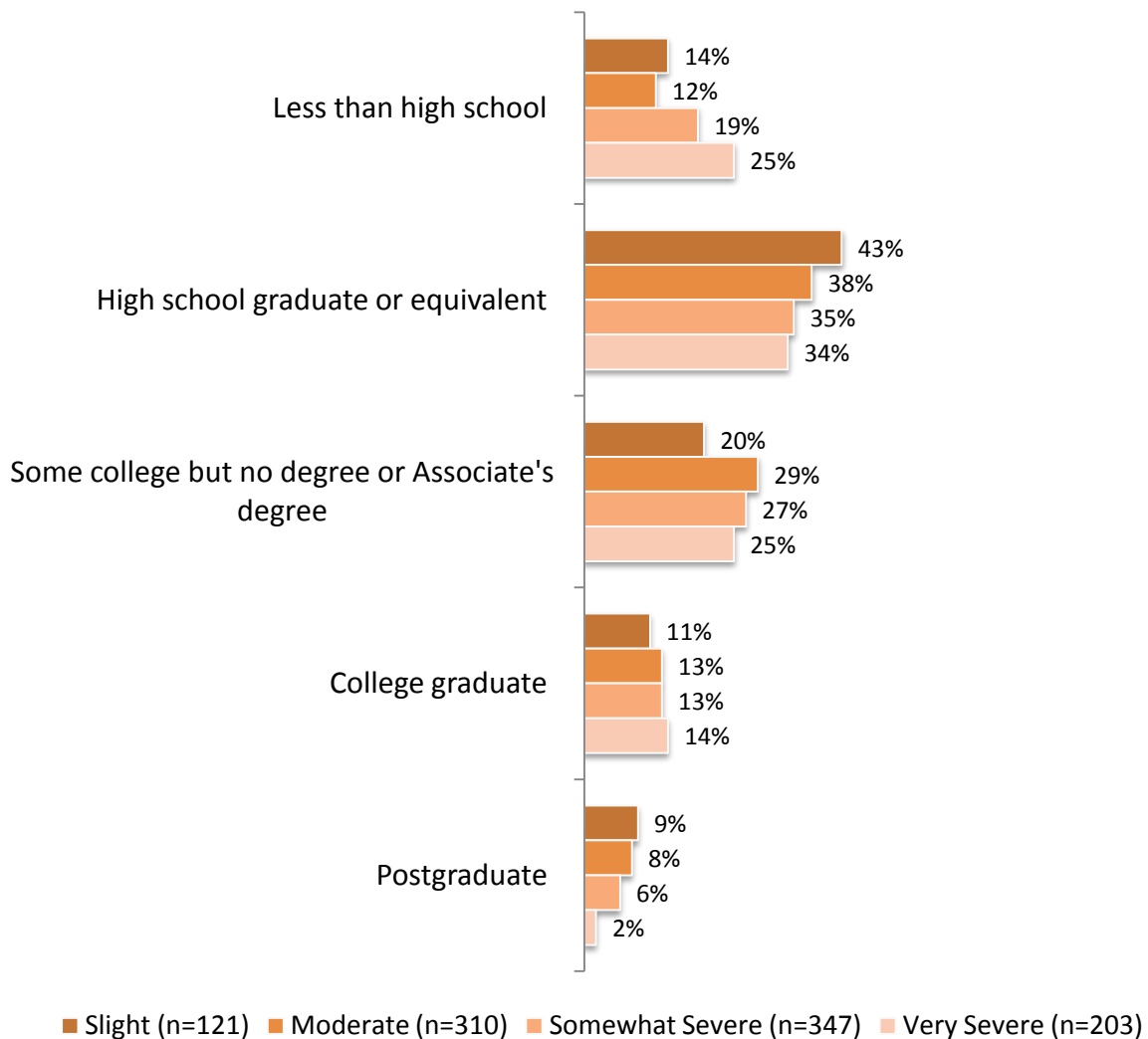


**Table 4B**  
**Education - Degree of Disability**

*Like many of the other indicators measured in this survey, educational achievement appears to vary by severity of disability, though to a lesser extent than it does for other indicators.*

Q1400 What is the highest level of education you have completed or the highest degree you have received?

Base: People with disabilities (n=1,001)

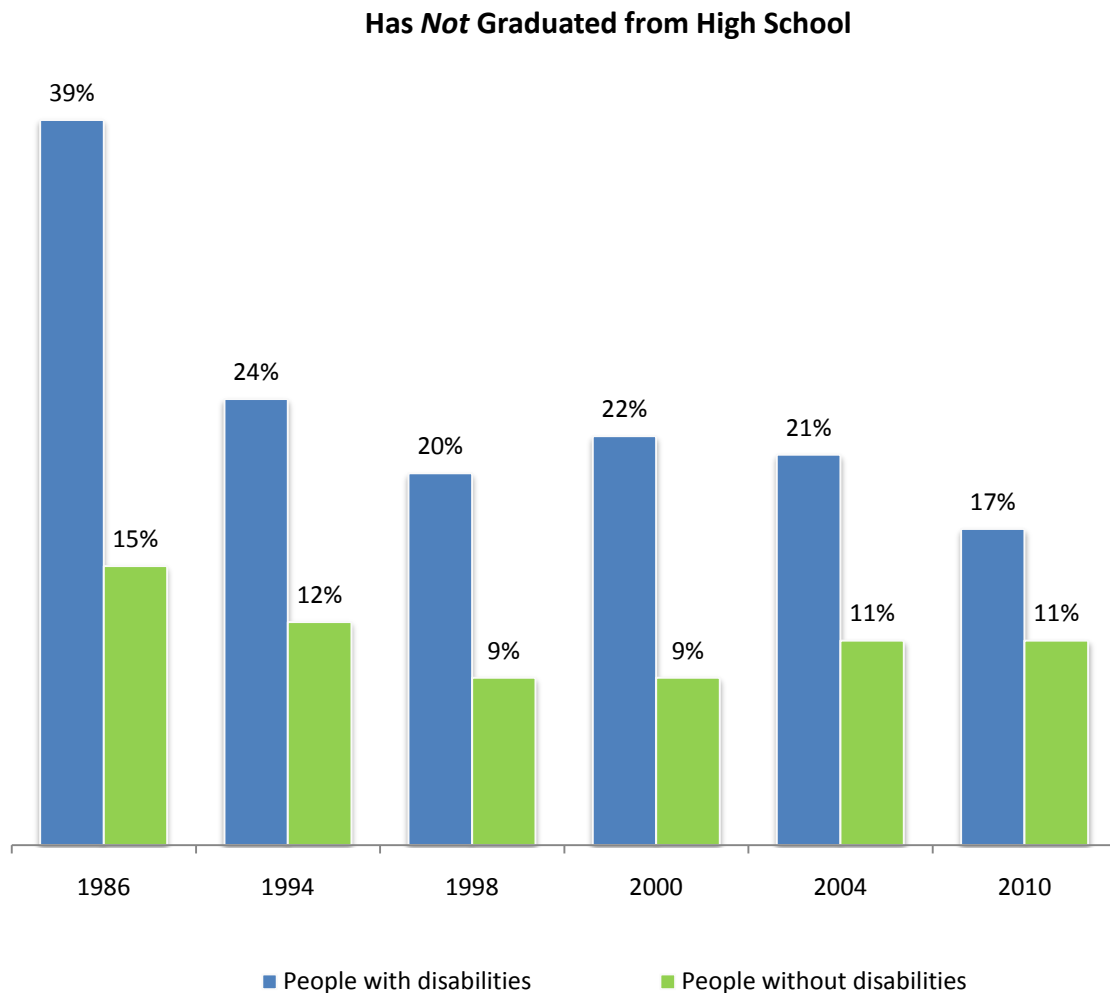


**Table 4C**  
**Education - Trends**

*The education gap between people with and without disabilities continues to shrink.*

Q1400 What is the highest level of education you have completed or the highest degree you have received?

Base: People with and without disabilities (n= 1,001 and n=788)



## CHAPTER 5: HEALTH CARE

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### Access to Care

People with disabilities are about twice as likely to have gone *without* needed medical care on at least one occasion in the past year compared to people without disabilities (19% versus 10%, respectively). (Table 5A) Those with more severe disabilities are once again more likely to have gone without needed care. Just over one in ten people with a slight (12%) or moderate disability (13%) went without needed medical care in the past year compared to 20% and 27% of those with a somewhat or very severe disability, respectively. (Table 5B)

For the first time this year, the survey also measured access to mental health services. The gap is much narrower among people with and without disabilities when it comes to mental healthcare access: 7% of people with disabilities and 3% of people without disabilities report not getting needed help from a mental health professional at least one in the past 12 months. However, put another way, people with disabilities are twice as likely to have a problem accessing mental health services. (Table 5C) Severity of disability is not correlated with access to mental health services, like access to medical care is, but the type of disability is. Over one in five (22%) adults with a mental or emotional disability – presumably those who might benefit significantly from mental health services – did not get the needed help from a mental health professional at least once in the past year. The top two reasons for not getting sufficient mental health help are similar to the reasons named in past years for not getting needed medical care. Three in five (58%) mention a lack of insurance coverage and 50% say it is because of the cost of treatment. Significant minorities also name potentially preventable reasons, such as a lack of knowledge about where to find the right professional (45%) and not being able to find an available professional (44%). (Table 5D)

### Trends

Access to needed medical care appears to have remained basically the same for people with disabilities, and to have fluctuated for people without disabilities over time. Taken together,

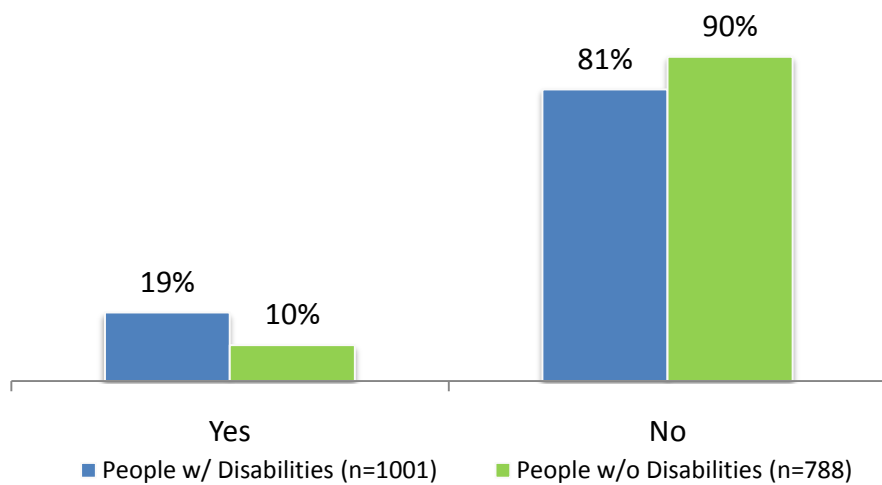
these trends originally increased the health-care gap between people with and without disabilities for six years but the gap is now shrinking again. From 1994 to 2000, the gap between people with and without disabilities rose from 5 percentage points in 1994 to 13 percentage points in 2000. This increase was due almost entirely to improved access to health care among people without disabilities, rather than declines among people with disabilities. Since 2000, the gap has begun to shrink again. (Table 5E) Because access has remained virtually the same for people with disabilities, this narrowing can be attributed to poorer access for people without disabilities, which may be due to the increase in the number of uninsured Americans we have seen in recent years. With the passage of the healthcare bill this year, this will be an important trend to track over time.

**Table 5A**  
**Receiving Needed Medical Care**

*People with disabilities are less likely than people without disabilities to report an incident where they did not receive needed medical care.*

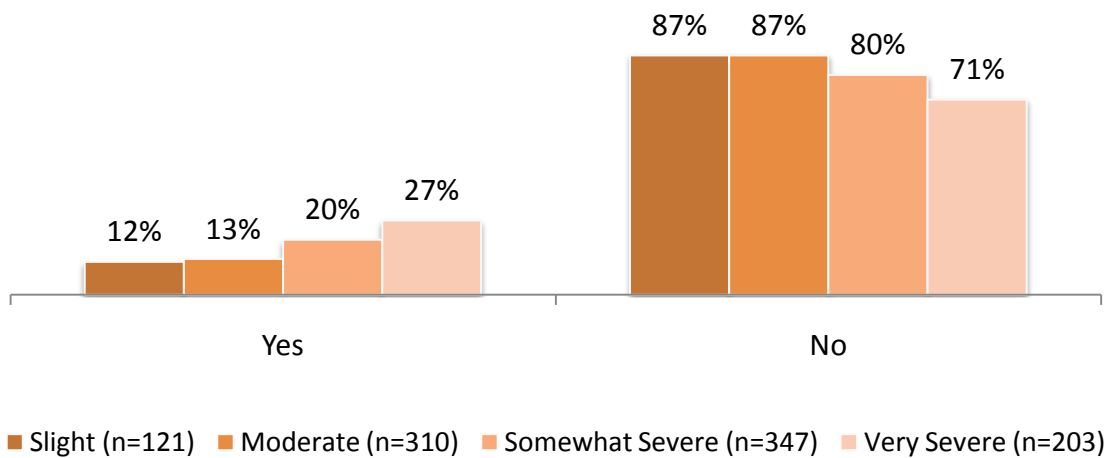
Q1100 In the past 12 months, was there a time when you needed medical care but did not get it, or not?

Base: People with disabilities (n=1,001) and People without disabilities (n=788)



**Table 5B**  
**Receiving Needed Medical Care - Degree of Disability**

*People with more severe disabilities are more likely to say that they go without needed medical care than are people with slight disabilities.*

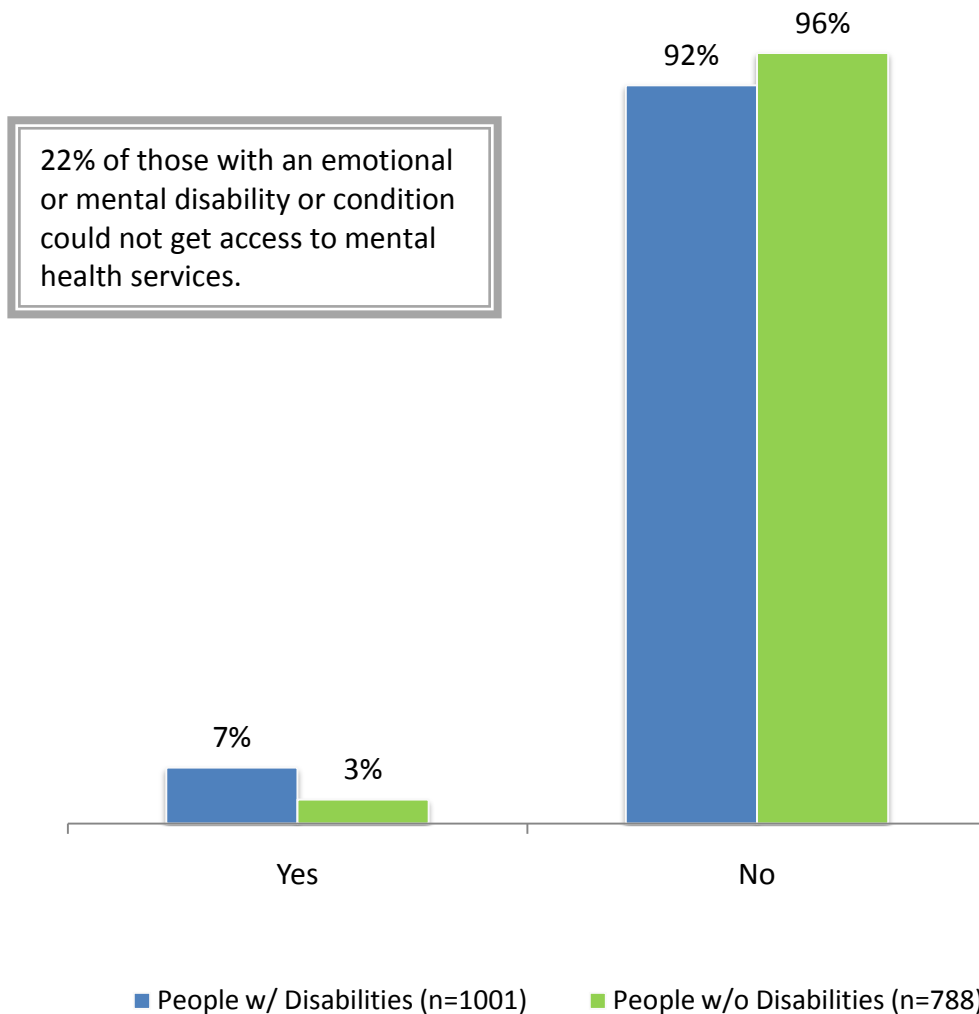


**Table 5C**  
**Access to Mental Health Services**

*The gap between people with and without disabilities is less pronounced for access to mental health services.*

Q1105 In the past 12 months, was there a time when you needed help from a mental health professional, such as a psychiatrist, psychologist, or therapist, but did not get it?

Base: People with disabilities = 1,001 and People without disabilities = 788

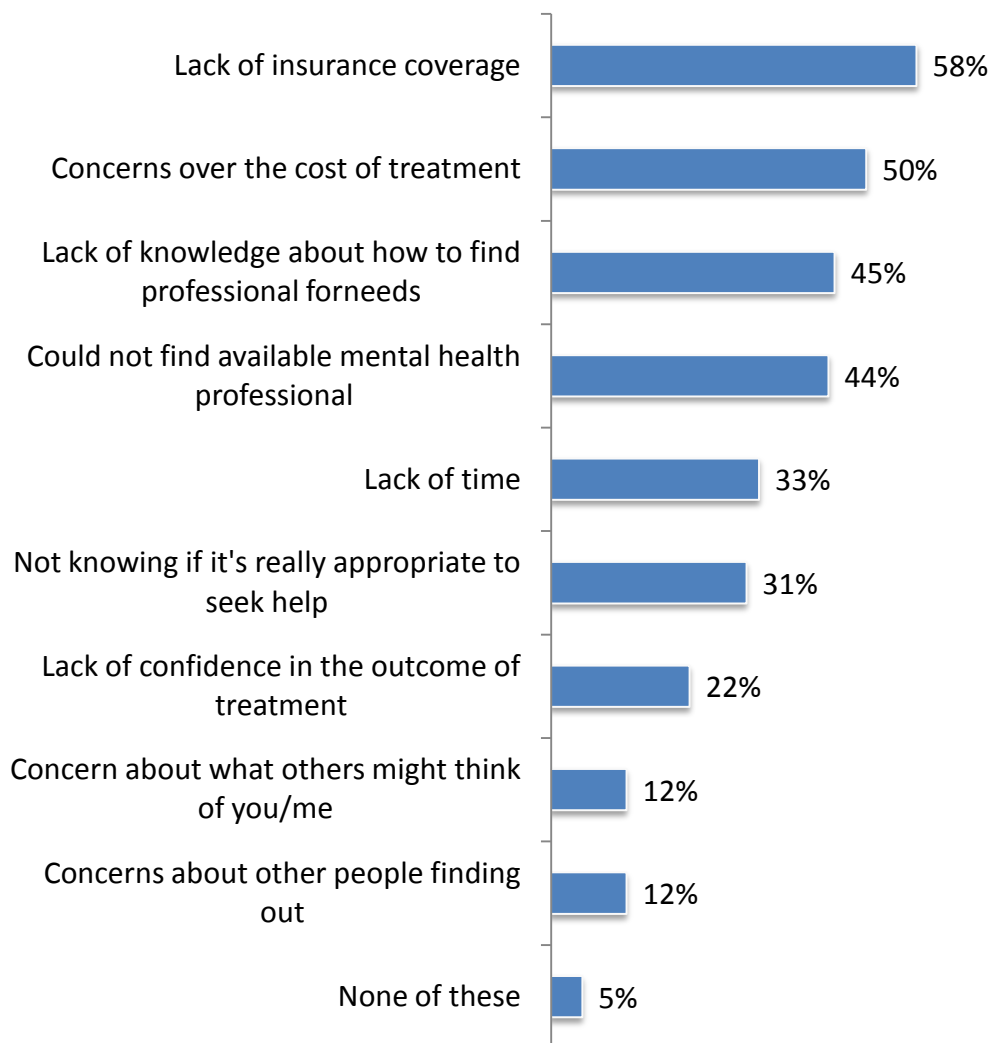


**Table 5D**  
**Reasons for Lack of Access to Mental Health Services**

*Lack of insurance and the cost of treatment are the two most common reasons named by people with disabilities as to why they did not get needed help from a mental health professional in the past 12 months.*

Q1110 Which of the following, if any, is a reason why you did not get the help you needed from a mental health professional in the past 12 months?

Base: Could not access mental health services (n=79)

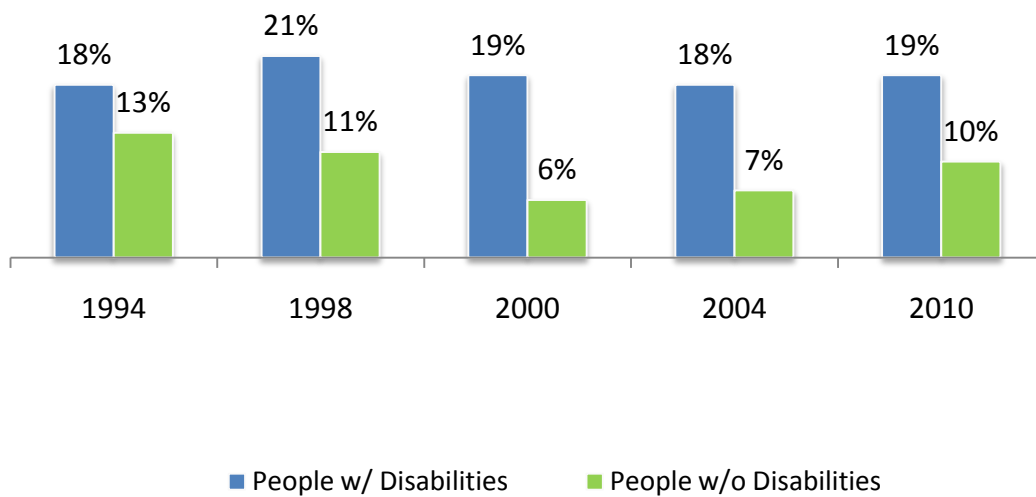


**Table 5E**  
**Receiving Needed Medical Care – Trends**

Q1100 In the past 12 months, was there a time when you needed medical care but did not get it, or not?

Base: People with and without disabilities

**Did not get Needed Medical Care in Past Year**



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**CHAPTER 6: TRANSPORTATION**

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**Access to Transportation**

Accessible transportation is critical to the ability of people both with and without disabilities to participate in all aspects of society, including work, education, socializing, and religious, civic, and political activities. Accommodations made in each of these venues are essentially meaningless if people are unable to reach them.

