

# 2019 DMEC ADA ADMINISTRATION PULSE SURVEY

## ABOUT THE SURVEY

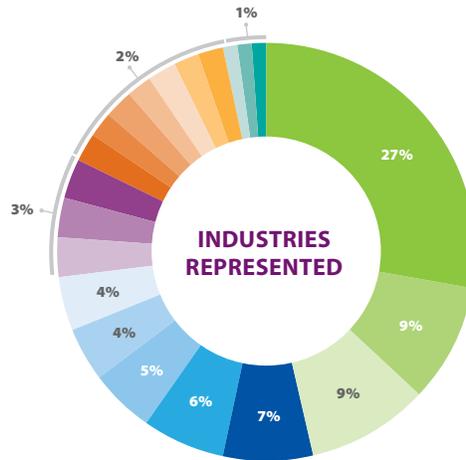
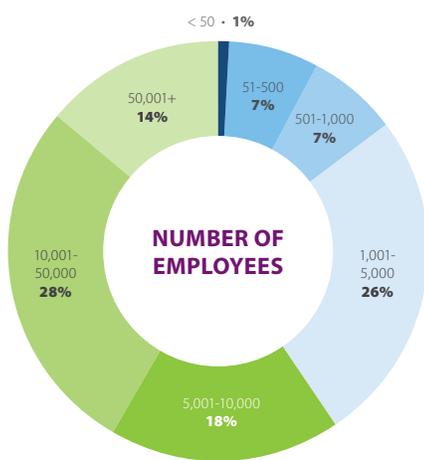
DMEC routinely hears from employers struggling with the complexities of managing Americans with Disabilities Act (ADA) accommodation activities. With little regulatory guidance on the administrative aspects of managing requests and accommodations, employers are left to find their own way by creating internal processes, cosourcing solutions with vendors, and/or outsourcing activities to be managed entirely by vendors.

DMEC partnered with The Standard to better understand how employers are responding to the administrative challenges they face in this area. With 310 responses, our pulse survey gathered details on how U.S. employers are currently navigating their ADA accommodations processes, as well as areas they've identified for future improvements.

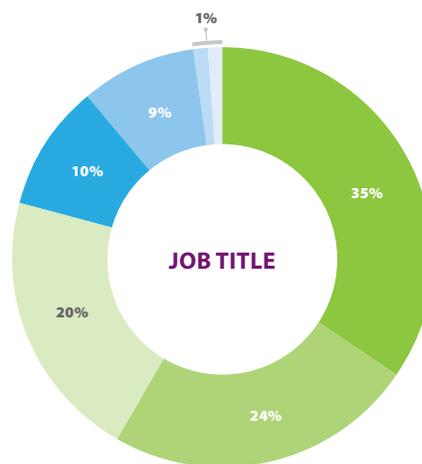
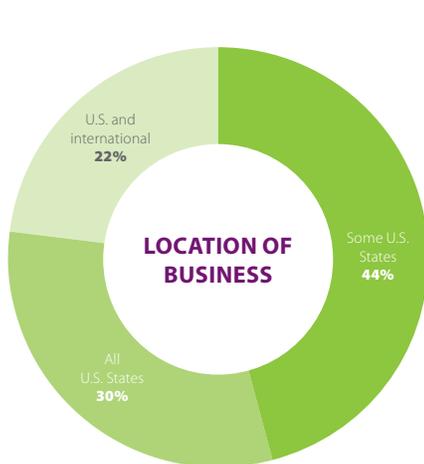


# DEMOGRAPHICS

The pulse survey collected feedback from professionals serving companies of various sizes, within an assortment of industries.



- Healthcare
- Government
- Manufacturing
- Education
- Other
- Transportation
- Technology
- Finance
- Insurance
- Retail
- Utilities
- Construction
- Food & Beverage
- Hospitality
- Not For Profit
- Banking
- Law
- Telecommunications
- Apparel
- Biotechnology
- Engineering

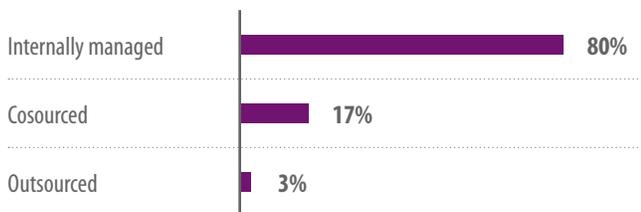


- Department/Section Manager
- Coordinator/Group Leader
- Senior Management/Director
- Supervisor
- Other\*
- Vice President, Corporate VP, Executive VP, Senior VP
- CEO, COO, Chairman, President, Owner

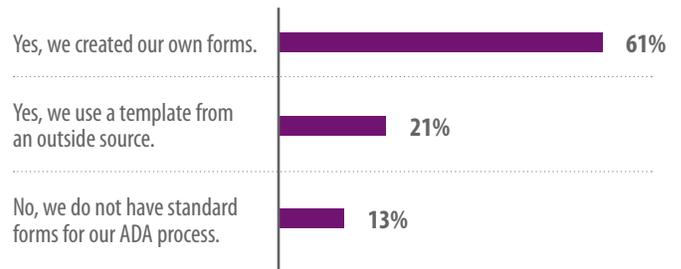
\* Other responses include: Benefits/HR Analyst, Disability/Absence Management, Analyst, Consultant, RN/Case Manager