As has been the case since 1998, the availability of accessible transportation remains an obstacle, with over one-third (34%) of people with disabilities reporting inadequate transportation. Of these, half (18% overall) claim it is a major problem. By contrast, only one out of six (16%) people without a disability has a problem with inadequate transportation, bringing the gap between the two populations to 18 percentage points. The percentage of people without disabilities who cite inadequate transportation as a problem has increased slightly since 2004 (13% in 2004 vs. 16% in 2004), which could likely be a result of the economic downturn. Nevertheless, people without disabilities still remain significantly less affected by inadequate transportation than those who have disabilities. (Table 6A)

Unfortunately, transportation is a much larger obstacle for people with severe disabilities. People with very severe disabilities are twice as likely to think transportation is a major problem as even people with a somewhat severe disability (36% and 18%, respectively) and over three times as likely as those with a slight (10%) or moderate disability (11%) to name it as a major problem. (Table 6B)

Of course, disability is not the only determining factor in whether transportation is a problem; income continues to play a large role. Although differences by disability status persist across all income levels, people with disabilities with annual household incomes of \$15,000 or less are much more likely to say transportation is a problem than are people with incomes of \$35,000 or more. (Table 6C)

## **Trends**

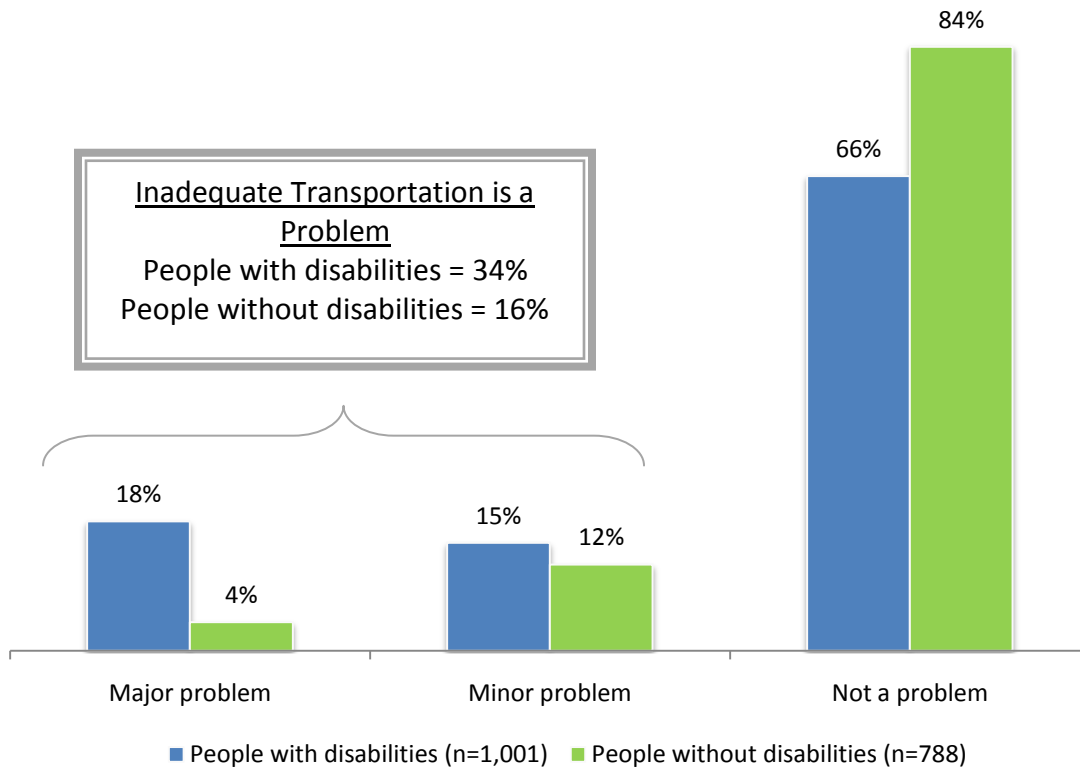
The transportation gap between people with and without disabilities has actually widened by five percentage points since 1998, when the survey began collecting data on this measure. Access to transportation has not improved at all since 1998 for people with disabilities, and although there was some measured progress for people without disabilities from 1998 to 2004, the issue appears to have worsened again for people without disabilities over the past six years. (Table 6D)

**Table 6A**  
**Access to Transportation**

*Inadequate transportation continues to be a more significant problem for people with disabilities than for people without disabilities.*

Q805 Is inadequate transportation a major problem, a minor problem, or not a problem for you?

Base: People with disabilities = 1,001 and People without disabilities = 788

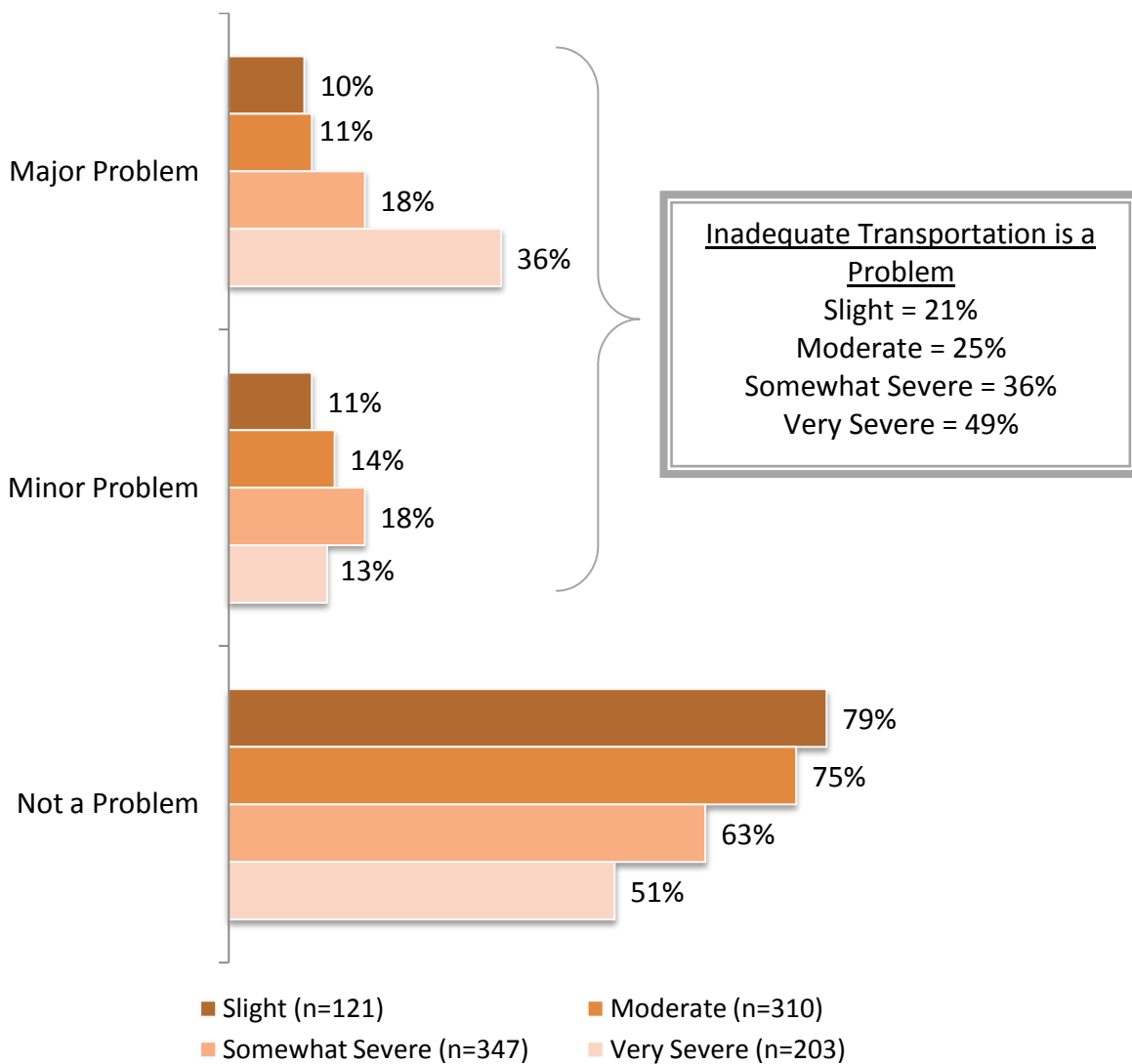


**Table 6B**  
**Access to Transportation - Degree of Disability**

*People with slight disabilities are less likely to think transportation is a problem than are people with more severe disabilities.*

Q805 Is inadequate transportation a major problem, a minor problem, or not a problem for you?

Base: People with disabilities (n=1,001)



**Table 6C**  
**Access to Transportation – Income**

*Having inadequate transportation continues to be a greater problem for people with incomes of \$15,000 or less, among those both with and without disabilities.*

Q805 Is inadequate transportation a major problem, a minor problem, or not a problem at all?

Base: All respondents (People with disabilities = 1,001; People without disabilities = 788)

|               |                                    | Household Income    |                       |                     |
|---------------|------------------------------------|---------------------|-----------------------|---------------------|
|               |                                    | \$15,000<br>or less | \$15,001-<br>\$35,000 | \$35,001<br>or more |
| Base:         |                                    |                     |                       |                     |
|               | <i>People with disabilities</i>    | 290                 | 253                   | 320                 |
|               | <i>People without disabilities</i> | 72                  | 128                   | 463                 |
|               |                                    | %                   | %                     | %                   |
| Major Problem |                                    |                     |                       |                     |
|               | <i>People with disabilities</i>    | 27                  | 18                    | 7                   |
|               | <i>People without disabilities</i> | 2                   | 7                     | 3                   |
| Minor Problem |                                    |                     |                       |                     |
|               | <i>People with disabilities</i>    | 17                  | 15                    | 15                  |
|               | <i>People without disabilities</i> | 23                  | 16                    | 10                  |
| Not a Problem |                                    |                     |                       |                     |
|               | <i>People with disabilities</i>    | 54                  | 67                    | 78                  |
|               | <i>People without disabilities</i> | 74                  | 77                    | 87                  |

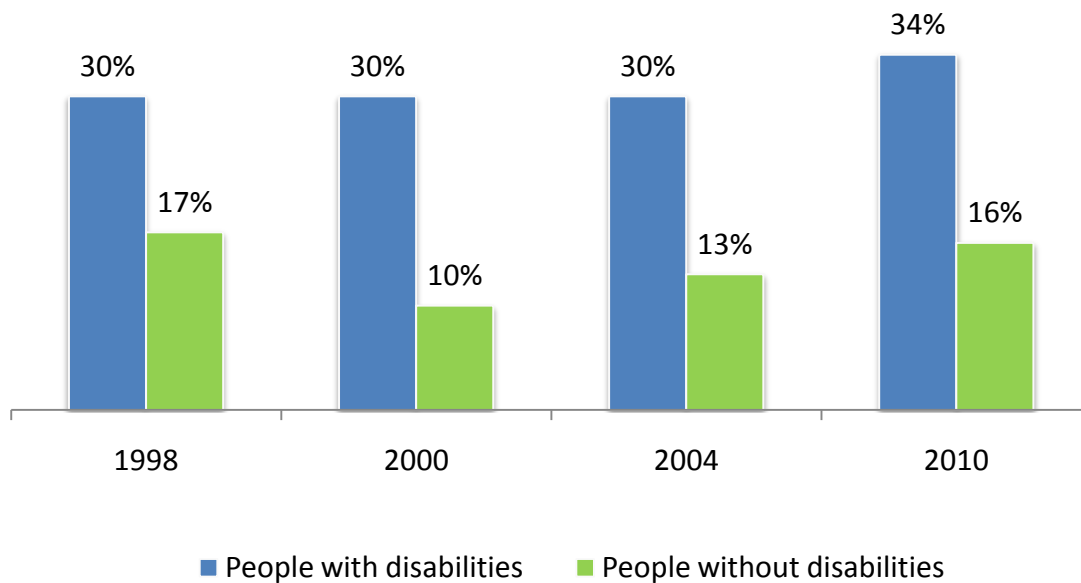
**Table 6D**  
**Access to Transportation - Trends**

*People with disabilities report that inadequate transportation continues to be as big of a problem today as it was in 1998.*

Q805 Is inadequate transportation a major problem, a minor problem, or not a problem at all?

Base: All respondents (People with disabilities = 1,001; People without disabilities = 788)

**Inadequate Transportation is a Problem**



## **CHAPTER 7: LIFE OUTSIDE THE HOME (SOCIALIZING AND GOING TO RESTAURANTS)**

---

People with disabilities spend less time socializing and going to restaurants than do people without disabilities, suggesting that significant barriers still exist that prevent people with disabilities from going outside the home. These barriers likely include both physical obstacles such as a lack of appropriate accommodations for people with disabilities and more abstract but no less difficult challenges such as negative public attitudes and social stigma. (Tables 7A & 7B)

Life outside the home is also affected by the degree of one's disability, probably due in part to both more limited mobility and greater transportation needs. People with very severe disabilities are significantly less likely to socialize or go to a restaurant than are people with less significant disabilities. (Tables 7B)

Gaps in participation in activities outside of the home persist across all ages, with the exception of the youngest cohort. When comparing people with and without disabilities within the same age groups, people with disabilities are less likely to socialize and go to restaurants at least twice a month for all age categories above 30 years old. However, when it comes to socializing, the gap is actually reversed for those between ages 18 and 29. (Tables 7C)

### **Socializing**

People with disabilities socialize less often with close friends, relatives, or neighbors than do people without disabilities. While 79% of people with disabilities say they socialize with close friends, relatives, or neighbors at least twice a month, 90% of people without disabilities say the same. (Table 7A)

As mentioned above, the socializing gap is affected by age for the older cohorts: the gap ranges from 9 to 11 percentage points for those in the 30-44, 45-64, and 65 or older age

groups. Interestingly, among 18-29 year-olds, the gap is non-existent. Nine in ten people with and without disabilities socialize at least twice a month (94% and 91%, respectively). (Table 7C)

### **Going to Restaurants**

People with disabilities lag far behind people without disabilities when it comes to eating out at least twice a month (48% versus 75%, respectively). While the expense of going to restaurants may be one barrier among people with disabilities, accessibility and social stigma may play significant roles as well. The gap on eating in restaurants is narrower among 18-29 year-olds, but is still significant at 13 percentage points. (Tables 7A & 7C)

### **Trends**

Little has changed over the past six years with respect to socializing, with the gap at 11 percentage points today as compared to 10 points in 2004. By contrast, when it comes to eating in restaurants, the gap has increased considerably over the past six years, from 16 percentage points in 2004 to 27 percentage points in 2010. The rate of dining out has remained the same for people without disabilities, suggesting that the economic downturn may have had a bigger impact on the dining habits of people with disabilities. (Table 7D)

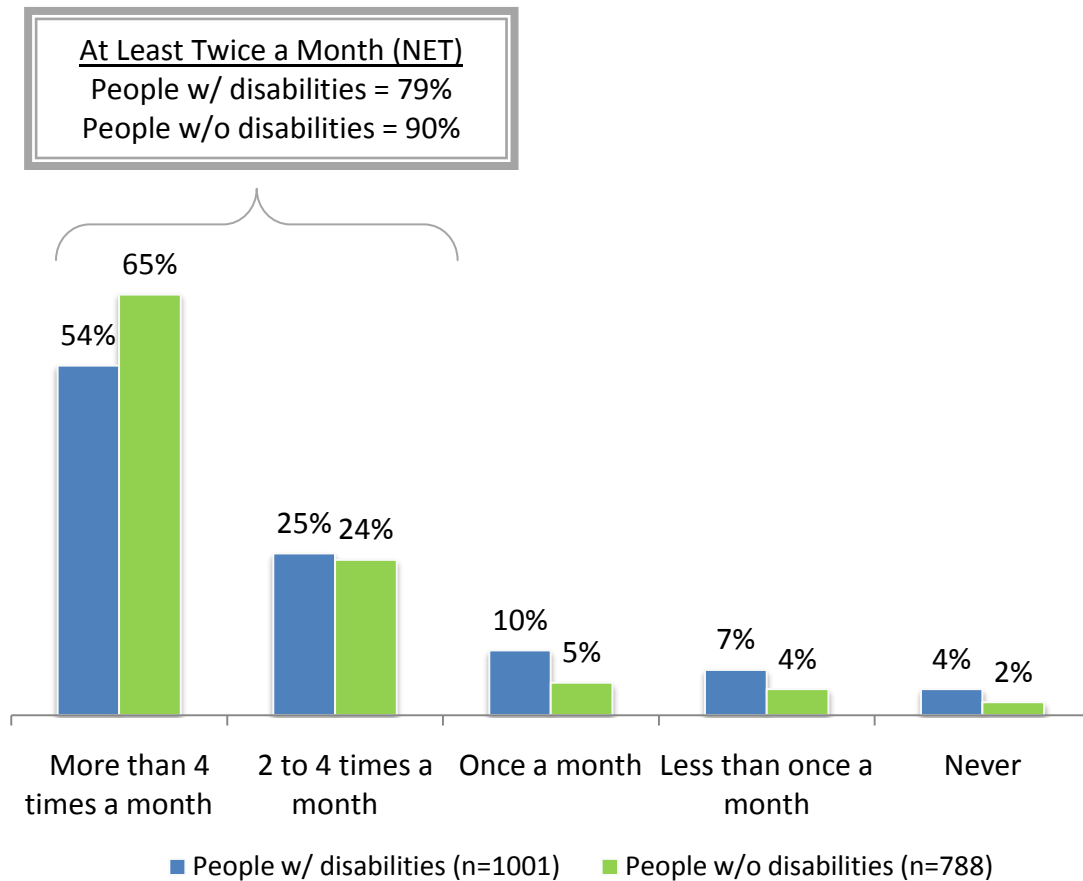
**Table 7A**  
**Socializing and Going to Restaurants**

*People with disabilities say that they socialize and eat out less often than do people without disabilities.*

Q810 About how often do you . . .

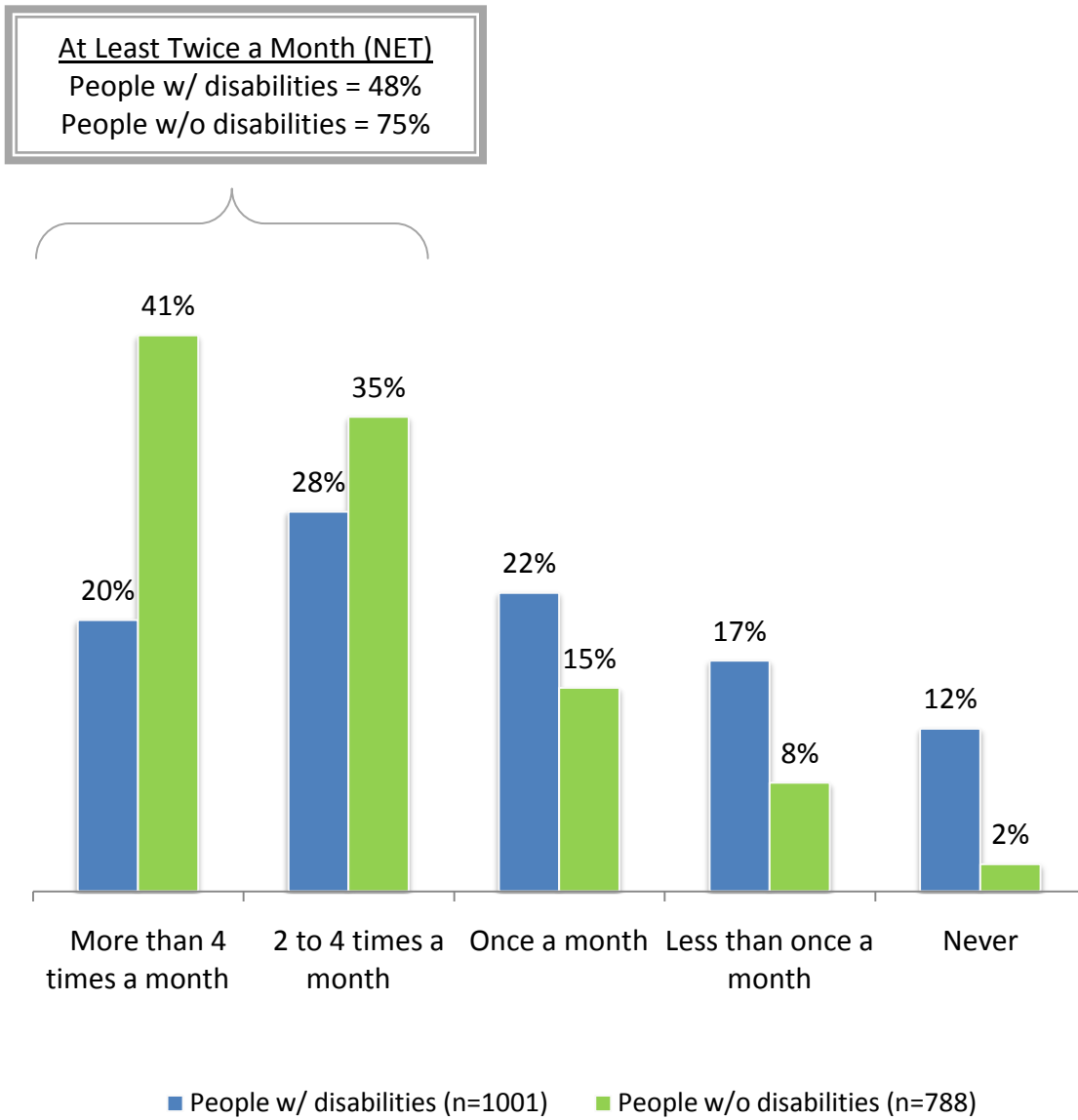
Base: People with disabilities (n=1,001) and People without disabilities (n=788)

**Socialize with Friends, Relatives, or Neighbors**



(Continued on next page)

### Go to a Restaurant



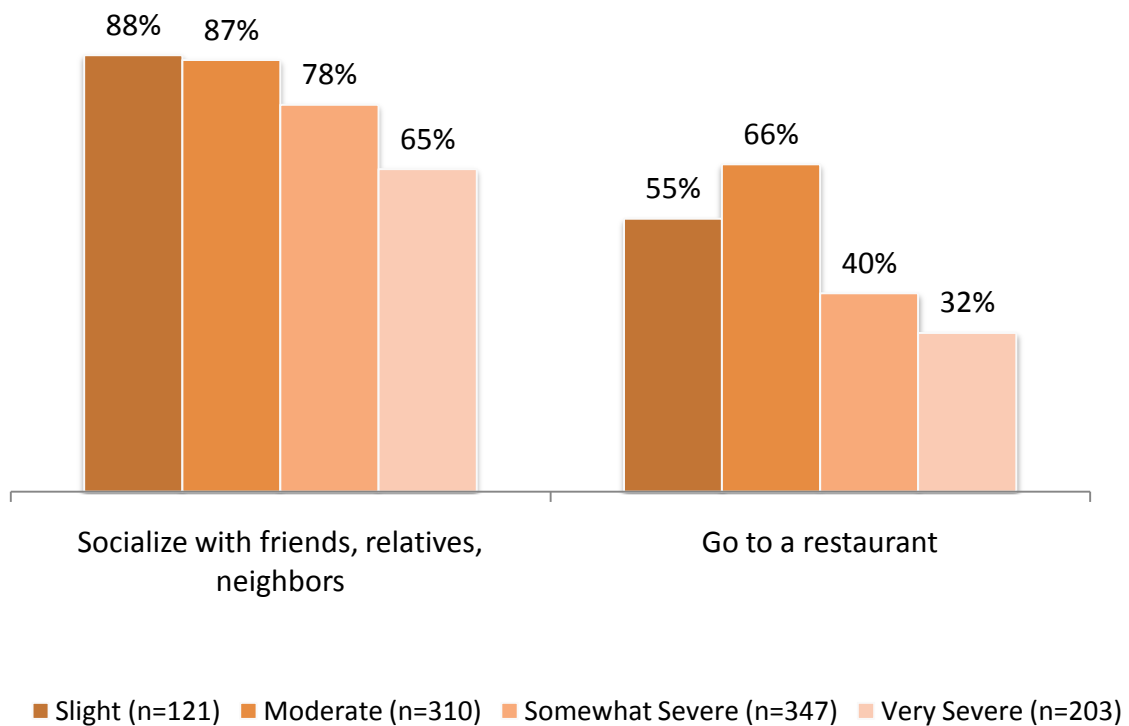
**Table 7B**  
**Socializing and Going to Restaurants - Degree of Disability**

*People with somewhat or very severe disabilities are much less likely to report that they go to restaurants than are people with slight or moderate disabilities. However, the gap is not as wide when it comes to socializing with friends, relatives, or neighbors.*

Q810 About how often do you . . .

Base: People with disabilities (n=1,001)

**At Least Twice a Month**



**Table 7C**  
**Socializing and Going to Restaurants - Age**

*Among those ages 30 or older, people with disabilities are significantly less likely to say they eat out than are people without disabilities. The gaps are less pronounced when it comes to socializing with close friends, relatives, or neighbors.*

Q810 About how often do you . . .

Base: People with disabilities (n=1,001) and People without disabilities (n=788)

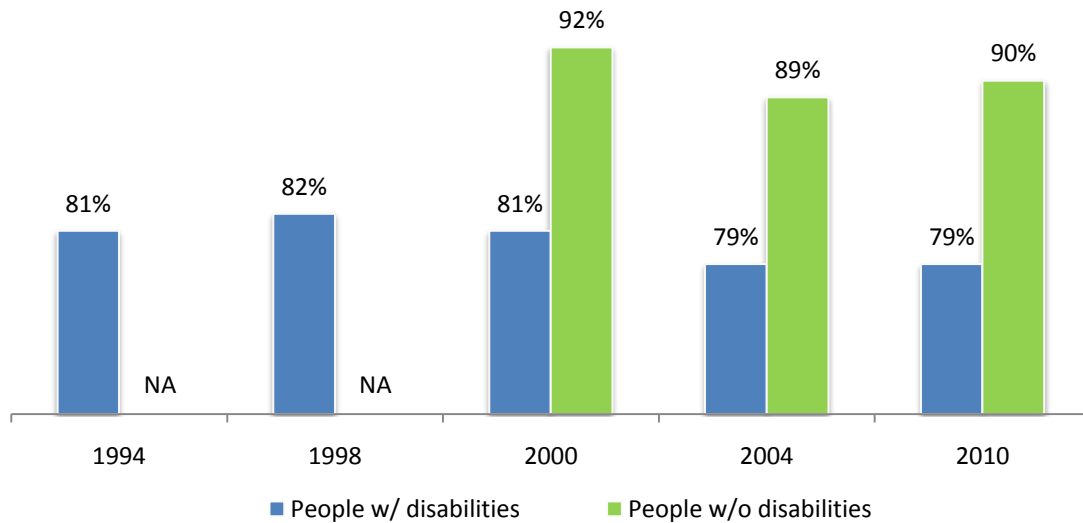
At Least Twice a Month

|                                                          |    | Age   |       |       |     |
|----------------------------------------------------------|----|-------|-------|-------|-----|
|                                                          |    | 18-29 | 30-44 | 45-64 | 65+ |
| Base:                                                    |    |       |       |       |     |
| <i>People with disabilities</i>                          |    |       |       |       |     |
| <i>People without disabilities</i>                       |    |       |       |       |     |
|                                                          | %  | %     | %     | %     | %   |
| Socialize with close friends,<br>relatives, or neighbors |    |       |       |       |     |
| <i>People with disabilities</i>                          | 94 | 83    | 75    | 79    |     |
| <i>People without disabilities</i>                       | 91 | 94    | 86    | 88    |     |
| Go to a restaurant                                       |    |       |       |       |     |
| <i>People with disabilities</i>                          | 57 | 47    | 41    | 55    |     |
| <i>People without disabilities</i>                       | 70 | 81    | 74    | 79    |     |

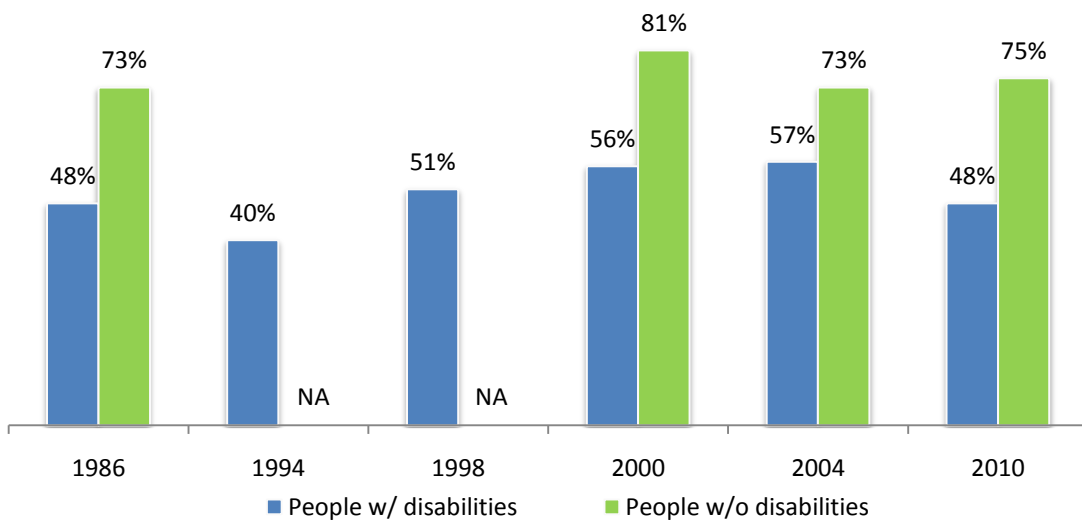
**Table 7D**  
**Socializing and Going to a Restaurant – Trends**

*The socializing gap has remained the same since 2004, whereas the restaurant gap has increased significantly due to the decreased frequency of people with disabilities eating out.*

**Socialize at Least Twice a Month**



**Go to Restaurant at Least Twice a Month**



## CHAPTER 8: RELIGION

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### **Attendance at Religious Services**

People with disabilities continue to be less likely to attend religious services at least once per month when compared to people without disabilities (50% versus 57%, respectively). (Table 8A)

As with many of the indicators, the degree of one's disability has an impact on how often people worship. People with slight and moderate disabilities (58% each) attend religious services more often than do people with somewhat or very severe disabilities (49% and 43%, respectively). This difference is the same as it was in 2004, suggesting that not much has changed in the way of removing architectural, communications, and attitudinal barriers that prevent people with disabilities—especially people with severe disabilities—from regular attendance. (Table 8B)

### **Trends**

Attendance at religious services has fluctuated for people both with and without disabilities since 1986. The most considerable gap in attendance at religious services at least once per month was in 2000, at 18 percentage points. Since that time, the gap has narrowed significantly but has recently leveled off at 7 to 8 percentage points.

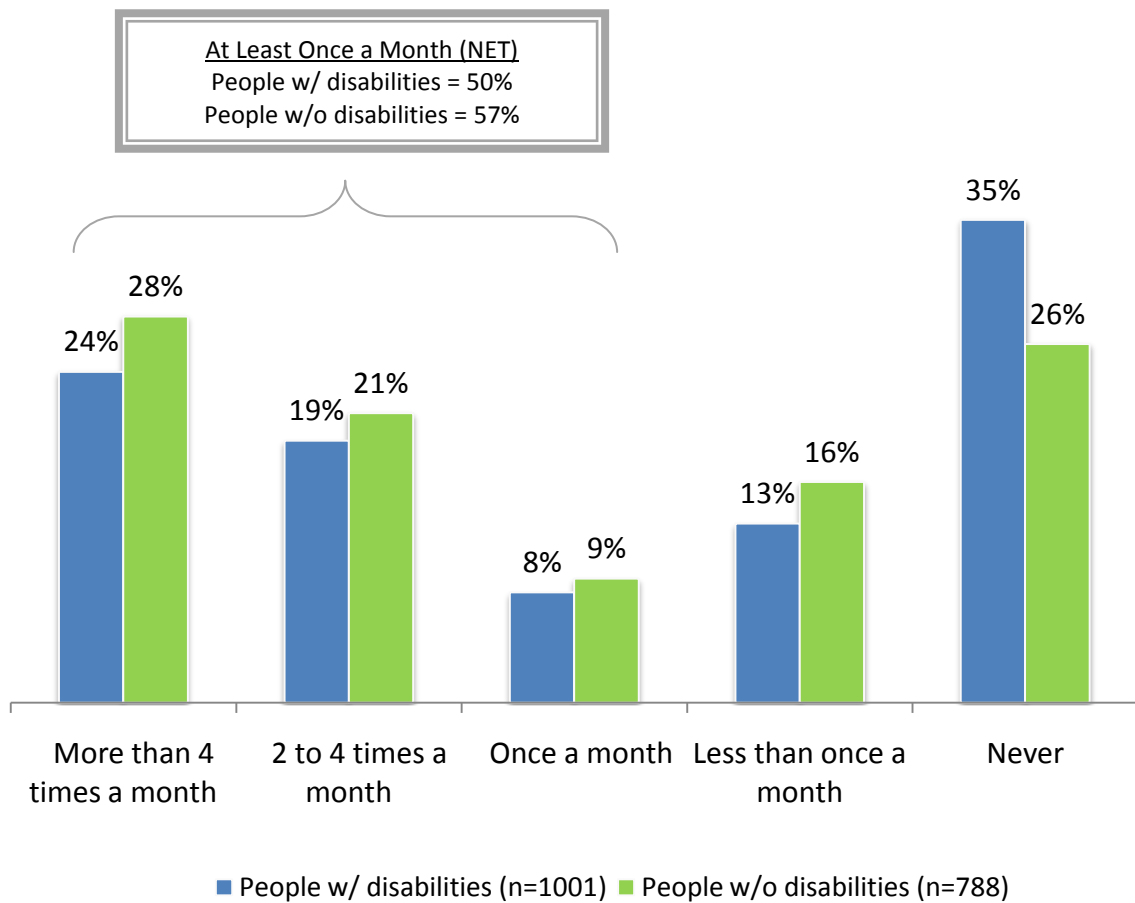
**Table 8A**  
**Attendance at Religious Services**

*People with disabilities appear to attend church, synagogue, or other religious services less often than people without disabilities.*

Q810 About how often do you go to church, synagogue, or any other place of worship?

Base: All respondents (People with disabilities = 1,001; People without disabilities = 788)

**Attend Church, Synagogue or Other Place of Worship**

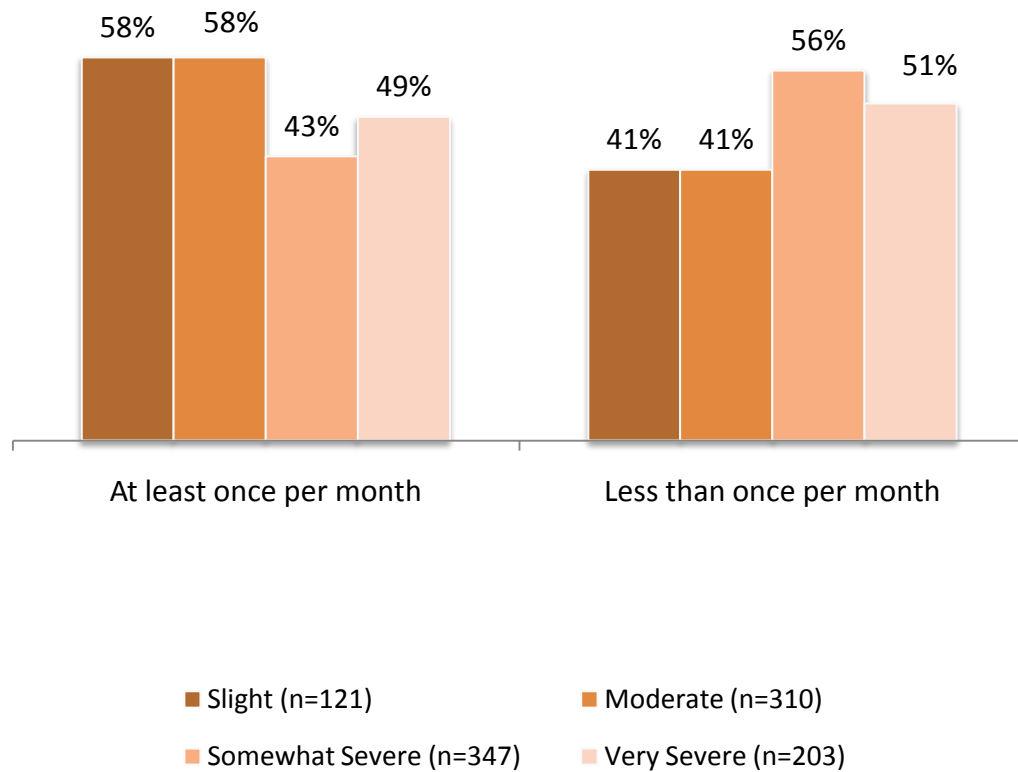


**Table 8B**  
**Attendance at Religious Services - Degree of Disability**

*Degree of disability has an impact on how often people with disabilities go to religious services.*

Q315 About how often do you go to church or synagogue, or any other place of worship?

Base: People with disabilities (n=1,001)



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**CHAPTER 9: POLITICAL PARTICIPATION**

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**Voter Turnout**

Although people with disabilities have historically been less likely than people without disabilities to vote in Presidential elections, this gap appeared to close in the 2008 election season.<sup>11</sup> According to the Harris Poll pre-election survey, people with disabilities were just as likely as those without disabilities to vote in the 2008 elections, with turnout for these populations estimated at 59%. (Table 9A) Factors that may explain why the gap in voter turnout between these two populations has improved over the years include: improvements in accessibility to voting machines and polling places, the passage of the Help America Vote Act in 2002, which mandated that all states and localities upgrade certain aspects of their election procedures, the increased ease of mail-in voting, changes in attitudes about civic and political activities, demographic shifts associated with likelihood of voting, and changes in the political agenda itself.

It is important to point out that while some other sources report a gap between people with and without disabilities in the voter turnout for the last Presidential election, almost all agree that people with disabilities voted in record numbers in 2008<sup>12</sup>.

**Voter Preferences**

People with disabilities have historically been much more likely to vote for the Democratic Presidential candidate with the exception of 2004 when they appeared to be more likely to vote for the Republican candidate, President George W. Bush. In 2008, we saw a return to historical voter patterns though people with disabilities were not as likely to vote for the

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<sup>11</sup> The gap in political participation is based on estimated voter turnout among people with and without disabilities, with trended data available going back to the 1992 elections. (Post-election data on *actual turnout* based on exit polls do not break out people with and without disabilities.) The data on political participation presented here were gathered from the 2008 Harris Poll® pre-election survey, which has been conducted by Harris Interactive over the past several elections. This survey is conducted online within the continental United States (in 2008, interviews were conducted between October 30 and November 3, 2008) among a nationwide cross-section of likely voters. In 2008, the sample included 3,964 likely voters, among whom there were 1,049 likely voters with disabilities.

<sup>12</sup> According to an analysis conducted by Lisa Schur and Douglas Kruse of the Current Population Survey Voting Supplement, the voting gap between people with and without disabilities in 2008 was 7 percentage points. Schur and Kruse estimated that approximately 35% more people with disabilities voted in the 2008 presidential election as compared to the 2000 election.

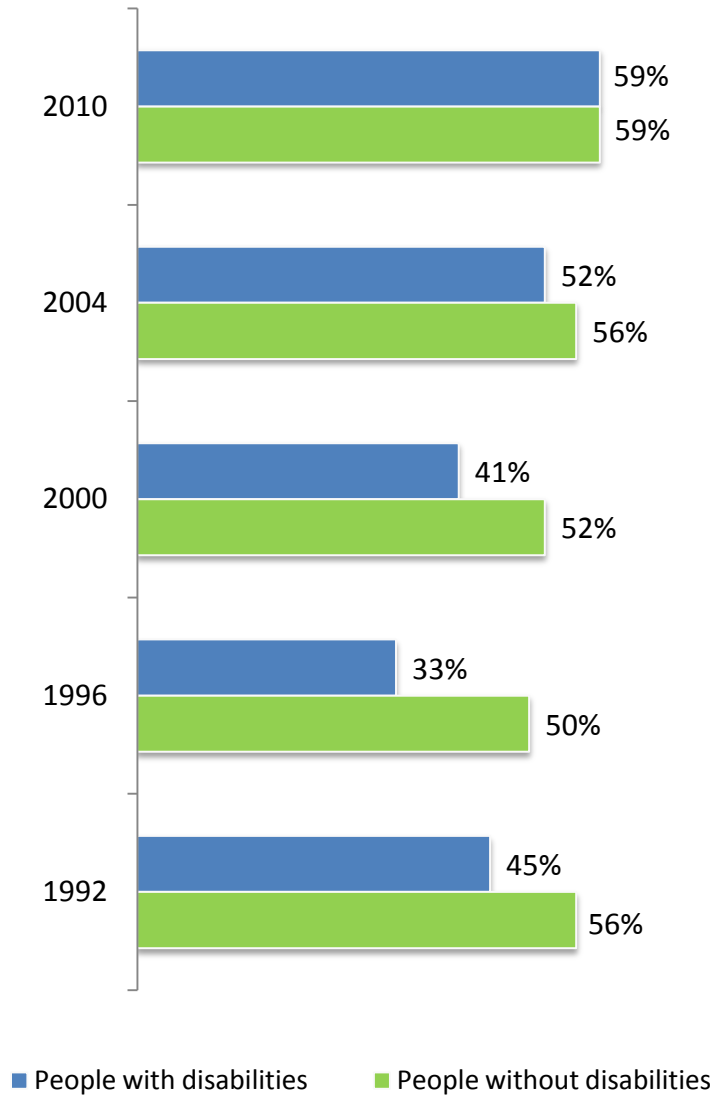
Democratic candidate as they were prior to 2004. Half (50%) of people with disabilities supported Senator Obama as compared to 40% for Senator McCain. (Table 9B) In addition, while in years prior to the 2004 election people with disabilities were more likely than those without disabilities to support the Democratic candidate, they were actually just as likely as those without disabilities to support the candidates in this recent election.

### **Trends**

Differences in voter turnout between people with and without disabilities have been narrowing since 1996. The gap was 17 percentage points in 1996, 11 points in 2000, and only 4 percentage points in 2004.

**Table 9A**  
**Estimated Voter Turnout in Presidential Elections, 1992-2010**

*People with disabilities were just as likely as people without disabilities to vote in the 2008 Presidential election.*



Source: Harris Poll, selected Presidential election years.

**Table 9B**  
**Voter Preferences in Presidential Election Years, 1992-2010**

*Similar to past years, with the exception of 2004, people with disabilities were more likely to vote for the Democratic Presidential candidate in 2008 than the Republican candidate.*

|                    | <u><b>Voter Preferences</b></u>        |                                      |                                         |
|--------------------|----------------------------------------|--------------------------------------|-----------------------------------------|
|                    | <b>Actual<br/>Election<br/>Results</b> | <b>People with<br/>Disabilities*</b> | <b>People without<br/>Disabilities*</b> |
|                    |                                        | <b>%</b>                             | <b>%</b>                                |
| <b>2010</b>        |                                        |                                      |                                         |
| Obama              | 53                                     | 50                                   | 52                                      |
| McCain             | 46                                     | 44                                   | 44                                      |
| Nader              | 1                                      | 2                                    | 1                                       |
| Barr               | 0                                      | 1                                    | 1                                       |
| Other              | 0                                      | 3                                    | 2                                       |
| <b>2004</b>        |                                        |                                      |                                         |
| Bush (George W.)   | 51                                     | 53                                   | 51                                      |
| Kerry              | 48                                     | 46                                   | 48                                      |
| Nader              | 1                                      | 1                                    | 1                                       |
| Other              | 0                                      | 0                                    | 0                                       |
| <b>2000</b>        |                                        |                                      |                                         |
| Bush (George W.)   | 48                                     | 38                                   | 48                                      |
| Gore               | 48                                     | 56                                   | 46                                      |
| Nader              | 3                                      | 4                                    | 5                                       |
| Other              | 1                                      | 2                                    | 1                                       |
| <b>1996</b>        |                                        |                                      |                                         |
| Clinton            | 49                                     | 69                                   | 50                                      |
| Dole               | 41                                     | 23                                   | 40                                      |
| Perot              | 8                                      | 5                                    | 10                                      |
| Other              | 2                                      | 3                                    | 1                                       |
| <b>1992</b>        |                                        |                                      |                                         |
| Clinton            | 43                                     | 52                                   | 43                                      |
| Bush (George H.W.) | 38                                     | 29                                   | 38                                      |
| Perot              | 19                                     | 17                                   | 19                                      |
| Other              | 0                                      | 2                                    | 0                                       |

\*Source: Harris Poll, selected Presidential election years.

## CHAPTER 10: LIFE SATISFACTION

---

### Level of Satisfaction Today

Life satisfaction is a defining characteristic in the quality of life of people with and without disabilities. Satisfaction has been consistently lower within the community of people with disabilities than it has been among people without disabilities, and the story remains the same in 2010. While just under nine in ten (88%) people without disabilities are satisfied with life in general, a lower seven in ten (72%) people with disabilities express such satisfaction. Moreover, people without disabilities are still twice as likely to say they are *very* satisfied when compared to people with disabilities (61% versus 34%, respectively). This too is not surprising given the findings on the other quality-of-life indicators measured in this survey, though it is interesting to note that the economic downturn seems to have affected both groups similarly when it comes to life satisfaction. (Table 10A)

Once again, severity of disability makes a big difference. Disparities in life satisfaction between people with slight disabilities and severe disabilities are more pronounced now than they were in 2004, with a gap of 25 percentage points as compared to 20 points six years ago. (Table 10B) Interestingly, differences in life satisfaction are smaller among those over the age of 65 — 10 percentage points versus 19 points for 18 to 29 year olds, 30 points for 30 to 44 year olds, and 17 points for those ages 45 to 64. (Table 10C) Although the more severe the disability, the less satisfied people seem to be, even people with slight disabilities are significantly less likely to be *very* satisfied with life in general (53%) than are people without disabilities (61%).

Employment status seems to play a minor role in life satisfaction among people with disabilities. Among people with disabilities who are working, over two in five (43%) are very satisfied with life in general. This is in comparison to a third (33%) of their non-working counterparts. (Table 10D)

## **Trends**

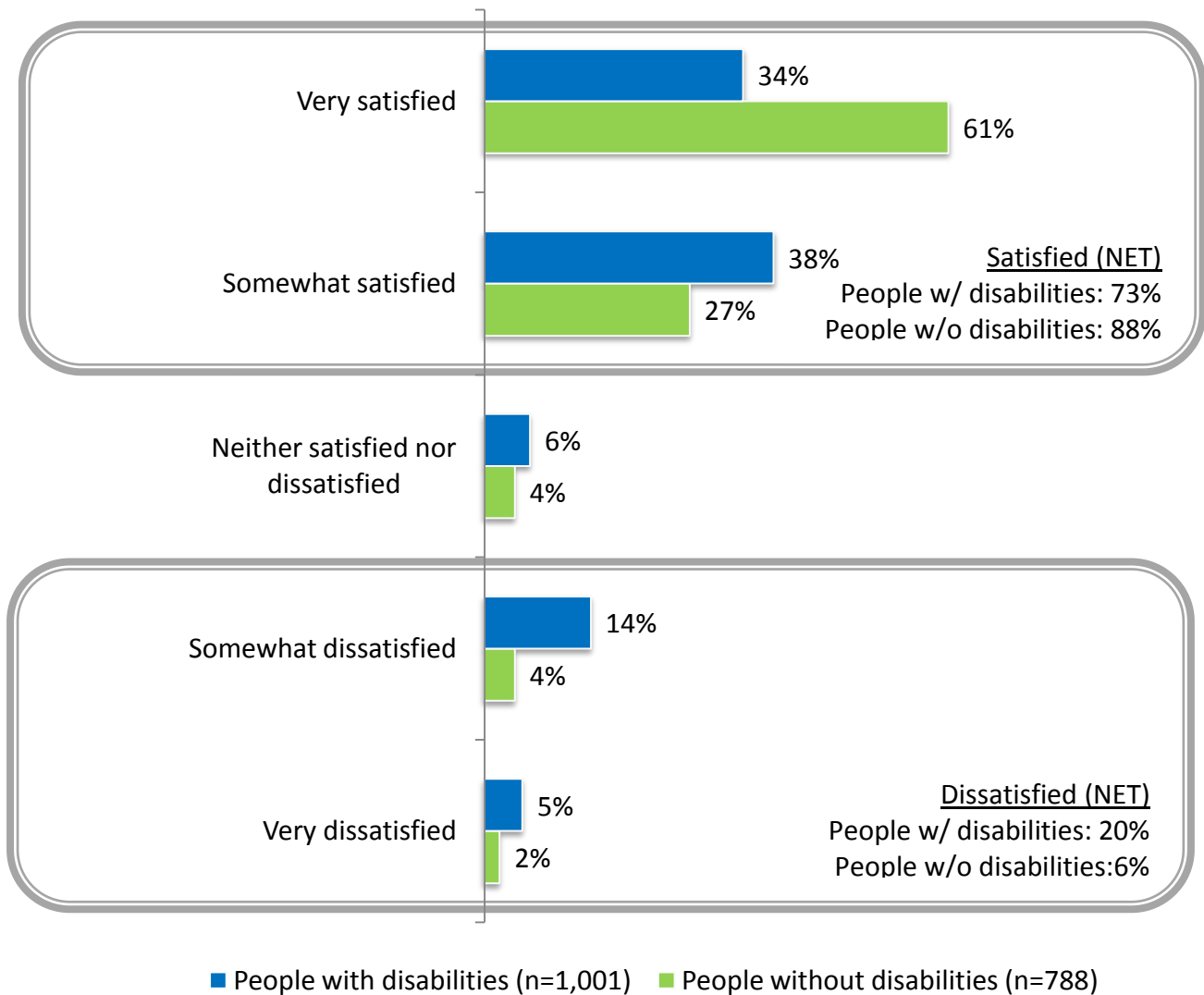
The gap in life satisfaction between people with and without disabilities has decreased slightly from 2000, but the 27 percentage point gap that has held steady since 2004 is a significant gap. Nothing has changed for either group in the past six years.

**Table 10A**  
**Life Satisfaction**

*People with disabilities state that they are much less satisfied with life in general than are people without disabilities.*

Q800 How satisfied are you with life in general?

Base: People with disabilities = 1,001 and People without disabilities = 788

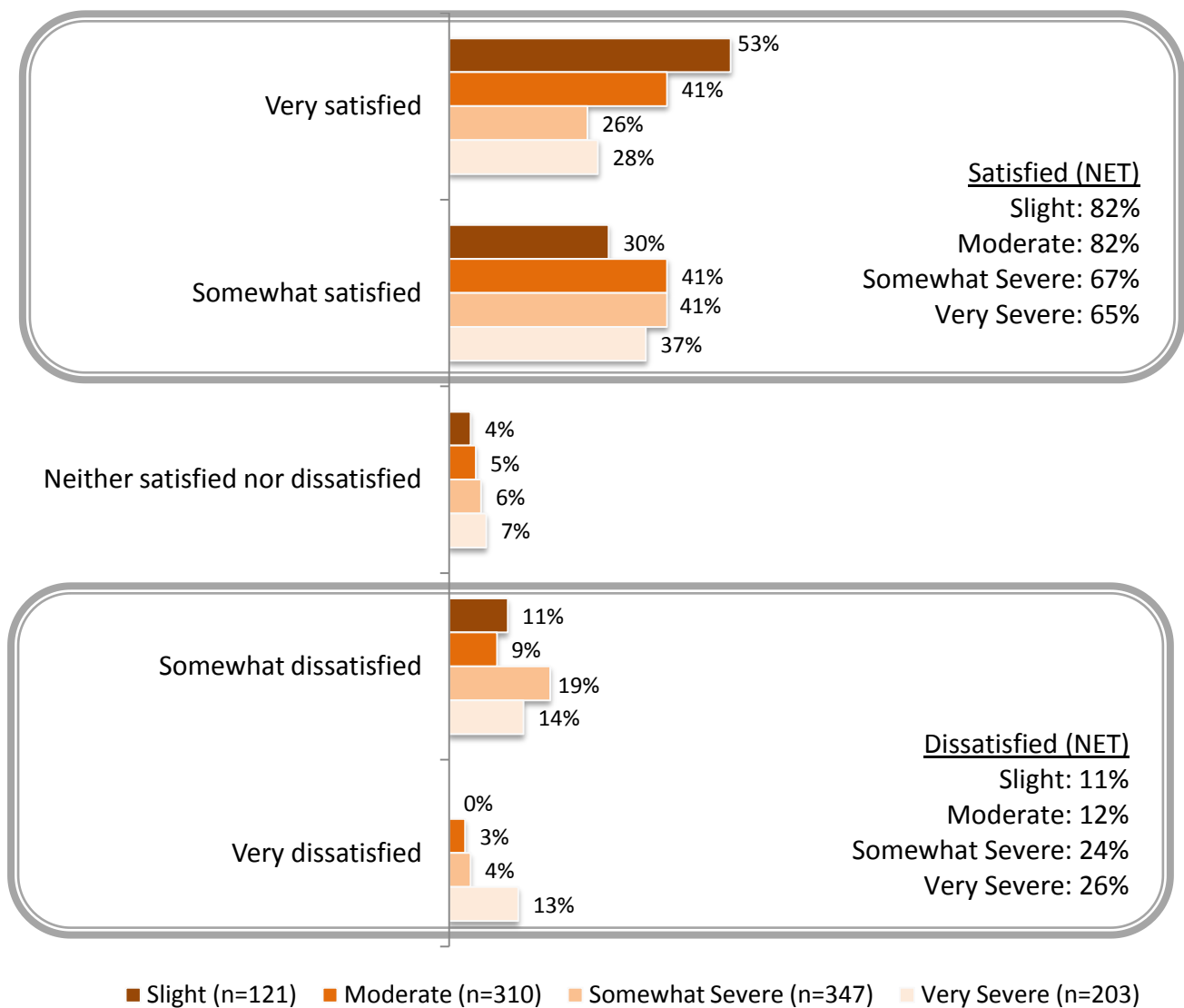


**Table 10B**  
**Life Satisfaction - Degree of Disability**

*Although the gap is narrowing, people with very or somewhat severe disabilities continue to be less satisfied with life in general than are people with slight or moderate disabilities.*

Q800 How satisfied are you with life in general?

Base: People with disabilities (n=1,001)



**Table 10C**  
**Life Satisfaction - Age**

*Among adults ages 18-29, the gap in life satisfaction between people with and without disabilities is narrower than it is between the populations with and without disabilities at large.*

Q800 How satisfied are you with life in general?

Base: All respondents (People with disabilities = 1,001; People without disabilities = 788)

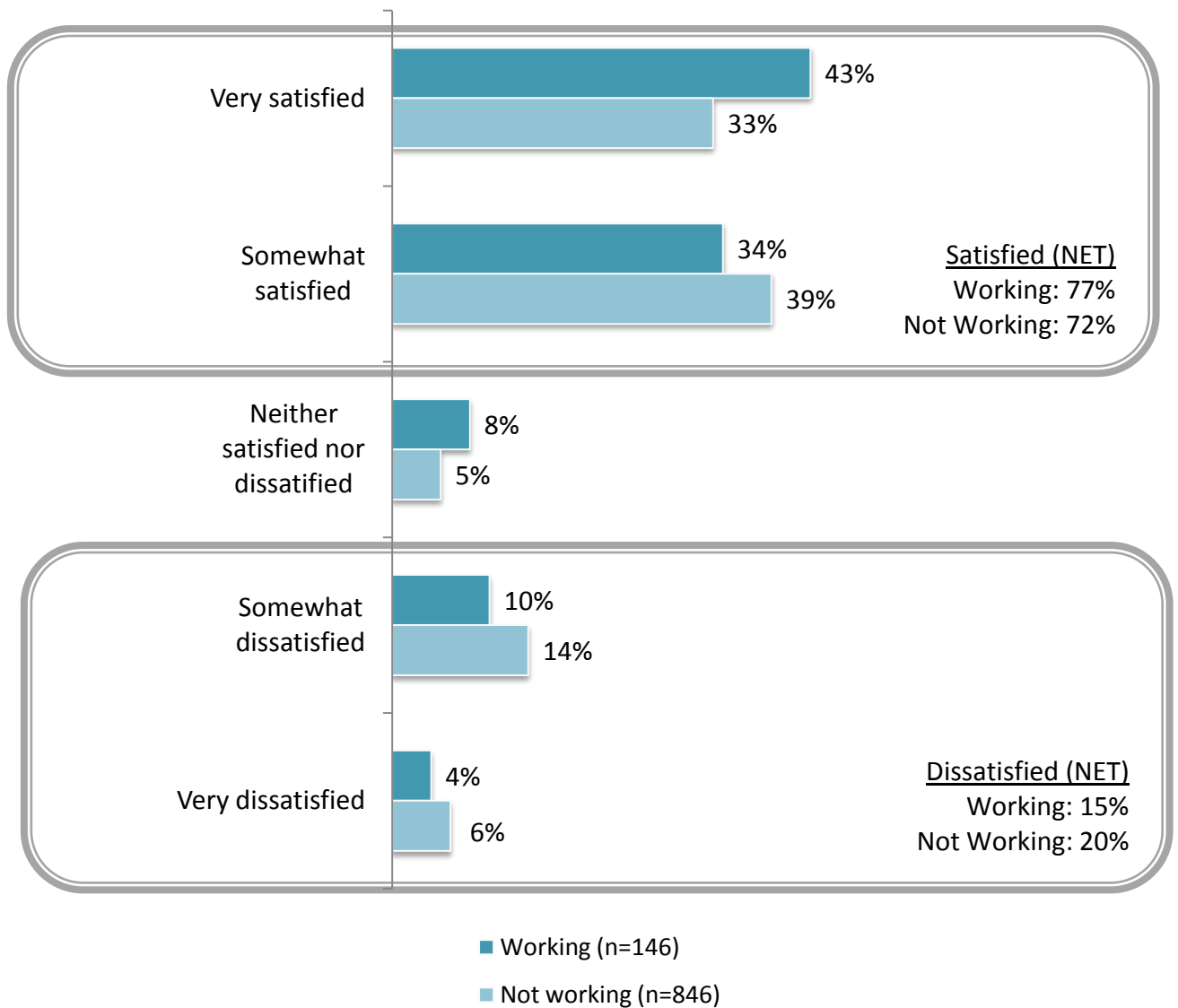
|                                    | <u>Age</u> |       |       |     |
|------------------------------------|------------|-------|-------|-----|
|                                    | 18-29      | 30-44 | 45-64 | 65+ |
| Base:                              |            |       |       |     |
| <i>People with disabilities</i>    | 50         | 120   | 475   | 337 |
| <i>People without disabilities</i> | 107        | 155   | 302   | 193 |
|                                    | %          | %     | %     | %   |
| Very/Somewhat satisfied NET)       |            |       |       |     |
| <i>People with disabilities</i>    | 70         | 57    | 69    | 83  |
| <i>People without disabilities</i> | 89         | 87    | 86    | 93  |
| Neither satisfied nor dissatisfied |            |       |       |     |
| <i>People with disabilities</i>    | 17         | 6     | 6     | 3   |
| <i>People without disabilities</i> | 4          | 6     | 4     | 2   |
| Very/Somewhat dissatisfied (NET)   |            |       |       |     |
| <i>People with disabilities</i>    | 13         | 38    | 22    | 11  |
| <i>People without disabilities</i> | 7          | 5     | 9     | 5   |

**Table 10D**  
**Life Satisfaction - Employment**

*Being employed has a modest, yet positive impact on life satisfaction for people with disabilities.*

Q305 How satisfied are you with life in general?

Base: People with disabilities = 1,001



## CHAPTER 11: ISSUES FACING PEOPLE WITH DISABILITIES

---

### **Americans with Disabilities Act**

A majority (61%) of people with disabilities say that the Americans with Disabilities Act of 1990 (ADA) has made no difference in their life, while just about one quarter (23%) report that the ADA has made their life better. Only 4% report that it has made their life worse and 7% have not heard of the ADA. (Table 11A)

Severity of disability does not clearly impact people with disabilities' view of the ADA's effectiveness one way or another. People with more severe disabilities are more likely than people with slight or moderate disabilities to cite the ADA as having changed their lives both for the better and for the worse. Over one quarter of people with somewhat (27%) or very severe (26%) disabilities say the ADA has made their life better, compared to 14% and 22% of those with slight or moderate disabilities, respectively. Additionally, 11% of people with very severe disabilities say it has made their life worse, compared to only one to two percent of those with slight to somewhat severe disabilities. (Table 11B)

This same question was asked in 2004 but only among those who had heard of the ADA before. Keeping in mind that the 2010 survey did not explicitly ask whether or not people were familiar with the ADA, results between 2004 and 2010 are similar. Of those in 2010 who did not indicate that they were unfamiliar with the ADA, 25% said it made their life better, 6% said it made their life worse, and 65% said no difference. In 2004, of the two-thirds who had heard of the ADA, three in ten (30%) said that it has made their lives better and a majority (64%) felt the ADA had no impact on their lives. This general pattern is the same for 2000 and 1998 as well, although the questions were asked of slightly different groups. (Table 11C)

**Sense of Common Identity & Disability Advocacy**

Among the population of people with disabilities, 49% share a somewhat or very strong sense of common identity with people with disabilities, and 79% report at least some sense of common identity. (Table 11D) Once again, severity of disability appears to play a substantial role in this bond. Sharing a *very* strong sense of common identity with others who have disabilities is twice as common among people with very severe disabilities as it is among people with somewhat severe, moderate, or slight disabilities (37% versus 19%, 17% and 15%, respectively). (Table 11E)

This sense of common identity has fluctuated over the past 24 years. Just four out of ten people with disabilities identified somewhat or very strongly with others with disabilities in 1986. In 1998, the percentage rose to 52%, only to drop slightly again in 2000 to 47%. In 2004, over half of people with disabilities (56%) felt that they share a somewhat or very strong sense of common identity with the population with disabilities, and that is back down to 49% in 2010. (Table 11F)

One-in-six Americans with a disability (17%) have at one time advocated for the rights of people with disabilities. (Table 11G) The more highly educated people with disabilities are more likely to have participated in an advocacy event. Around a quarter of people with disabilities who have some college education/Associate's degree (24%) or a Bachelor's degree (28%) have promoted disability rights compared to one-in-ten of those with only a high school degree or less (10% high school degree, 11% less than high school). (Table 11H)

**Perceptions of People with Disabilities**

Although a majority of people with disabilities describe the way people generally react to them as neutral, significant minorities report some sort of negative reaction. Just about three-quarters (72%) say they are treated the same as others when people learn that they have a disability or health problem and half (50%) report that people are surprised to find out about their disability. Unfortunately, some people with disabilities report that others show pity or change their behavior when they learn of their disability. Almost three in ten (28%) describe the way people react toward them as *acting as if sorry for you* and another 27% report that they are treated differently once people learn that they have a disability. Further, over one in ten (14%) say people avoid further contact with them. (Table 11I)

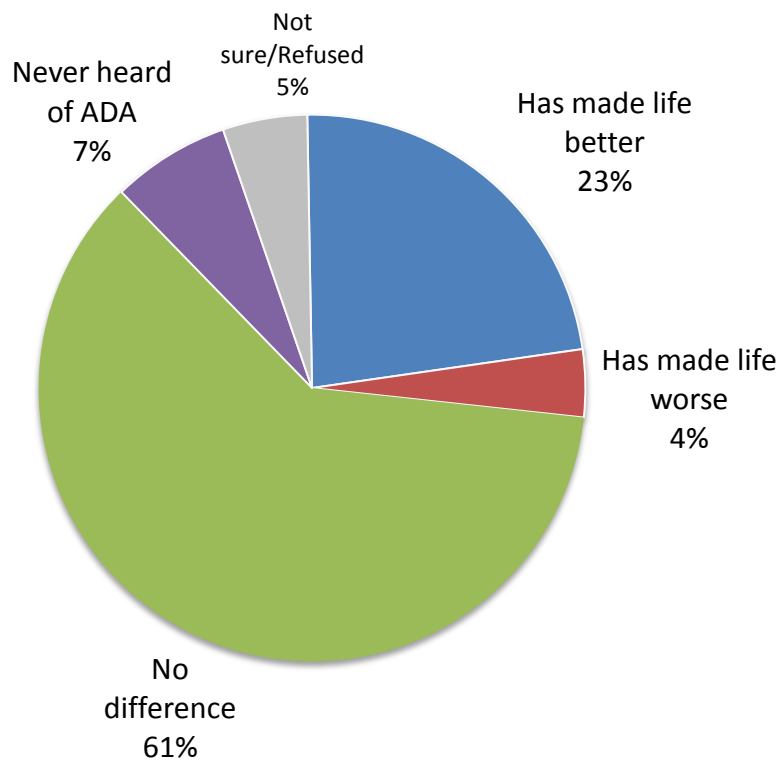
People with more severe disabilities are much more likely to describe negative experiences when asked how people generally react toward them. Whereas large majorities of people with slight (83%) and moderate (81%) disabilities say that they are treated the same as other people, only 69% and 58% of people with somewhat severe and very severe disabilities report similar treatment, respectively. People with very severe disabilities are at least twice as likely to report being treated differently as people with less severe disabilities (44% very severe versus 29% somewhat severe, 19% moderate, and 12% slight). Approximately one-third of those with somewhat (32%) or very severe disabilities (37%) say people generally act as if they are sorry for them and three in ten (29%) people with the most severe disabilities report that people tend to avoid further contact with them. This is two times the number of people with disabilities overall who report others will shy away from further contact. (Table 11J)

**Table 11A**  
**Impact of the Americans with Disabilities Act**

*Just under one-quarter of people with disabilities believe the ADA has made their lives better. Most say it has made no difference.*

Q1315 Do you think that the Americans with Disabilities Act has made your life better, worse, or made no difference?

Base: People with disabilities (n=1,001)

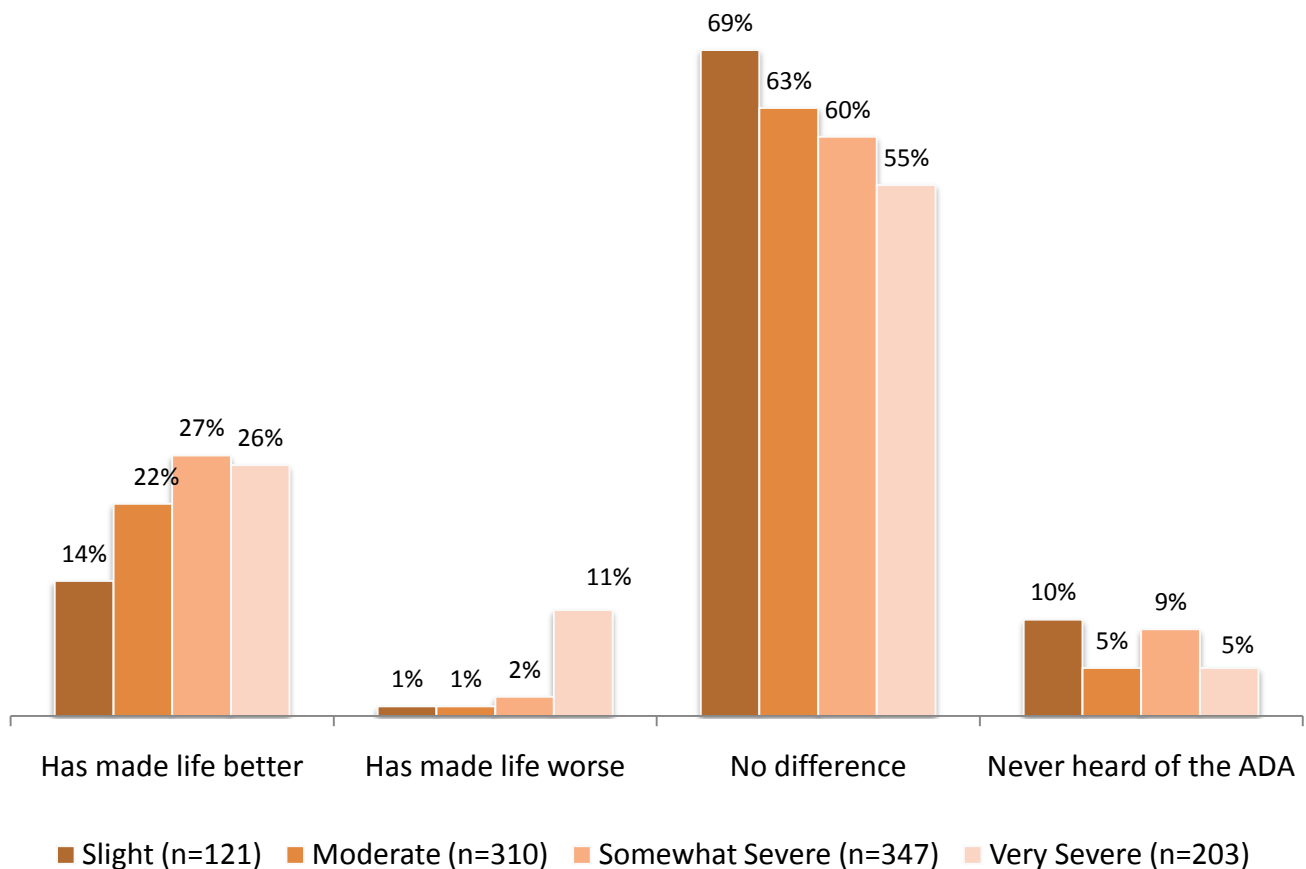


**Table 11B**  
**Impact of the Americans with Disabilities Act – Degree of Disability**

*People with severe disabilities are just slightly more likely than people with slight disabilities to say that the Americans with Disabilities Act has improved their lives.*

Q720 Do you think that the Americans with Disabilities Act has made your life better, worse, or made no difference?

Base: People with disabilities (n=1001)

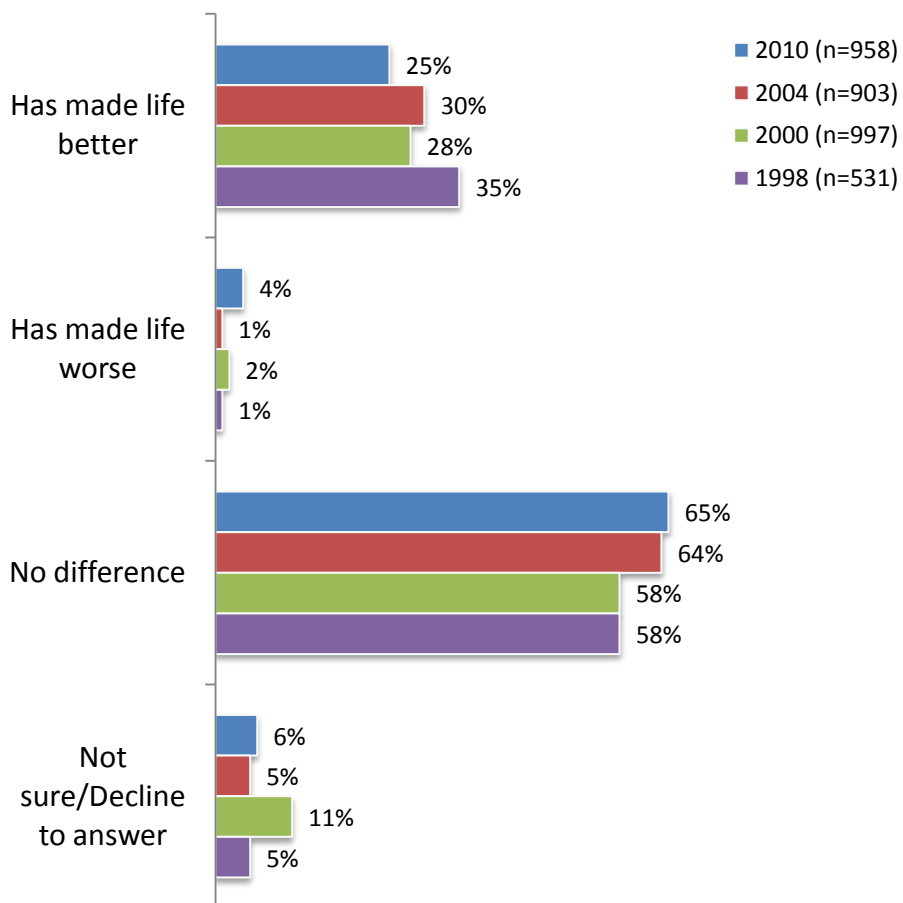


**Table 11C**  
**Impact of the Americans with Disabilities Act – Historical Data\***

*Although not a direct trend, the general implication of the data is that the ADA has had little impact, negative or positive, on the lives of people with disabilities.*

Q1315 Do you think that the Americans with Disabilities Act has made your life better, worse, or made no difference?

Base: Variation of people with disabilities



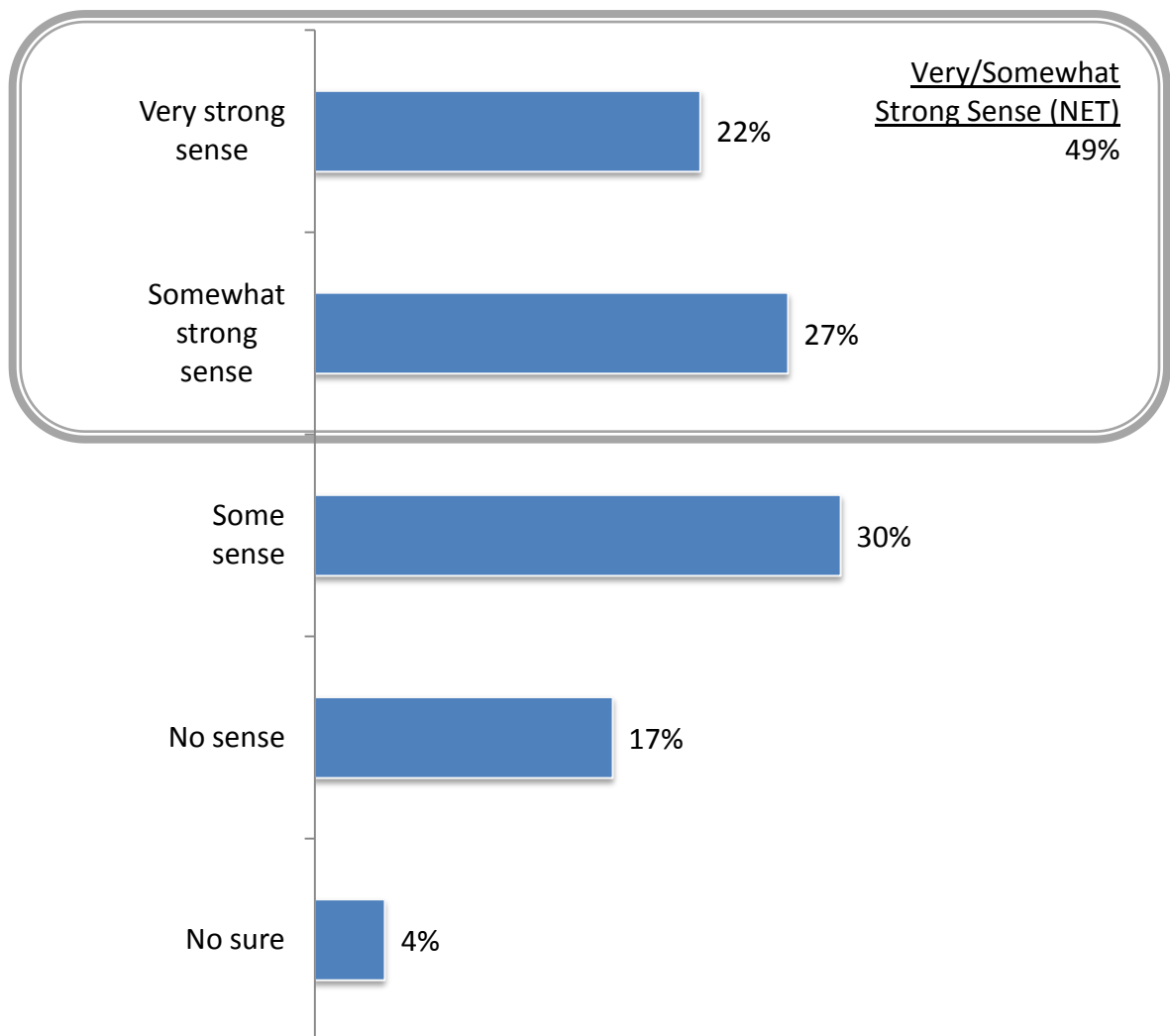
\* This is not a direct trend as the bases differ from year to year. The 2010 data are re-percentage out of those who did not select 'I am not familiar with the ADA', the 2004 and 1998 data are based off of those who indicated in a previous question that they had heard about the ADA before, and the 2000 data did not include an assessment of familiarity.

**Table 11D**  
**Sense of Common Identity**

*Around eight in ten feel some sense of common identity with other people with disabilities.*

Q1300 To what extent do you feel that you have a sense of common identity with other people with disabilities?

Base: People with disabilities (n=1,001)

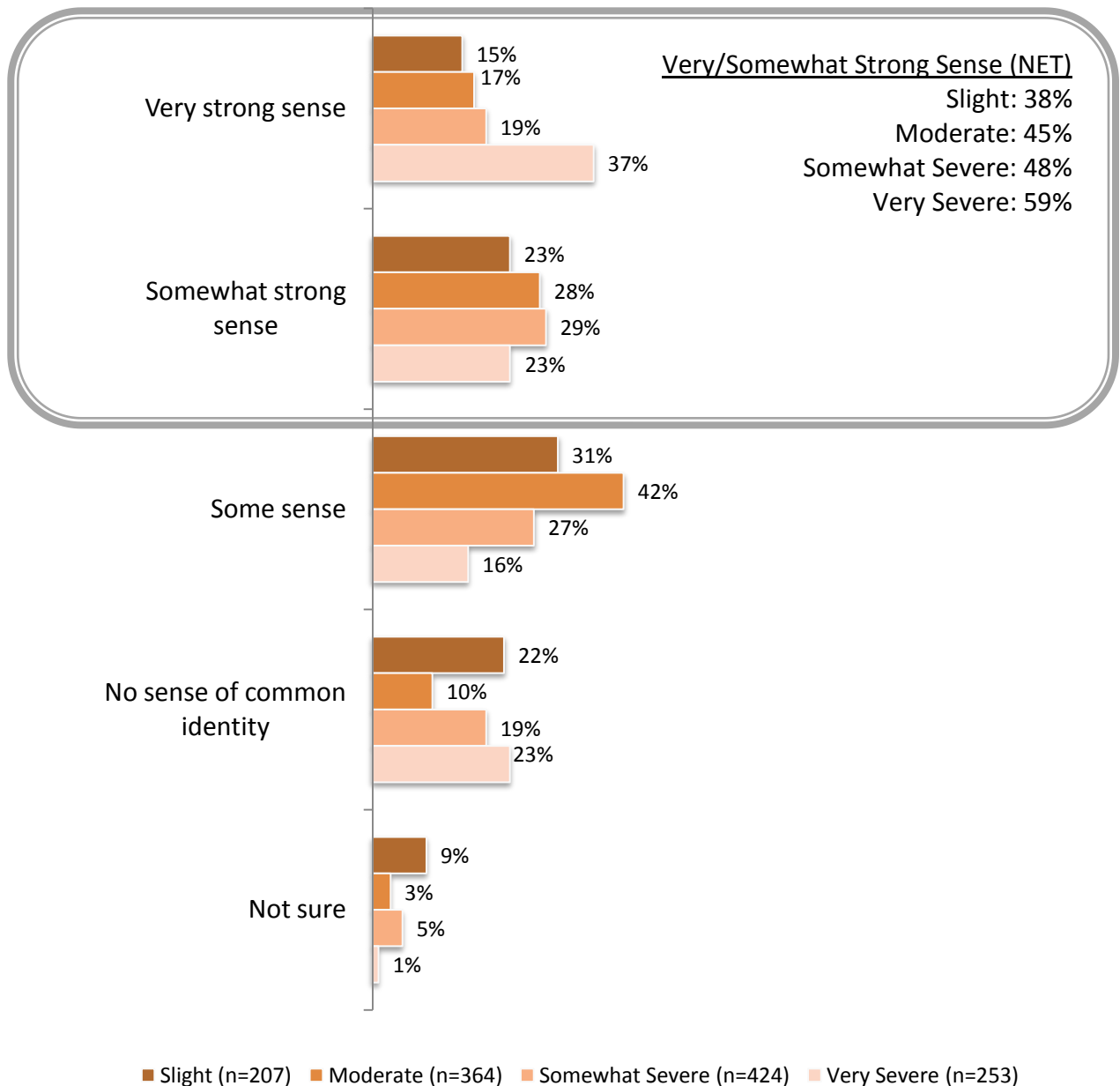


**Table 11E**  
**Sense of Common Identity – Degree of Disability**

*People with severe disabilities are significantly more likely to say that they have a very strong sense of common identity with others who have disabilities.*

Q1300 To what extent do you feel that you have a sense of common identity with other people with a disability?

Base: People with disabilities (n=1,001)

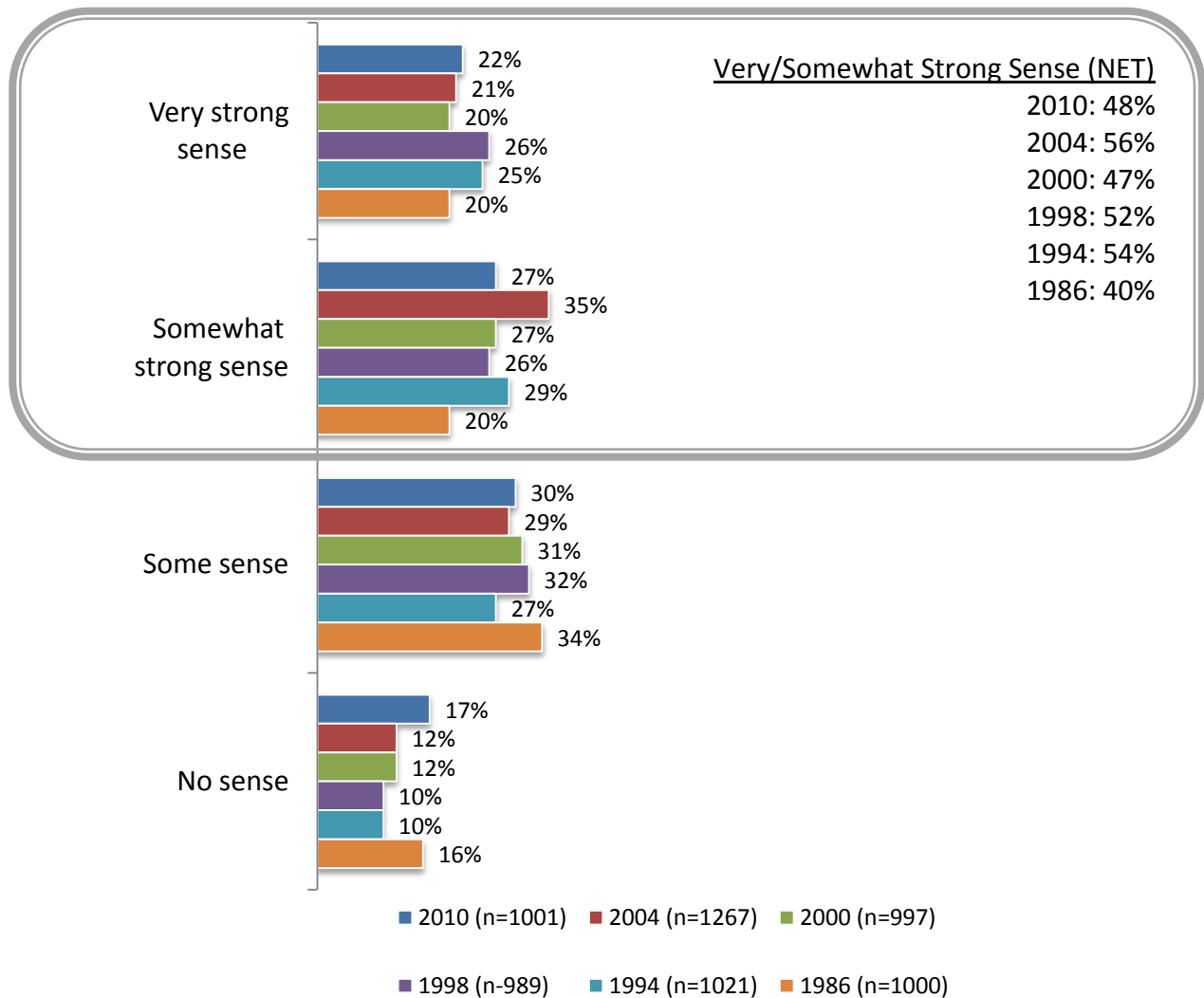


**Table 11F**  
**Sense of Common Identity - Trends**

*About half of people with disabilities identify with the greater population of people with disabilities, which is a slight decline from 2004.*

Q1300 To what extent do you feel that you have a sense of common identity with other people with a disability?

Base: People with disabilities



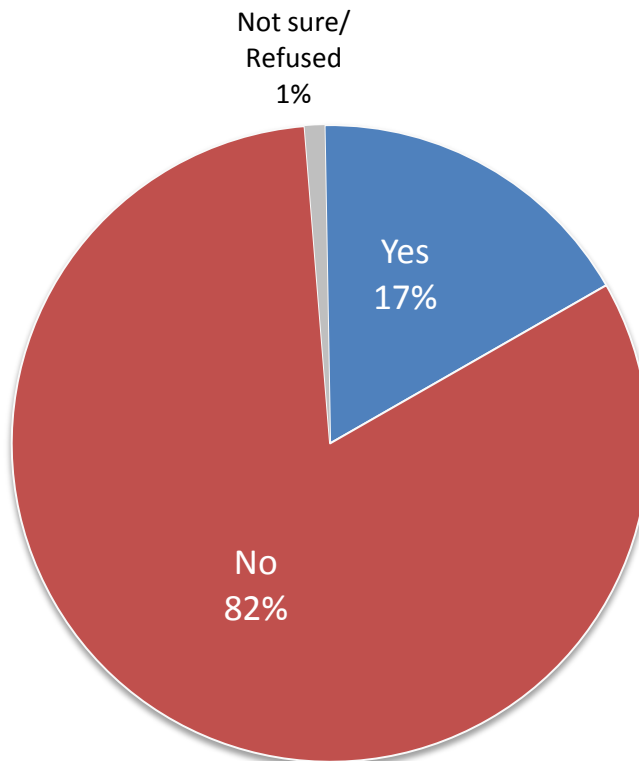
**Table 11G**  
**Disability Advocacy**

*One-in-six have advocated for the rights of people with disabilities.*

Q1305 Have you ever participated in any group or organized activity that advocates for the rights of people with disabilities, or not?

Base: People with disabilities (n=1,001)

**Have Advocated for Rights of People with Disabilities**

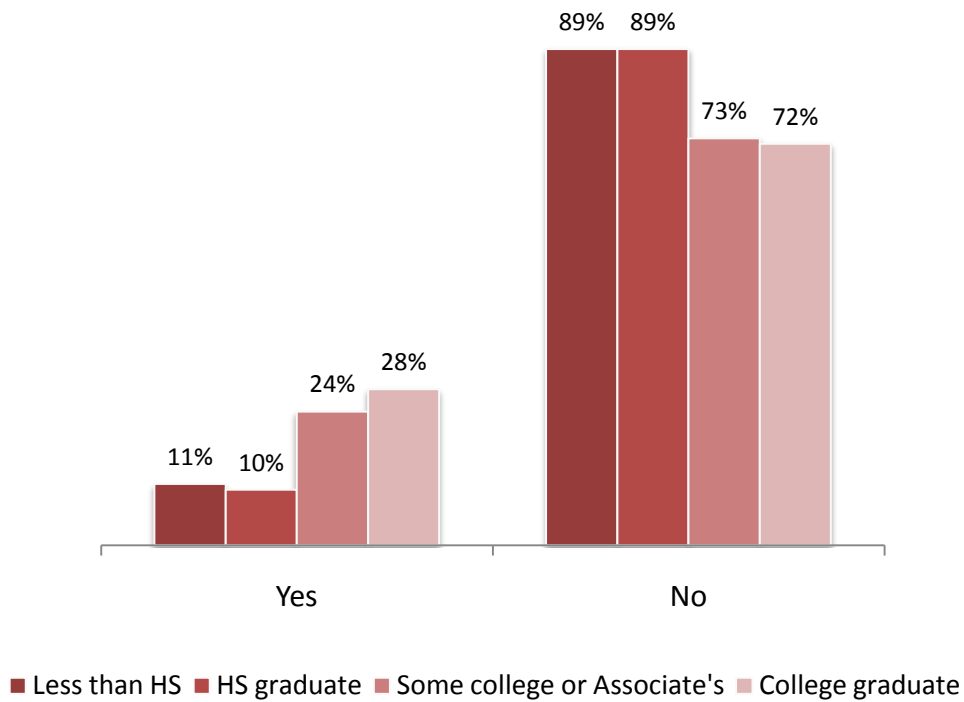


**Table 11H**  
**Disability Advocacy – Education**

*People with disabilities who have at least some college education are more likely to claim that they have participated in a disability advocacy activity than those with only a high school degree or less.*

Q1305 Have you ever participated in any group or organized activity that advocates for the rights of people with disabilities, or not?

Base: People with disabilities (n=1,001)



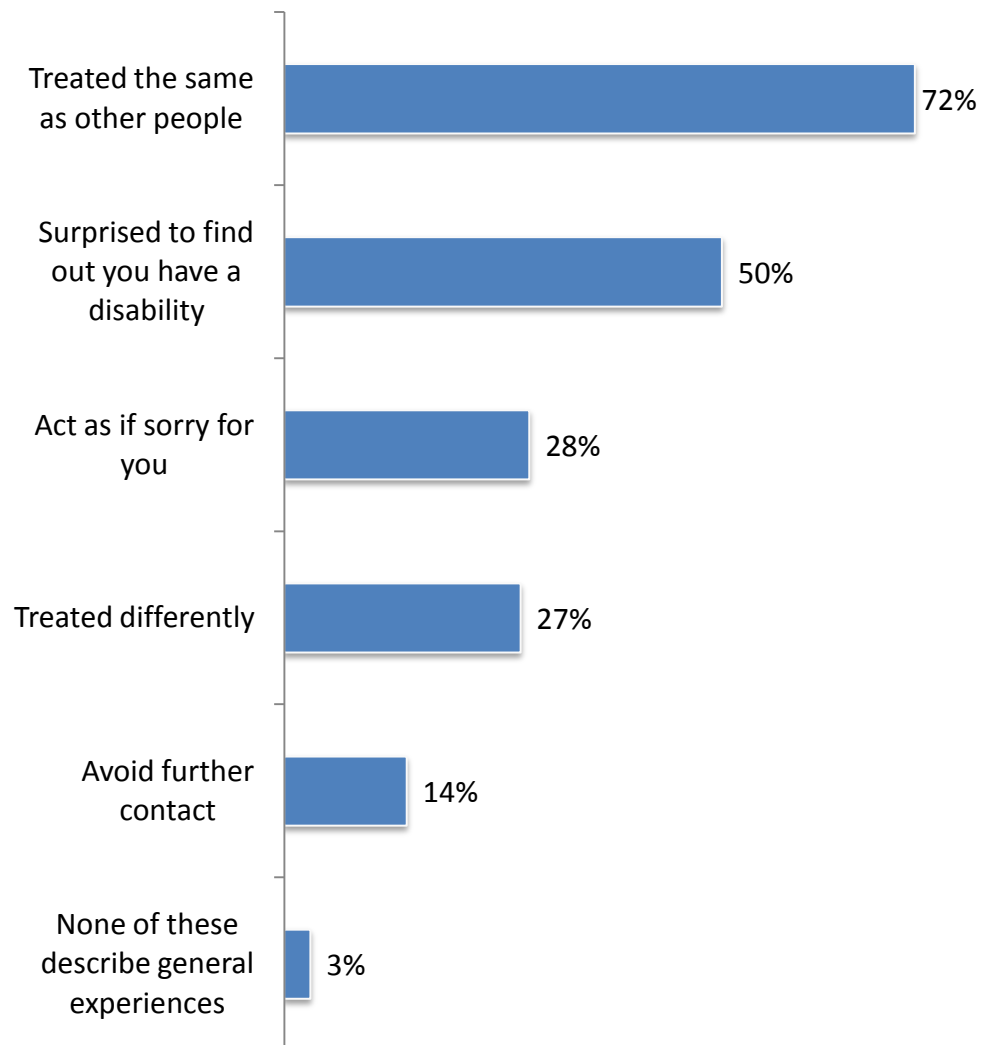
**Table 11l**  
**Perceptions of People with Disabilities**

*Majorities report being treated the same as other people when others find out they have a disability but 40% report some type of negative reaction, whether it be acting as if sorry for them, treating them differently or avoiding further contact.*

Q1310 How would you describe the way people generally react toward you if they learn that you have a disability or health problem?

Base: People with disabilities (n=1,001)

**Others' Reactions to Learning about Disability**

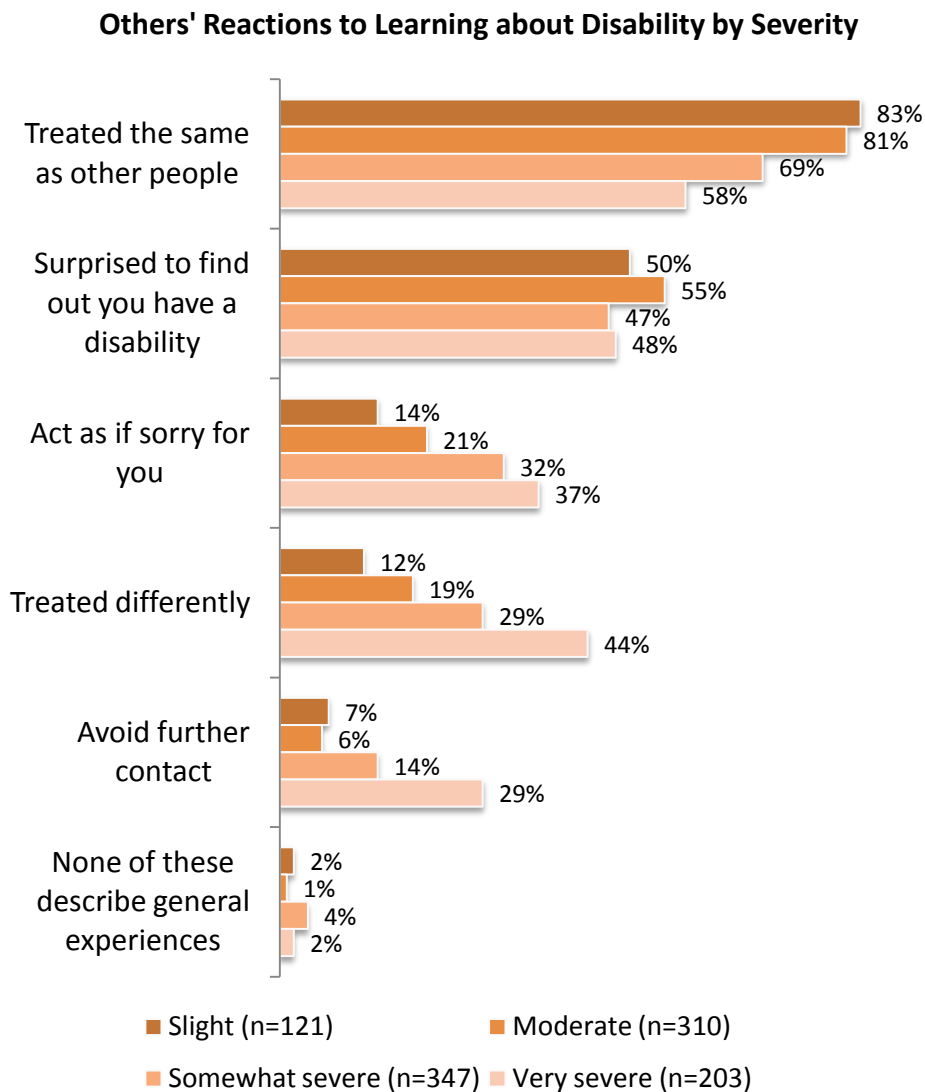


**Table 11J**  
**Perceptions of People with Disabilities – Degree of Disability**

*People with severe disabilities are treated significantly more negatively than those with less severe disabilities. Those with very severe disabilities are twice as likely as others to say they are treated differently and twice as likely to say people generally tend to avoid further contact with them upon learning that they have disability.*

Q1310 How would you describe the way people generally react toward you if they learn that you have a disability or health problem?

Base: People with disabilities (n=1,001)



## CHAPTER 12: TECHNOLOGY

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The advantages of accessing the Internet are numerous and indisputable. Having access to the Internet, or the World Wide Web, means the potential for much more information to be available. Similar to access to adequate transportation, accessing the Internet can open windows of opportunity, including those associated with work, school, socializing, and financial independence. For the first time this year, this survey measured the gap in using the Internet between people with and without disabilities. Findings indicate that people with disabilities are at a significant disadvantage when it comes to accessing the Internet from home, work, or another location. Over four in five (85%) people without disabilities use a computer or other device to access the Internet compared to just over half (54%) of people with disabilities. (Table 12A)

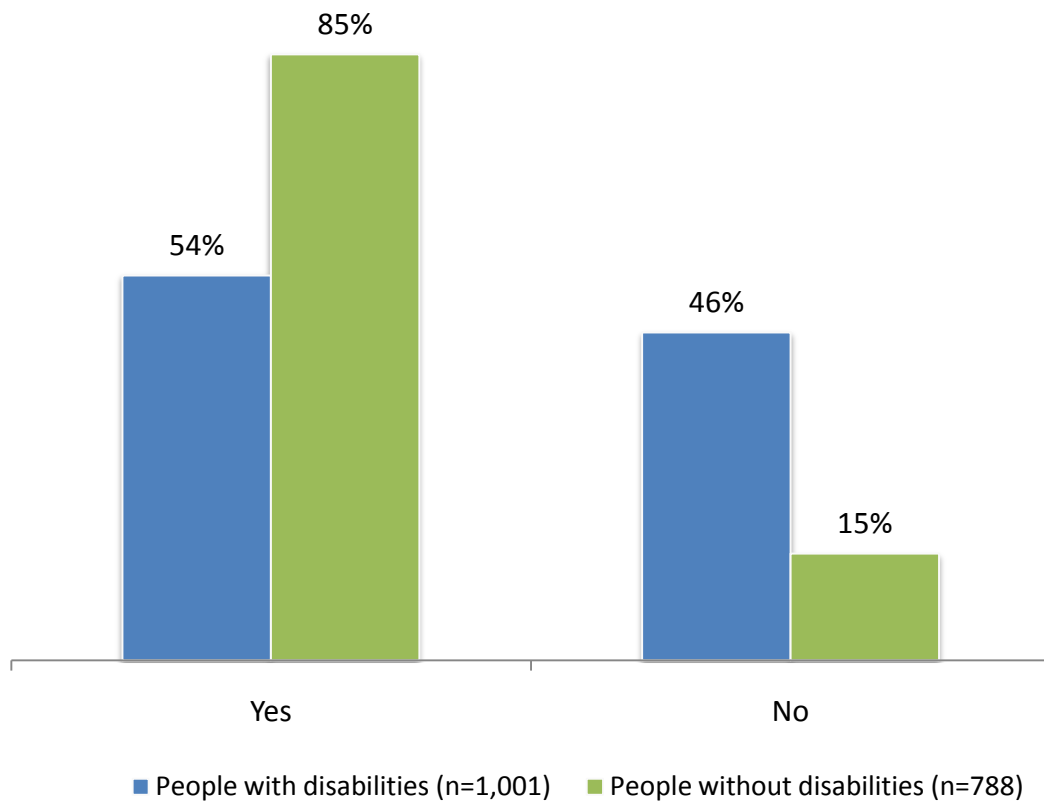
Further, although access to the Internet differs significantly by age for both people with and without disabilities – with younger people being much more likely to say that they use it – people with disabilities are less likely than people without disabilities to access it in each age group. The gap is the smallest for the youngest cohort at 10 percentage points and then rises to 24 percentage points for 30-44 year olds, 21 percentage points for 45-64 year olds and is highest at 33 percentage points for those older than 64. (Table 12B) Interestingly, using the Internet does not differ much by severity of disability; all people with disabilities use it less when compared to their non-disabled counterparts. (Table 12C)

**Table 12A**  
**Accessing the Internet**

*People with disabilities are considerably more likely to say they access the internet as are people without disabilities.*

Q1200 Do you personally use a computer or some other electronic device, such as a cell phone, to access the Internet or World Wide Web from home, work or another location?

Base: People with disabilities (n=1,001) and People without disabilities (n=788)



**Table 12B**  
**Accessing the Internet - Age**

*The gap between people with and without disabilities on accessing the internet widens significantly as age increases.*

Q1200 Do you personally use a computer or some other electronic device, such as a cell phone, to access the Internet or World Wide Web from home, work or another location?

Base: People with disabilities (n=1,001) and People without disabilities (n=788)

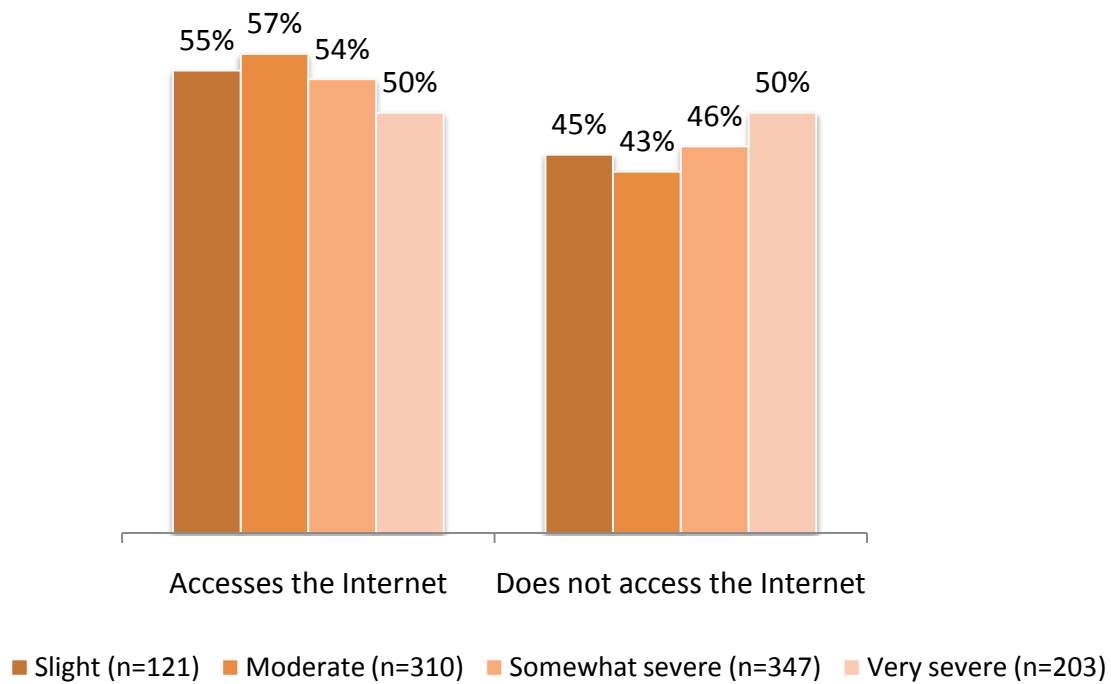
|                                    | <u>Age</u> |       |       |     |
|------------------------------------|------------|-------|-------|-----|
|                                    | 18-29      | 30-44 | 45-64 | 65+ |
| Base:                              |            |       |       |     |
| <i>People with disabilities</i>    | 50         | 120   | 475   | 337 |
| <i>People without disabilities</i> | 107        | 155   | 302   | 193 |
|                                    | %          | %     | %     | %   |
| Yes                                |            |       |       |     |
| <i>People with disabilities</i>    | 82         | 63    | 61    | 37  |
| <i>People without disabilities</i> | 92         | 87    | 82    | 70  |
| No                                 |            |       |       |     |
| <i>People with disabilities</i>    | 18         | 37    | 38    | 63  |
| <i>People without disabilities</i> | 8          | 13    | 18    | 30  |

**Table 12C**  
**Accessing the Internet – Degree of Disability**

*People with very severe disabilities access the Internet somewhat less often than those with slight, moderate or somewhat severe disabilities but their access is almost on par with others in the disability community.*

Q1200 Do you personally use a computer or some other electronic device, such as a cell phone, to access the Internet or World Wide Web from home, work or another location?

Base: People with disabilities (n=1,001)



**APPENDIX A: METHODOLOGY**

## METHODOLOGY

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The *Kessler Foundation/National Organization on Disability 2010 Survey of Americans with Disabilities* was conducted by Harris Interactive on behalf of the Kessler Foundation and the National Organization on Disability. This is the sixth major national survey that Harris Interactive has conducted to study the attitudes, experiences, and levels of participation of Americans with disabilities in many spheres of life. The five previous surveys were: the *NOD/Harris 2004 Survey of Americans with Disabilities*, the *NOD/Harris 2000 Survey of Americans with Disabilities*, the *NOD/Harris 1998 Survey of Americans with Disabilities*, the *NOD/Harris 1994 Survey of Americans with Disabilities*, and the *ICD/Harris 1986 Survey of Americans with Disabilities*.

### Sample

The sample and screening for this new study were similar to those used for previous studies in 2004, 2000, 1998, 1994, and 1986. For this study, telephone interviews were completed with 1,001 non-institutionalized Americans with disabilities and 788 non-institutionalized Americans without disabilities ages 18 and over.

The sampling procedure used for the national cross-sections was designed to produce representative telephone samples of people 18 years of age or older with and without disabilities in telephone households in the continental United States. The sample was derived from a combination of screening randomly (using a Random Digit Dial method) for people with disabilities and re-contacting people who had been previously identified as being a person with a disability in other survey research projects. The RDD sample is designed to assure proper representation of households. Random telephone numbers were distributed across eligible blocks in proportion to their density of listed telephone households. Business telephone numbers were not eligible for selection.

All blocks within a county are organized in ascending order by area code, exchange and block number. Once the quota has been allotted to all counties in the sample frame, a sampling interval is calculated by summing the number of listed residential telephones in each eligible block within the county and dividing that sum by the quota assigned to the county. From a random start between zero and the sampling Interval, blocks are systematically selected in proportion to their density of listed telephone households. Once a specific block has been selected, a two-digit random number in the range of 00-99 is appended to the exchange and block, creating a complete telephone number.

*Political Participation:* Unlike the other data presented in this report, those on political participation are from the *Harris Poll*® 2008 pre-election survey, which has been conducted by Harris Interactive over the past elections. This 2008 survey was conducted online within the continental United States between October 30 and November 3, 2008 among a nationwide cross-section of likely voters. The sample included 3,964 likely voters, among whom there were 1,049 likely voters with disabilities. Figures for age, sex, race, education, and region were weighted where necessary to align them with their actual proportions in the population.

*Estimated Prevalence:* In order to produce an estimated measure of disability prevalence, Harris conducted screening on 12 telephone surveys over the course of six weeks in May – June 2010. According to the findings, the estimated prevalence of people with disabilities aged 18 or over within the continental US is between 13% and 16%.

*Oversample of People with Disabilities in Labor Force:* In addition, unlike the samples used in previous years, this survey included a supplemental oversample of 315 people with disabilities in the labor force (defined as part-time employed, full-time employed, or not employed but looking for work) to increase the accuracy of estimates for that population. This online sample was only used in the analysis of some questions pertaining to employment. To increase the screening efficiency, these supplemental interviews were conducted online using the Harris Poll Online, a multi-million member panel of individuals who have agreed to periodically participate in online

surveys. Propensity score weighting, a method proprietary to Harris Interactive, was used to correct for self-selection bias in panel respondents.

A propensity score is a measure of how likely an individual is to be online in a particular sample when compared to another, based solely on their attitudinal, behavioral and demographic characteristics. Individuals who have the same propensity score are very similar to each other. Each online sample is compared to a representative sample collected via telephone methods. The distribution of the telephone propensity scores are used to weight the online data so those that are naturally under-represented in online surveys are weighted up, and those who are over-represented are weighted down.

### **Telephone Interviewing Procedures**

Again, with the exception of the supplemental interviews among people with disabilities in the labor force, all interviewing for this year's survey was conducted by telephone. The national cross-section of people with disabilities (N=1,001) was conducted between May 5 and June 3, 2010. The national cross-section of people without disabilities (N=788) was conducted via the *Harris Poll Quorum (RDD omnibus survey)* between May 25 and 7, 2010. In order to identify a respondent, we asked to speak to the youngest adult, 18 and over, who was available. When a person with a disability was unavailable for an interview, or unable to be interviewed, a proxy from the same household who was best qualified to answer questions about that person was chosen. Proxies were used for 10% of the disability sample.

Interviewing was facilitated by a computer-assisted telephone interviewing (CATI) system, which controls complicated skip patterns based on individual responses during the interview and allows consistency checks to be built in for key items. It furthermore reduces clerical error by eliminating the need for keypunching since interviewers enter the respondents' answers directly into a computer terminal during the interview itself.

## **Response Rate**

Typically, for telephone surveys Harris Interactive takes a number of steps to ensure the reasonable efforts are made to reach potential respondent. For this project we made at least six attempts to complete an interview at every sampled telephone number. This includes making calls on different days and at different times. We also make one additional attempt to reach people who either refuse to complete an interview or who have begun an interview but not completed it. Interviewing is also spread as evenly as possible across the data collection period.

Based on these efforts, the overall response rate for this research was 21% (AAPOR RR3<sup>13</sup>); these response rates are comparable to those for other surveys that used this level of effort. It is important to note that low response rates are always a concern but not necessarily an indication of nonresponse bias.

## **Online Interviewing Procedures**

The supplemental interviews among people with disabilities in the labor force (N=315) were conducted online between May 25 and June 4, 2010. All online surveys were hosted on Harris Interactive's server, and all interviews were conducted using a self-administered, online questionnaire via proprietary, web-assisted interviewing software. Respondents accessed the survey through a password-protected URL link. Due to password protection, it is not possible for someone who has not been recruited to access the survey, or for a respondent to answer the survey more than once. Respondents received an initial invitation to participate in the survey and then received a reminder email two days after the first invite. To demonstrate our appreciation for the time our Harris Poll Online panelists take to participate in survey research, we offer them two types of rewards: Hlpoints and Hlstakes. Hlpoints are offered for select surveys the panelists complete. When they accumulate enough points in their online accounts, panelists can redeem them for products or cash-like gift cards. Hlstakes is a bi-monthly sweepstakes available to all survey respondents.

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<sup>13</sup> See AAPOR Standard Definitions 2009.

**Weighting**

For this study, the populations with and without disabilities were weighted separately. Completed interviews among people with disabilities were weighted to figures obtained from the 2007 National Health Interview Survey (NHIS). Demographics for age, sex, education, race/ethnicity, region, number of adults in the household, and type of disability were weighted where necessary to bring them into line with their actual proportions in the population of adults with disabilities. Because the interviews among people without disabilities were conducted using an omnibus survey among all U.S. adults, all interviews were weighted to the profile of U.S. adults obtained from the March 2009 Current Population Survey (CPS) and then the people without disabilities were filtered out post-weighting for analysis. Figures on age, sex, education, race, ethnicity, income, region, number of adults in the household, and number of phone lines in the household were weighted where necessary to bring them into line with their actual proportions in the population. The online sample was weighted on similar demographic variables and the propensity to be online, using our propensity score weighting described above, then combined with the telephone sample to be representative of people with disabilities age 18 to 64 in the labor force.

Harris Interactive uses a RIM weighting algorithm which includes the demographic variables, the propensity score and here we also included the major groups of disability represented in the population of interest. The algorithm optimizes over all dimensions simultaneously until it reaches conversion. If necessary we adjust the targets somewhat to decrease the extent of weighting while still staying as close as possible to the targets. We balance bias and efficiency further by capping individual respondent weights. Caps vary by size of the sample: they are set between .2 and 5 for large sample, .25 and 4 for mid size samples, and .33 and 3 for small samples. Capping limits the range of the weights, thus reducing variance at the cost of a small increase in bias.

Exhibit 11 shows the weighted and unweighted demographic composition of people with and without disabilities compared to the national profiles of each population. The weighted survey data may not exactly match the NHIS data due to the caps on the weighting and slight adjustments made to the targets, as described above. Survey data in Exhibit 11 may not add to 100% for each variable because 'not sure' and 'decline to answer' responses were omitted from the table for our purposes.

### Exhibit 11

#### A Demographic Comparison between Weighted and Unweighted Profiles of People with Disabilities and People without Disabilities

|                                 | People with Disabilities |                  |            | People without Disabilities |                 |            |
|---------------------------------|--------------------------|------------------|------------|-----------------------------|-----------------|------------|
|                                 | National Profile*        | Weighted to NHIS | Unweighted | National Profile*           | Weighted to CPS | Unweighted |
| <u>Sex:</u>                     |                          |                  |            |                             |                 |            |
| Male                            | 44                       | 44               | 38         | 49                          | 51              | 51         |
| Female                          | 56                       | 56               | 62         | 51                          | 49              | 49         |
| <u>Region:</u>                  |                          |                  |            |                             |                 |            |
| East                            | 16                       | 16               | 17         | 17                          | 22              | 23         |
| South                           | 38                       | 37               | 32         | 37                          | 33              | 33         |
| Midwest                         | 25                       | 24               | 24         | 24                          | 22              | 23         |
| West                            | 22                       | 21               | 26         | 22                          | 23              | 21         |
| <u>Age:</u>                     |                          |                  |            |                             |                 |            |
| 18-29                           | 8                        | 6                | 5          | 25                          | 26              | 14         |
| 30-39                           | 8                        | 8                | 7          | 20                          | 19              | 11         |
| 40-49                           | 15                       | 14               | 14         | 21                          | 19              | 18         |
| 50-64                           | 31                       | 33               | 39         | 23                          | 20              | 29         |
| 65 and older                    | 38                       | 37               | 34         | 12                          | 12              | 24         |
| <u>Education:</u>               |                          |                  |            |                             |                 |            |
| High School or less             | 60                       | 54               | 36         | 42                          | 45              | 45         |
| Some College/Associate's degree | 25                       | 27               | 32         | 29                          | 27              | 29         |
| College Graduate or higher      | 15                       | 19               | 31         | 29                          | 27              | 27         |
| <u>Race:</u>                    |                          |                  |            |                             |                 |            |
| Other, non-Hispanic             | 78                       | 82               | 91         | 75                          | 73              | 84         |
| Black/African-American          | 14                       | 12               | 6          | 11                          | 11              | 7          |
| Hispanic                        | 8                        | 5                | 4          | 14                          | 14              | 6          |

\*The national profiles of people with and without disabilities are based on 2007 NHIS data for comparison purposes.

### **Reliability of Survey Percentages**

It is important to bear in mind that the results from any sample survey are subject to sampling variation. The magnitude of this variation is measurable and is affected by both the number of interviews involved and the level of the percentages expressed in the results.

Exhibit 12 shows the possible sample variation that applies to percentage results for this survey. The chances are 95 in 100 that the survey results do not vary, plus or minus, by more than the indicated number of percentage points from the results that would have been obtained if interviews had been conducted with all persons in the universe represented by the sample.

For example, if the response for a sample size of 1,000 were 30%, then in 95 cases out of 100 the response in the total population would be between 27% and 33%. Note that survey results based on subgroups of small size can be subject to large sampling error.

**Exhibit 12**  
**Approximate Sampling Tolerances (at 95% Confidence) to**  
**Use in Evaluating Percentage Results Appearing in this Report**

| Number of<br>People Asked<br>Question on<br>Which Survey<br>Result Is Based | Survey<br>Percentage<br>Result at<br>10% or 90% | Survey<br>Percentage<br>Result at<br>20% or 80% | Survey<br>Percentage<br>Result at<br>30% or 70% | Survey<br>Percentage<br>Result at<br>40% or 60% | Survey<br>Percentage<br>Result at 50% |
|-----------------------------------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|---------------------------------------|
| 1,250                                                                       | 2                                               | 2                                               | 3                                               | 3                                               | 3                                     |
| 1,000                                                                       | 2                                               | 2                                               | 3                                               | 3                                               | 3                                     |
| 900                                                                         | 2                                               | 3                                               | 3                                               | 3                                               | 3                                     |
| 800                                                                         | 2                                               | 3                                               | 3                                               | 3                                               | 3                                     |
| 700                                                                         | 2                                               | 3                                               | 3                                               | 4                                               | 4                                     |
| 600                                                                         | 2                                               | 3                                               | 4                                               | 4                                               | 4                                     |
| 500                                                                         | 3                                               | 4                                               | 4                                               | 4                                               | 4                                     |
| 400                                                                         | 3                                               | 4                                               | 4                                               | 5                                               | 5                                     |
| 300                                                                         | 3                                               | 5                                               | 5                                               | 6                                               | 6                                     |
| 200                                                                         | 4                                               | 6                                               | 6                                               | 7                                               | 7                                     |
| 100                                                                         | 6                                               | 8                                               | 9                                               | 10                                              | 10                                    |
| 50                                                                          | 8                                               | 11                                              | 13                                              | 14                                              | 14                                    |

Sampling tolerances are also involved in the comparison of results from different surveys or from different parts of a sample (subgroup analysis). Exhibit 13 shows the percentage difference that must be obtained before a difference can be considered statistically significant. These figures, too, represent the 95% confidence level.

For example, if 34% of one sample of 1,000 people respond "yes" to a question, and 28% of another, completely independent sample of 500 people respond "yes" to the same question, then there is an observed difference of 6 percentage points. According to the Exhibit, this difference is subject to a potential sampling error of 5 percentage points. Since the observed difference is greater than the sampling error, the observed difference is significant. *Accordingly, the sampling error between people with disabilities in our survey (1,001 respondents) and people without disabilities (788) is between 3 and 5 percentage points.*

These errors account for sampling error only. Survey research is also susceptible to other errors, such as those that occur in data handling and interviewer recording. The procedures followed by Harris Interactive, however, are designed to minimize the occurrence of these errors.

**Exhibit 13****Approximate Sampling Tolerances (at 95% Confidence) to Use in Evaluating Differences  
Between Two Percentage Results Appearing in this Report**

| Approximate<br>Sample Size of<br>Two Groups Asked<br>Question on<br>Which Survey<br>Result Is Based | Survey<br>Percentage<br>Result at<br>10% or 90% | Survey<br>Percentage<br>Result at<br>20% or 80% | Survey<br>Percentage<br>Result at<br>30% or 70% | Survey<br>Percentage<br>Result at<br>40% or 60% | Survey<br>Percentage<br>Result at 50% |
|-----------------------------------------------------------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|---------------------------------------|
| 1,000 vs. 1,000                                                                                     | 3                                               | 4                                               | 4                                               | 4                                               | 4                                     |
| 800                                                                                                 | 3                                               | 4                                               | 4                                               | 5                                               | 5                                     |
| 500                                                                                                 | 3                                               | 4                                               | 5                                               | 5                                               | 5                                     |
| 300                                                                                                 | 4                                               | 5                                               | 6                                               | 6                                               | 6                                     |
| 200                                                                                                 | 5                                               | 6                                               | 7                                               | 7                                               | 8                                     |
| 100                                                                                                 | 6                                               | 8                                               | 9                                               | 10                                              | 10                                    |
| 50                                                                                                  | 9                                               | 11                                              | 13                                              | 14                                              | 14                                    |
| 800 vs. 800                                                                                         | 3                                               | 4                                               | 4                                               | 5                                               | 5                                     |
| 500                                                                                                 | 3                                               | 4                                               | 5                                               | 5                                               | 6                                     |
| 300                                                                                                 | 4                                               | 5                                               | 6                                               | 7                                               | 7                                     |
| 200                                                                                                 | 5                                               | 6                                               | 7                                               | 8                                               | 8                                     |
| 100                                                                                                 | 6                                               | 8                                               | 10                                              | 10                                              | 10                                    |
| 50                                                                                                  | 9                                               | 11                                              | 13                                              | 14                                              | 14                                    |
| 500 vs. 500                                                                                         | 4                                               | 4                                               | 6                                               | 6                                               | 6                                     |
| 300                                                                                                 | 4                                               | 6                                               | 7                                               | 7                                               | 7                                     |
| 200                                                                                                 | 6                                               | 7                                               | 8                                               | 8                                               | 8                                     |
| 100                                                                                                 | 7                                               | 9                                               | 10                                              | 11                                              | 11                                    |
| 50                                                                                                  | 9                                               | 12                                              | 13                                              | 14                                              | 15                                    |
| 300 vs. 300                                                                                         | 5                                               | 6                                               | 7                                               | 8                                               | 8                                     |
| 200                                                                                                 | 5                                               | 7                                               | 8                                               | 9                                               | 9                                     |
| 100                                                                                                 | 7                                               | 9                                               | 10                                              | 11                                              | 11                                    |
| 50                                                                                                  | 9                                               | 12                                              | 14                                              | 15                                              | 15                                    |
| 200 vs. 200                                                                                         | 6                                               | 8                                               | 9                                               | 10                                              | 10                                    |
| 100                                                                                                 | 7                                               | 10                                              | 11                                              | 12                                              | 12                                    |
| 50                                                                                                  | 9                                               | 12                                              | 14                                              | 15                                              | 15                                    |
| 100 vs. 100                                                                                         | 8                                               | 11                                              | 13                                              | 14                                              | 14                                    |
| 50                                                                                                  | 10                                              | 14                                              | 16                                              | 17                                              | 17                                    |
| 50 vs. 50                                                                                           | 12                                              | 16                                              | 18                                              | 19                                              | 20                                    |

## **APPENDIX B: QUESTIONNAIRE AND TOPLINE DATA**

**SECTION 700: DISABILITY INFORMATION****BASE: ADULTS WITH DISABILITIES**

**Q700** Would you describe your disability or health problem as slight, moderate, somewhat severe, or very severe?

|                                     | <b>2010</b> |
|-------------------------------------|-------------|
| Base                                | 1001        |
|                                     |             |
| <b>Top 2 Box (NET)</b>              | <b>42%</b>  |
| Slight                              | 11%         |
| Moderate                            | 20%         |
| <b>Bottom 2 Box (NET)</b>           | <b>56%</b>  |
| Somewhat severe                     | 36%         |
| Very severe                         | 21%         |
| Not sure / Decline to answer (vol.) | 2%          |

**BASE: ADULTS WITH DISABILITIES**

**Q705** How old were you when your disability or health problem began or were you born with your disability?

|                                     | <b>2010</b> |
|-------------------------------------|-------------|
| Base                                | 1001        |
|                                     |             |
| 0-19                                | 19%         |
| 20-39                               | 21%         |
| 40-55                               | 27%         |
| 56+                                 | 27%         |
| Not sure / Decline to answer (vol.) | 6%          |

**SECTION 800: LIFE SATISFACTION AND SOCIALIZING**
**BASE: ADULTS WITH AND WITHOUT DISABILITIES**
**Q800 [GAP]** How satisfied are you with life in general?

|                                    | <b>2010</b>               |                            |
|------------------------------------|---------------------------|----------------------------|
|                                    | People w/<br>Disabilities | People w/o<br>Disabilities |
| Base                               | 1001                      | 788                        |
|                                    |                           |                            |
| <b>Satisfied (NET)</b>             | <b>73%</b>                | <b>88%</b>                 |
| Very satisfied                     | 34%                       | 61%                        |
| Somewhat satisfied                 | 38%                       | 27%                        |
| Neither satisfied nor dissatisfied | 6%                        | 4%                         |
| <b>Dissatisfied (NET)</b>          | <b>20%</b>                | <b>6%</b>                  |
| Somewhat dissatisfied              | 14%                       | 4%                         |
| Very dissatisfied                  | 5%                        | 2%                         |
| Not sure/Decline to answer (vol.)  | -                         | 1%                         |

**BASE: ADULTS WITH AND WITHOUT DISABILITIES**
**Q805 [GAP]** Is inadequate transportation a major problem, a minor problem, or not a problem for you?

|                                   | <b>2010</b>               |                            |
|-----------------------------------|---------------------------|----------------------------|
|                                   | People w/<br>Disabilities | People w/o<br>Disabilities |
| Base                              | 1001                      | 788                        |
|                                   |                           |                            |
| <b>A Problem (NET)</b>            | <b>34%</b>                | <b>16%</b>                 |
| Major Problem                     | 18%                       | 4%                         |
| Minor Problem                     | 15%                       | 12%                        |
| Not a Problem                     | 66%                       | 84%                        |
| Not sure/Decline to answer (vol.) | *                         | *                          |

**BASE: ADULTS WITH AND WITHOUT DISABILITIES****Q810 [GAP]** About how often do you do each of the following?

Socialize with close friends, relatives, or neighbors

|                                     | <b>2010</b>               |                            |
|-------------------------------------|---------------------------|----------------------------|
|                                     | People w/<br>Disabilities | People w/o<br>Disabilities |
| Base                                | 1001                      | 788                        |
|                                     |                           |                            |
| <b>At least twice a month (NET)</b> | <b>79%</b>                | <b>90%</b>                 |
| More than 4 times a month           | 54%                       | 65%                        |
| 2 to 4 times a month                | 25%                       | 24%                        |
| Once a month                        | 10%                       | 5%                         |
| Less than once a month              | 7%                        | 4%                         |
| Never                               | 4%                        | 2%                         |
| Not sure/Decline to answer (vol.)   | 1%                        | *                          |

Go to a restaurant

|                                     | <b>2010</b>               |                            |
|-------------------------------------|---------------------------|----------------------------|
|                                     | People w/<br>Disabilities | People w/o<br>Disabilities |
| Base                                | 1001                      | 788                        |
|                                     |                           |                            |
| <b>At least twice a month (NET)</b> | <b>48%</b>                | <b>75%</b>                 |
| More than 4 times a month           | 20%                       | 41%                        |
| 2 to 4 times a month                | 28%                       | 35%                        |
| Once a month                        | 22%                       | 15%                        |
| Less than once a month              | 17%                       | 8%                         |
| Never                               | 12%                       | 2%                         |
| Not sure/Decline to answer (vol.)   | 1%                        | -                          |

Go to church or synagogue, or any other place of worship

|                                    | <b>2010</b>               |                            |
|------------------------------------|---------------------------|----------------------------|
|                                    | People w/<br>Disabilities | People w/o<br>Disabilities |
| Base                               | 1001                      | 788                        |
|                                    |                           |                            |
| <b>At least once a month (NET)</b> | <b>50%</b>                | <b>57%</b>                 |
| More than 4 times a month          | 24%                       | 28%                        |
| 2 to 4 times a month               | 19%                       | 21%                        |
| Once a month                       | 8%                        | 9%                         |
| Less than once a month             | 13%                       | 16%                        |
| Never                              | 35%                       | 26%                        |
| Not sure/Decline to answer (vol.)  | 1%                        | 1%                         |

**SECTION 900: EMPLOYMENT****BASE: ADULTS WITH AND WITHOUT DISABILITIES, AGE 18-64****Q900 [GAP]** Which of the following categories best describes your current employment situation?

|                                                  | <b>2010</b>               |                            |
|--------------------------------------------------|---------------------------|----------------------------|
|                                                  | People w/<br>Disabilities | People w/o<br>Disabilities |
| Base                                             | 645                       | 564                        |
|                                                  |                           |                            |
| <b>Employed (NET)</b>                            | <b>21%</b>                | <b>59%</b>                 |
| Working full time for an employer/yourself       | 14%                       | 48%                        |
| Working part time for an employer/yourself       | 7%                        | 11%                        |
| Unemployed                                       | 29%                       | 16%                        |
| Retired                                          | 14%                       | 6%                         |
| Stay-at-home spouse or partner/Housewife/husband | 7%                        | 8%                         |
| Other                                            | 29%                       | 11%                        |
| Not sure/Decline to answer (vol.)                | *                         | *                          |

**BASE: UNEMPLOYED, AGE 18-64****Q905** Are you ...?

|                                       | <b>2010</b>               |                            |
|---------------------------------------|---------------------------|----------------------------|
|                                       | People w/<br>Disabilities | People w/o<br>Disabilities |
| Base                                  | 162                       | 56                         |
|                                       |                           |                            |
| Not employed, but looking for work    | 49%                       | 87%                        |
| Not employed and not looking for work | 48%                       | 13%                        |
| Not sure/Decline to answer (vol.)     | 3%                        | -                          |

**BASE: UNEMPLOYED, AGE 18-64**

**Q910** I am going to read you a list of possible reasons why you may not be working right now. After I read each one, please tell me whether or not it is a reason why you are not currently working.

**Summary Table of 'Yes'**

|                                                                                                                                         | <b>2010</b>               |
|-----------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
|                                                                                                                                         | People w/<br>Disabilities |
| Base                                                                                                                                    | 157                       |
|                                                                                                                                         |                           |
| You are unable to work due to a disabling condition.                                                                                    | 73%                       |
| There is no part or full-time work available in your line of work or you can't find it.                                                 | 56%                       |
| You don't believe you can get the accommodations you need to effectively perform in the workplace.                                      | 37%                       |
| Additional income from work would make you ineligible for federal health benefits that are critical to your health and disability care. | 23%                       |
| You need, but don't have access to, a personal assistant to help you get to work.                                                       | 15%                       |

**BASE: EMPLOYED ADULTS WITH DISABILITIES, AGE 18-64**

**Q915** Did any of the following enable you to begin or continue working full or part time?

|                                                                                                                                                      | <b>2010</b>               |
|------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
|                                                                                                                                                      | People w/<br>Disabilities |
| Base                                                                                                                                                 | 390                       |
|                                                                                                                                                      |                           |
| Training to gain or improve skills                                                                                                                   | 22%                       |
| Access to equipment, device, interpreter or personal assistant which you need in order to do your work, talk to other workers, or get around at work | 10%                       |
| Option to telework or telecommute                                                                                                                    | 10%                       |
| Change in benefits from vocational rehabilitation services or a local non-profit agency                                                              | 7%                        |
| None of these                                                                                                                                        | 67%                       |
| Not sure/Decline to answer (vol.)                                                                                                                    | 1%                        |

**BASE: EMPLOYED ADULTS WITH DISABILITIES, AGE 18-64****Q920** What type of work do you do? [OPEN-END]

|                               | <b>2010</b>               |
|-------------------------------|---------------------------|
|                               | People w/<br>Disabilities |
| Base                          | 390                       |
|                               |                           |
| Professional                  | 34%                       |
| Administrative support worker | 15%                       |
| Sales worker                  | 12%                       |
| Service worker                | 9%                        |
| Official or manager           | 8%                        |
| Operative                     | 6%                        |
| Technician                    | 5%                        |
| Laborer or helper             | 4%                        |
| Craft worker                  | 4%                        |
| Other                         | 3%                        |

**BASE: EMPLOYED ADULTS WITH DISABILITIES, AGE 18-64****Q925** Which of the following best describes how you feel about discussing your disability with others at your organization?

|                                                                                           | <b>2010</b>               |
|-------------------------------------------------------------------------------------------|---------------------------|
|                                                                                           | People w/<br>Disabilities |
| Base                                                                                      | 390                       |
|                                                                                           |                           |
| You are comfortable discussing your disability with others at your organization.          | 49%                       |
| You are not comfortable discussing your disability with others at your organization.      | 16%                       |
| You are neither comfortable nor uncomfortable - you share the information when necessary. | 35%                       |
| Not sure/Decline to answer (vol.)                                                         | *                         |

**BASE: EMPLOYED ADULTS WITH DISABILITIES, AGE 18-64****Q930** Does anyone at your organization know that you have a disability?

|                                   | <b>2010</b>               |
|-----------------------------------|---------------------------|
|                                   | People w/<br>Disabilities |
| Base                              | 390                       |
|                                   |                           |
| Yes                               | 78%                       |
| No                                | 14%                       |
| Not sure/Decline to answer (vol.) | 8%                        |

**BASE: SOMEONE AT WORKS KNOWS OF DISABILITY**

**Q935** Who at your organization knows that you have a disability? Please select **all** that apply.

|                                                            | <b>2010</b>               |
|------------------------------------------------------------|---------------------------|
|                                                            | People w/<br>Disabilities |
| Base                                                       | 296                       |
|                                                            |                           |
| Your coworkers                                             | 83%                       |
| Your manager or supervisor                                 | 82%                       |
| Other staff or personnel                                   | 56%                       |
| Other managers or supervisors, for example Human Resources | 55%                       |
| Not sure/Decline to answer (vol.)                          | 1%                        |

**BASE: SOMEONE AT WORKS KNOWS OF DISABILITY**

**Q940** Why did you share with your managers or coworkers that you have a disability? Please select **all** that apply.

|                                                                                          | <b>2010</b>               |
|------------------------------------------------------------------------------------------|---------------------------|
|                                                                                          | People w/<br>Disabilities |
| Base                                                                                     | 296                       |
|                                                                                          |                           |
| You thought it was important for others to know.                                         | 49%                       |
| Your ability to perform essential job duties was negatively affected by your disability. | 33%                       |
| It is a visible disability.                                                              | 32%                       |
| No particular reason - it came up during a conversation.                                 | 24%                       |
| You needed an accommodation.                                                             | 21%                       |
| There was a place to disclose your disability on the job application.                    | 11%                       |
| None of these                                                                            | 1%                        |
| Not sure/Decline to answer (vol.)                                                        | *                         |

**BASE: EMPLOYED ADULTS WITH DISABILITIES, AGE 18-64**

**Q945** Are you matched with someone specific at your organization who you go to for job-related questions and advice? This person is often referred to as a mentor.

|                                   | <b>2010</b>               |
|-----------------------------------|---------------------------|
|                                   | People w/<br>Disabilities |
| Base                              | 390                       |
|                                   |                           |
| Yes                               | 18%                       |
| No                                | 81%                       |
| Not sure/Decline to answer (vol.) | 1%                        |

**BASE: HAS MENTOR**

**Q950** How important has your mentor been to your success at your organization?

|                                   | <b>2010</b>               |
|-----------------------------------|---------------------------|
|                                   | People w/<br>Disabilities |
| Base                              | 69                        |
|                                   |                           |
| <b>TOP 3 BOX (NET)</b>            | <b>72%</b>                |
| <b>TOP 2 BOX (SUB-NET)</b>        | <b>51%</b>                |
| Extremely important               | 21%                       |
| Very important                    | 30%                       |
| Important                         | 21%                       |
| <b>BOTTOM 2 BOX (NET)</b>         | <b>26%</b>                |
| Somewhat important                | 20%                       |
| Not at all important              | 6%                        |
| Not sure/Decline to answer (vol.) | 3%                        |

**BASE: EMPLOYED ADULTS WITH DISABILITIES, AGE 18-64**

**Q955** At your organization, do you participate in an employee forum or affinity group for people with disabilities, or doesn't your organization have such a group?

|                                                           | <b>2010</b>               |
|-----------------------------------------------------------|---------------------------|
|                                                           | People w/<br>Disabilities |
| Base                                                      | 390                       |
|                                                           |                           |
| Yes, my organization has a group and I participate        | 2%                        |
| Yes, my organization has a group but I do not participate | 10%                       |
| No, my organization does not have a group                 | 82%                       |
| Not sure/Decline to answer (vol.)                         | 6%                        |

**BASE: EMPLOYED ADULTS WITH DISABILITIES, AGE 18-64**

**Q960** Which of the following, if any, did you use to help you get your job? Please select **all** that apply.

|                                                                                                           | <b>2010</b>               |
|-----------------------------------------------------------------------------------------------------------|---------------------------|
|                                                                                                           | People w/<br>Disabilities |
| Base                                                                                                      | 390                       |
| Friends                                                                                                   | 31%                       |
| Referral from an employee                                                                                 | 22%                       |
| Informal network or contacts                                                                              | 20%                       |
| An online job board or portal                                                                             | 14%                       |
| Referral or help from an educational or training institution                                              | 7%                        |
| An independent or private recruiter or headhunter                                                         | 4%                        |
| A temp agency                                                                                             | 4%                        |
| A state or federal service provider agency, such as Vocational Rehabilitation or a One-Stop Career Center | 3%                        |
| A non-profit or community-based service provider agency, such as Goodwill, The Arc or another local group | 2%                        |
| None of these                                                                                             | 37%                       |
| Not sure/Decline to answer (vol.)                                                                         | *                         |

**BASE: EMPLOYED ADULTS WITH DISABILITIES, AGE 18-64**

**Q965** How would you rate your organization on hiring, retaining and promoting a diverse workforce?

|                                   | <b>2010</b>               |
|-----------------------------------|---------------------------|
|                                   | People w/<br>Disabilities |
| Base                              | 390                       |
| <b>TOP 3 BOX (NET)</b>            | <b>79%</b>                |
| <b>TOP 2 BOX (SUB-NET)</b>        | <b>48%</b>                |
| Excellent                         | 25%                       |
| Very good                         | 22%                       |
| Good                              | 32%                       |
| <b>BOTTOM 2 BOX (NET)</b>         | <b>18%</b>                |
| Fair                              | 14%                       |
| Poor                              | 4%                        |
| Not sure/Decline to answer (vol.) | 2%                        |

**BASE: EMPLOYED ADULTS WITH DISABILITIES, AGE 18-64****Q970** How would you rate your organization on hiring, retaining and promoting people with disabilities?

|                                   | <b>2010</b>               |
|-----------------------------------|---------------------------|
|                                   | People w/<br>Disabilities |
| Base                              | 390                       |
|                                   |                           |
| <b>TOP 3 BOX (NET)</b>            | <b>67%</b>                |
| <b>TOP 2 BOX (SUB-NET)</b>        | <b>38%</b>                |
| Excellent                         | 20%                       |
| Very good                         | 17%                       |
| Good                              | 29%                       |
| <b>BOTTOM 2 BOX (NET)</b>         | <b>29%</b>                |
| Fair                              | 16%                       |
| Poor                              | 13%                       |
| Not sure/Decline to answer (vol.) | 4%                        |

**BASE: EMPLOYED ADULTS WITH DISABILITIES, AGE 18-64****Q975** Which of the following workplace arrangements or benefits, if any, do you use?**Summary Table of 'Yes'**

|                                                                                                                    | <b>2010</b>               |
|--------------------------------------------------------------------------------------------------------------------|---------------------------|
|                                                                                                                    | People w/<br>Disabilities |
| Base                                                                                                               | 390                       |
|                                                                                                                    |                           |
| Flexible holidays or earned time programs                                                                          | 40%                       |
| Flextime scheduling                                                                                                | 36%                       |
| Flexible internal training and education methods to accommodate different learning styles (visual, auditory, etc.) | 28%                       |
| Consultation and equipment available for ergonomically designed workstations                                       | 20%                       |
| Negotiation of job descriptions to emphasize employee strengths in the context of business needs                   | 19%                       |
| Mentoring program                                                                                                  | 17%                       |
| Telecommuting or telework                                                                                          | 15%                       |
| Phased retirement options for older employees                                                                      | 14%                       |
| Compressed workweek                                                                                                | 13%                       |
| On-site daycare or allowance for daycare                                                                           | 2%                        |

**BASE: EMPLOYED ADULTS WITH DISABILITIES , AGE 18-64**

**Q980** Are you aware of any people with disabilities in management or leadership positions within your organization?

|                                   | <b>2010</b>               |
|-----------------------------------|---------------------------|
|                                   | People w/<br>Disabilities |
| Base                              | 390                       |
|                                   |                           |
| Yes                               | 29%                       |
| No                                | 71%                       |
| Not sure/Decline to answer (vol.) | *                         |

**BASE: EMPLOYED ADULTS WITH AND WITHOUT DISABILITIES, AGE 18-64**

**Q985** With regard to your job, how much do you agree or disagree with the following?

In the current job market, you think you could easily find a better job than you presently have.

|                                   | <b>2010</b>               |                            |
|-----------------------------------|---------------------------|----------------------------|
|                                   | People w/<br>Disabilities | People w/o<br>Disabilities |
| Base                              | 390                       | 385                        |
|                                   |                           |                            |
| <b>AGREE (NET)</b>                | <b>18%</b>                | <b>31%</b>                 |
| Strongly agree                    | 5%                        | 15%                        |
| Somewhat agree                    | 12%                       | 16%                        |
| Neither agree nor disagree        | 17%                       | 5%                         |
| <b>DISAGREE (NET)</b>             | <b>65%</b>                | <b>63%</b>                 |
| Somewhat disagree                 | 22%                       | 16%                        |
| Strongly disagree                 | 43%                       | 46%                        |
| Not sure/Decline to answer (vol.) | *                         | 1%                         |

It would be very difficult for you to quit your job in the current job market.

|                            | <b>2010</b>               |                            |
|----------------------------|---------------------------|----------------------------|
|                            | People w/<br>Disabilities | People w/o<br>Disabilities |
| Base                       | 390                       | 385                        |
|                            |                           |                            |
| <b>AGREE (NET)</b>         | <b>72%</b>                | <b>75%</b>                 |
| Strongly agree             | 53%                       | 61%                        |
| Somewhat agree             | 20%                       | 14%                        |
| Neither agree nor disagree | 11%                       | 1%                         |
| <b>DISAGREE (NET)</b>      | <b>16%</b>                | <b>22%</b>                 |
| Somewhat disagree          | 8%                        | 8%                         |

|                                   |    |     |
|-----------------------------------|----|-----|
| Strongly disagree                 | 8% | 14% |
| Not sure/Decline to answer (vol.) | 1% | 2%  |

You are currently looking for other employment.

|                                   | <b>2010</b>               |                            |
|-----------------------------------|---------------------------|----------------------------|
|                                   | People w/<br>Disabilities | People w/o<br>Disabilities |
| Base                              | 390                       | 385                        |
|                                   |                           |                            |
| <b>AGREE (NET)</b>                | <b>26%</b>                | <b>23%</b>                 |
| Strongly agree                    | 10%                       | 13%                        |
| Somewhat agree                    | 16%                       | 11%                        |
| Neither agree nor disagree        | 10%                       | 5%                         |
| <b>DISAGREE (NET)</b>             | <b>64%</b>                | <b>72%</b>                 |
| Somewhat disagree                 | 12%                       | 10%                        |
| Strongly disagree                 | 52%                       | 62%                        |
| Not sure/Decline to answer (vol.) | -                         | -                          |

You plan to stay at your current job for the next 5 years.

|                                   | <b>2010</b>               |                            |
|-----------------------------------|---------------------------|----------------------------|
|                                   | People w/<br>Disabilities | People w/o<br>Disabilities |
| Base                              | 390                       | 385                        |
|                                   |                           |                            |
| <b>AGREE (NET)</b>                | <b>63%</b>                | <b>75%</b>                 |
| Strongly agree                    | 41%                       | 53%                        |
| Somewhat agree                    | 22%                       | 22%                        |
| Neither agree nor disagree        | 16%                       | 5%                         |
| <b>DISAGREE (NET)</b>             | <b>21%</b>                | <b>20%</b>                 |
| Somewhat disagree                 | 7%                        | 7%                         |
| Strongly disagree                 | 13%                       | 13%                        |
| Not sure/Decline to answer (vol.) | 1%                        | 1%                         |

**BASE: ADULTS WITH DISABILITIES**

**Q990** Do you feel that you have ever encountered the following kinds of job discrimination?

**Summary of 'Yes, within past 5 years' / 'Yes, but more than 5 years ago' (NET)**

|                                                                  | <b>2010</b>               |
|------------------------------------------------------------------|---------------------------|
|                                                                  | People w/<br>Disabilities |
| Base                                                             | 1001                      |
| Paid less than other workers in similar jobs with similar skills | 18%                       |
| Refused a job because of your disability                         | 17%                       |
| Given less responsibility than your co-workers                   | 12%                       |
| Denied health insurance                                          | 11%                       |
| Refused a job interview because of your disability               | 11%                       |
| Denied a workplace accommodation                                 | 10%                       |
| Denied other work-related benefits                               | 10%                       |
| Refused a job promotion because of your disability               | 10%                       |

**BASE: EMPLOYED ADULTS WITH DISABILITIES, AGE 18-64**

**Q995** Thinking about your current job, please indicate whether or not you have encountered each of the following.

**Summary of 'Yes'**

|                                                                                       | <b>2010</b>               |
|---------------------------------------------------------------------------------------|---------------------------|
|                                                                                       | People w/<br>Disabilities |
| Base                                                                                  | 390                       |
| Supervisors or co-workers who are afraid you can't do the job                         | 15%                       |
| Co-workers who think you are receiving special treatment                              | 11%                       |
| Co-workers who won't socialize with you                                               | 10%                       |
| Customers or clients who are uncomfortable being around a person with your disability | 7%                        |

**BASE: EMPLOYED ADULTS WITH DISABILITIES, AGE 18-64**

**Q1000** Do you feel that your work requires you to use your full talents or abilities, some of your talents or abilities, only a small amount of your talents or abilities, or practically none of them at all?

|                                   | <b>2010</b>               |
|-----------------------------------|---------------------------|
|                                   | People w/<br>Disabilities |
| Base                              | 390                       |
|                                   |                           |
| <b>TOP 2 BOX (NET)</b>            | <b>82%</b>                |
| Full                              | 42%                       |
| Some                              | 39%                       |
| <b>BOTTOM 2 BOX (NET)</b>         | <b>18%</b>                |
| Only a small amount               | 14%                       |
| Practically none at all           | 4%                        |
| Not sure/Decline to answer (vol.) | *                         |

**BASE: ADULTS WITH DISABILITIES**

**Q1005** Thinking about job searches you have done in the past or are currently doing, have you ever used any of the following employment services to find a job? Please select **all** that apply.

|                                                                                                          | <b>2010</b>               |
|----------------------------------------------------------------------------------------------------------|---------------------------|
|                                                                                                          | People w/<br>Disabilities |
| Base                                                                                                     | 1001                      |
|                                                                                                          |                           |
| Temp agencies                                                                                            | 23%                       |
| State or federal service provider agencies, such as Vocational Rehabilitation or One-Stop Career Centers | 21%                       |
| Independent or private recruiters or headhunters                                                         | 12%                       |
| Non-profit or community-based service provider agencies, such as Goodwill, The Arc or other local groups | 9%                        |
| None of these                                                                                            | 57%                       |
| Not sure/Decline to answer (vol.)                                                                        | 2%                        |

**BASE: NOT WORKING AND USED SERVICE PROVIDER AGENCY****Q1010** What was the outcome of your experience with the service provider agency?

|                                                               | <b>2010</b>               |
|---------------------------------------------------------------|---------------------------|
|                                                               | People w/<br>Disabilities |
| Base                                                          | 242                       |
|                                                               |                           |
| The service provider agency got you a job.                    | 37%                       |
| The service provider agency did not get you a job.            | 44%                       |
| You were not using the service provider agency to find a job. | 14%                       |
| Not sure/Decline to answer (vol.)                             | 5%                        |

**SECTION 1100: HEALTH CARE****BASE: ADULTS WITH AND WITHOUT DISABILITIES**

**Q1100 [GAP]** In the past 12 months, was there a time when you needed medical care but did not get it?

|                                   | <b>2010</b>               |                            |
|-----------------------------------|---------------------------|----------------------------|
|                                   | People w/<br>Disabilities | People w/o<br>Disabilities |
| Base                              | 1001                      | 788                        |
|                                   |                           |                            |
| Yes                               | 19%                       | 10%                        |
| No                                | 81%                       | 90%                        |
| Not sure/Decline to answer (vol.) | *                         | *                          |

**BASE: ADULTS WITH DISABILITIES**

**Q1105 [GAP]** In the past 12 months, was there a time when you needed help from a mental health professional, such as a psychiatrist, psychologist, or therapist, but did not get it?

|                                   | <b>2010</b>               |                            |
|-----------------------------------|---------------------------|----------------------------|
|                                   | People w/<br>Disabilities | People w/o<br>Disabilities |
| Base                              | 1001                      | 788                        |
|                                   |                           |                            |
| Yes                               | 7%                        | 3%                         |
| No                                | 92%                       | 96%                        |
| Not sure/Decline to answer (vol.) | *                         | 1%                         |

**BASE: ADULTS WITH DISABILITIES WHO COULD NOT ACCESS MENTAL HEALTH SERVICES**

**Q1110** Which of the following, if any, is a reason why you did not get the help you needed from a mental health professional in the past 12 months? Please select **all** that apply.

|                                                                              | <b>2010</b>               |
|------------------------------------------------------------------------------|---------------------------|
|                                                                              | People w/<br>Disabilities |
| Base                                                                         | 79                        |
|                                                                              |                           |
| Lack of insurance coverage                                                   | 58%                       |
| Concerns over the cost of treatment                                          | 50%                       |
| Lack of knowledge about how to find the right professional for your/my needs | 45%                       |
| Could not find available mental health professional                          | 44%                       |
| Lack of time                                                                 | 33%                       |
| Not knowing if it's really appropriate to seek help                          | 31%                       |
| Lack of confidence in the outcome of treatment                               | 22%                       |
| Concern about what others might think of you/me                              | 12%                       |
| Concerns about other people finding out                                      | 12%                       |
| None of these                                                                | 5%                        |

**SECTION 1200: TECHNOLOGY****BASE: ADULTS WITH AND WITHOUT DISABILITIES**

**Q1200 [GAP]** Do you personally use a computer or some other electronic device, such as a cell phone, to access the Internet or World Wide Web from home, work or another location?

|          | <b>2010</b>               |                            |
|----------|---------------------------|----------------------------|
|          | People w/<br>Disabilities | People w/o<br>Disabilities |
| Base     | 1001                      | 788                        |
|          |                           |                            |
| Yes      | 54%                       | 85%                        |
| No       | 46%                       | 15%                        |
| Not sure | *                         | -                          |

**SECTION 1300: DISABILITY ISSUES****BASE: ADULTS WITH DISABILITIES**

**Q1300** To what extent do you feel that you have a sense of common identity with other people with disabilities?

|                            | <b>2010</b>               |
|----------------------------|---------------------------|
|                            | People w/<br>Disabilities |
| Base                       | 1001                      |
|                            |                           |
| <b>TOP 2 BOX (NET)</b>     | <b>48%</b>                |
| Very strong sense          | 22%                       |
| Somewhat strong sense      | 27%                       |
| <b>BOTTOM 2 BOX (NET)</b>  | <b>47%</b>                |
| Some sense                 | 30%                       |
| No sense                   | 17%                       |
| Not sure/Decline to answer | 4%                        |

**BASE: ADULTS WITH DISABILITIES**

**Q1305** Have you ever participated in any group or organized activity that advocates for the rights of people with disabilities, or not?

|          | <b>2010</b>               |
|----------|---------------------------|
|          | People w/<br>Disabilities |
| Base     | 1001                      |
|          |                           |
| Yes      | 17%                       |
| No       | 82%                       |
| Not sure | 1%                        |

**BASE: ADULTS WITH DISABILITIES**

**Q1310** How would you describe the way people generally react toward you if they learn that you have a disability or health problem? Please select **all** that apply.

|                                             | <b>2010</b>               |
|---------------------------------------------|---------------------------|
|                                             | People w/<br>Disabilities |
| Base                                        | 1001                      |
|                                             |                           |
| Treated the same as other people            | 72%                       |
| Surprised to find out you have a disability | 50%                       |
| Act as if sorry for you                     | 28%                       |
| Treated differently                         | 27%                       |
| Avoid further contact                       | 14%                       |
| None of these describe general experiences  | 3%                        |
| Not sure/Decline to answer (vol.)           | 1%                        |

**BASE: ADULTS WITH DISABILITIES**

**Q1315** Do you think that the Adults with Disabilities Act, or ADA, has made your life better, worse, or made no difference?

|                                                        | <b>2010</b>               |
|--------------------------------------------------------|---------------------------|
|                                                        | People w/<br>Disabilities |
| Base                                                   | 1001                      |
|                                                        |                           |
| Has made my life better                                | 23%                       |
| Has made my life worse                                 | 4%                        |
| Has made no difference in my life                      | 61%                       |
| I have never heard of the Adults with Disabilities Act | 7%                        |
| Not sure/Decline to answer (vol.)                      | 5%                        |



**SECTION 1400: DEMOGRAPHICS****BASE: ADULTS WITH AND WITHOUT DISABILITIES**

**Q1400 [GAP]** What is the highest level of school you have completed or the highest degree you have received?

|                                                                                                            | <b>2010</b>               |                            |
|------------------------------------------------------------------------------------------------------------|---------------------------|----------------------------|
|                                                                                                            | People w/<br>Disabilities | People w/o<br>Disabilities |
| Base                                                                                                       | 1001                      | 788                        |
| Less than high school (grades 1-11, grade 12 but no diploma)                                               | 17%                       | 11%                        |
| High school graduate or equivalent (e.g. GED)                                                              | 37%                       | 34%                        |
| Associate's degree or Some college but no degree (incl. 2 yr. occupational, trade, or vocational programs) | 27%                       | 27%                        |
| College graduate (e.g. BA, AB, BS)                                                                         | 13%                       | 18%                        |
| Postgraduate                                                                                               | 6%                        | 9%                         |
| Not sure/Decline to answer (vol.)                                                                          | *                         | 1%                         |

**BASE: ADULTS WITH AND WITHOUT DISABILITIES**

**Q1405** Age

|                                   | <b>2010</b>               |                            |
|-----------------------------------|---------------------------|----------------------------|
|                                   | People w/<br>Disabilities | People w/o<br>Disabilities |
| Base                              | 1001                      | 788                        |
| 18-29                             | 6%                        | 26%                        |
| 30-44                             | 13%                       | 26%                        |
| 45-64                             | 42%                       | 28%                        |
| 65+                               | 37%                       | 11%                        |
| Not sure/Decline to answer (vol.) | 2%                        | 3%                         |
| Mean Age                          | 58.5                      | 44.5                       |



**BASE: ADULTS WITH DISABILITIES NOT WORKING****Q1415** What is your main source of income?

|                                                                          | <b>2010</b>               |
|--------------------------------------------------------------------------|---------------------------|
|                                                                          | People w/<br>Disabilities |
| Base                                                                     | 1001                      |
|                                                                          |                           |
| Social Security income, including SSDI or SSI                            | 47%                       |
| Retirement account (i.e., 401(k), 403b, IRA, pension)                    | 13%                       |
| Disability income from employer-provided or private disability insurance | 10%                       |
| A family member's wage or salary income                                  | 9%                        |
| Unemployment benefits                                                    | 2%                        |
| Savings                                                                  | 1%                        |
| Financial investments (i.e., stocks, bonds)                              | *                         |
| Home equity                                                              | *                         |
| Inheritance                                                              | *                         |
| Rental properties                                                        | *                         |
| Other                                                                    | 9%                        |
| Not sure                                                                 | 4%                        |
| Decline to answer                                                        | 3%                        |

**BASE: ADULTS WITH AND WITHOUT DISABILITIES****Q1420 [GAP]** Which of the following income categories best describes your total 2009 household income?

|                               | <b>2010</b>               |                            |
|-------------------------------|---------------------------|----------------------------|
|                               | People w/<br>Disabilities | People w/o<br>Disabilities |
| Base                          | 1001                      | 788                        |
|                               |                           |                            |
| <b>\$15,000 or less</b>       | <b>34%</b>                | <b>15%</b>                 |
| \$15,001 to \$25,000          | 12%                       | 9%                         |
| \$25,001 to \$35,000          | 9%                        | 10%                        |
| \$35,001 to \$50,000          | 12%                       | 13%                        |
| <b>\$50,000 or more (NET)</b> | <b>18%</b>                | <b>38%</b>                 |
| \$50,001 to \$75,000          | 8%                        | 12%                        |
| \$75,001 to \$100,000         | 5%                        | 11%                        |
| \$100,001 or over             | 4%                        | 15%                        |
| Not sure/Decline to answer    | 15%                       | 14%                        |

**BASE: ADULTS WITH DISABILITIES**

**Q1425** Of that total, which of the following income categories best describes your total 2009 personal income, including income from benefits and insurance payments?

|                               | <b>2010</b>               |
|-------------------------------|---------------------------|
|                               | People w/<br>Disabilities |
| Base                          | 1001                      |
|                               |                           |
| \$15,000 or less              | 48%                       |
| \$15,001 to \$25,000          | 11%                       |
| \$25,001 to \$35,000          | 6%                        |
| \$35,001 to \$50,000          | 7%                        |
| <b>\$50,000 or more (NET)</b> | <b>7%</b>                 |
| \$50,001 to \$75,000          | 3%                        |
| \$75,001 to \$100,000         | 3%                        |
| \$100,001 or over             | 1%                        |
| Not sure/ Decline to answer   | 20%                       |

**BASE: ADULTS WITH AND WITHOUT DISABILITIES**

**Q1430 [GAP]** Which of the following best describes your current financial situation?

|  | <b>2010</b>               |                            |
|--|---------------------------|----------------------------|
|  | People w/<br>Disabilities | People w/o<br>Disabilities |

|                                                                             |            |            |
|-----------------------------------------------------------------------------|------------|------------|
| Base                                                                        | 1001       | 788        |
|                                                                             |            |            |
| <b>Top 2 Box (NET)</b>                                                      | <b>58%</b> | <b>34%</b> |
| Struggling to get by, going further into debt each month                    | 21%        | 8%         |
| Living paycheck to paycheck, not going into debt, but not gaining much      | 37%        | 26%        |
| <b>Bottom 2 Box (NET)</b>                                                   | <b>37%</b> | <b>62%</b> |
| Not living paycheck to paycheck, but not completely financially comfortable | 17%        | 29%        |
| Financially comfortable, few financial worries                              | 20%        | 33%        |
| Not sure/Decline to answer                                                  | 5%         | 4%         |

**BASE: ADULTS WITH DISABILITIES**

**Q1435** If you had to support yourself for three months with no earned income or gifts from others, would you have enough financial assets to get by? By “financial assets,” we mean savings and checking accounts, stocks, bonds, or trust funds.

|      |                           |
|------|---------------------------|
|      | <b>2010</b>               |
|      | People w/<br>Disabilities |
| Base | 1001                      |

|                                    |     |
|------------------------------------|-----|
|                                    |     |
| Yes                                | 32% |
| No                                 | 64% |
| Not sure/ Decline to answer (vol.) | 4%  |

**BASE: ADULTS WITH DISABILITIES**

**Q1440** Thinking about your financial situation, please indicate whether you have any of the following. Please select **all** that apply.

|                                                                            |                           |
|----------------------------------------------------------------------------|---------------------------|
|                                                                            | <b>2010</b>               |
|                                                                            | People w/<br>Disabilities |
| Base                                                                       | 1001                      |
|                                                                            |                           |
| Checking account with a bank or credit union                               | 74%                       |
| Savings account with a bank or credit union                                | 47%                       |
| Credit card with a bank or credit union                                    | 42%                       |
| Loan or mortgage with a bank, credit union, or other financial institution | 33%                       |
| Stocks or bonds                                                            | 21%                       |
| None of the above                                                          | 13%                       |
| Not sure/Decline to answer (vol.)                                          | 6%                        |

**BASE: ADULTS WITH DISABILITIES**

**Q1445** Do you own your own home (including outright ownership, having one or more mortgages, or purchasing on a contract)?

|                                   | <b>2010</b>               |
|-----------------------------------|---------------------------|
|                                   | People w/<br>Disabilities |
| Base                              | 1001                      |
|                                   |                           |
| Yes                               | 59%                       |
| No                                | 38%                       |
| Not sure/Decline to answer (vol.) | 3%                        |

**BASE: HOME OWNERS**

**Q1447** How long have you owned your home?

|           | <b>2010</b>               |
|-----------|---------------------------|
|           | People w/<br>Disabilities |
| Base      | 633                       |
|           |                           |
| <5 years  | 14%                       |
| 5-9 years | 15%                       |

|                                   |     |
|-----------------------------------|-----|
| 10-19 years                       | 29% |
| 20 years or more                  | 38% |
| Not sure/Decline to answer (vol.) | 4%  |
| MEAN                              | 19  |

**BASE: ADULTS WITH DISABILITIES**

**Q1455** Have you ever applied for a loan and been denied?

|                                   |                           |
|-----------------------------------|---------------------------|
|                                   | <b>2010</b>               |
|                                   | People w/<br>Disabilities |
| Base                              | 1001                      |
|                                   |                           |
| Yes                               | 34%                       |
| No                                | 63%                       |
| Not sure/Decline to answer (vol.) | 3%                        |

**BASE: ADULTS WITH AND WITHOUT DISABILITIES****Q1460 Race/Ethnicity**

|                                   | <b>2010</b>               |                            |
|-----------------------------------|---------------------------|----------------------------|
|                                   | People w/<br>Disabilities | People w/o<br>Disabilities |
| Base                              | 1001                      | 788                        |
|                                   |                           |                            |
| White                             | 76%                       | 68%                        |
| Hispanic                          | 5%                        | 14%                        |
| Black or African-American         | 12%                       | 11%                        |
| Asian or Pacific Islander         | *                         | 2%                         |
| Native American or Alaskan Native | 2%                        | 1%                         |
| Mixed Race                        | 2%                        | -                          |
| Some other race                   | 2%                        | 2%                         |
| Decline to answer                 | 2%                        | 2%                         |

**BASE: ADULTS WITH DISABILITIES****Q1470 What is your marital status?**

|                                   | <b>2010</b>               |
|-----------------------------------|---------------------------|
|                                   | People w/<br>Disabilities |
| Base                              | 1001                      |
|                                   |                           |
| Never married                     | 17%                       |
| Married or Civil union            | 46%                       |
| Divorced                          | 16%                       |
| Separated                         | 3%                        |
| Widow/Widower                     | 15%                       |
| Living with Partner               | 1%                        |
| Not sure/Decline to answer (vol.) | 2%                        |

**BASE: ADULTS WITH DISABILITIES****Q1475 Estimated Voter Turnout (2008 Pre-election Harris Poll Data)**

|                         |     |
|-------------------------|-----|
| <b>2008</b>             |     |
| People w/ Disabilities  | 59% |
| People w/o Disabilities | 59% |

**BASE: ADULTS WITH AND WITHOUT DISABILITIES****Q1480** Gender

|        | <b>2010</b>               |                            |
|--------|---------------------------|----------------------------|
|        | People w/<br>Disabilities | People w/o<br>Disabilities |
| Base   | 1001                      | 788                        |
|        |                           |                            |
| Male   | 44%                       | 51%                        |
| Female | 56%                       | 49%                        |

**BASE: ADULTS WITH AND WITHOUT DISABILITIES****Q1485** Region

|         | <b>2010</b>               |                            |
|---------|---------------------------|----------------------------|
|         | People w/<br>Disabilities | People w/o<br>Disabilities |
| Base    | 1001                      | 788                        |
|         |                           |                            |
| East    | 16%                       | 22%                        |
| South   | 37%                       | 33%                        |
| Midwest | 24%                       | 22%                        |
| West    | 21%                       | 23%                        |