# SURVEY RESULTS

**Do you consider your ADA administration to be managed internally, outsourced (i.e., performed by a vendor or third-party administrator), or cosourced (i.e., shared by both internal personnel and an external vendor)?**

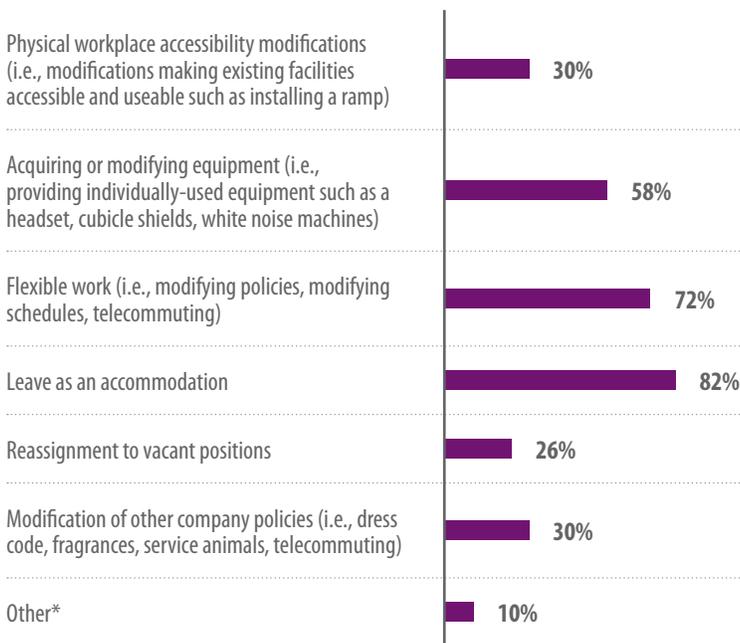


**Have you created or sourced standard forms to utilize in your ADA accommodation processes?**



*Comments include: Currently reviewing forms to determine best approach, a combination of our own forms and vendor forms, etc.*

**Anecdotally, what types of accommodations are most prevalent in your workplace? Please select all that apply.**



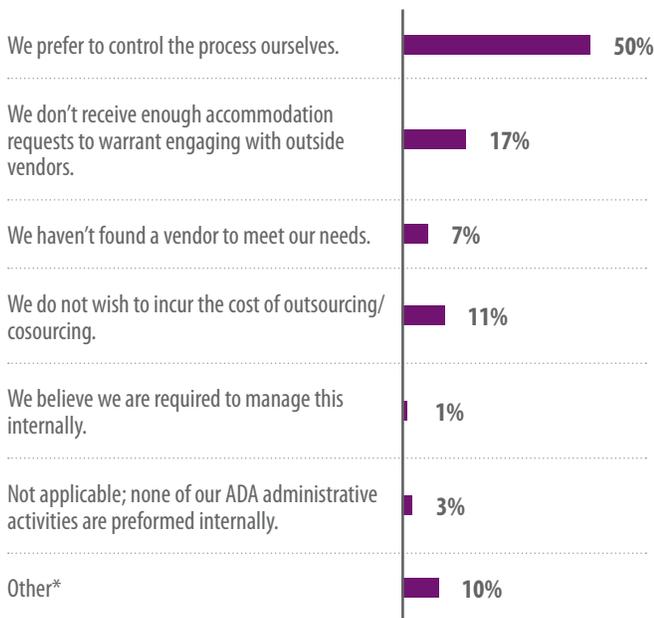
*\*Other responses include: Transitional or temporary job duties/modifications; physical modifications (limited lifting, standing, pulling, etc.); accessible technology; additional breaks; travel upgrades to business class; parking accommodations; and emotional support animals.*



**How are the following ADA administration activities managed? Performed internally, outsourced (i.e., performed by a vendor or third-party administrator), or responsibility is cosourced (i.e., shared by both internal personnel and an external vendor)**

	PERFORMED INTERNALLY	OUTSOURCED	COSOURCED	N/A
Interactive discussion	91.78%	1.37%	6.85%	0.00%
Identifying and exploring potential accommodations	83.79%	1.38%	14.48%	0.34%
Determining accommodation reasonableness	91.78%	1.71%	6.51%	0.00%
Documenting interactive process, accommodation actions, and decisions	86.64%	3.42%	9.59%	0.34%
Accommodation-related information gathering (i.e., obtaining medical documentation)	77.05%	12.33%	9.93%	0.68%
Sending correspondence regarding accommodation to employees, physicians, etc.	79.45%	8.22%	11.64%	0.68%
Ongoing accommodation management (e.g., monitoring accommodation effectiveness, discussing accommodation with employee, exploring accommodation modification, if needed, etc.)	90.41%	2.74%	6.85%	0.00%
Formally closing out the accommodation process	83.92%	3.50%	11.54%	1.05%

**For ADA administrative functions managed internally, what is the main motivator for your organization to keep the responsibilities internally managed?**

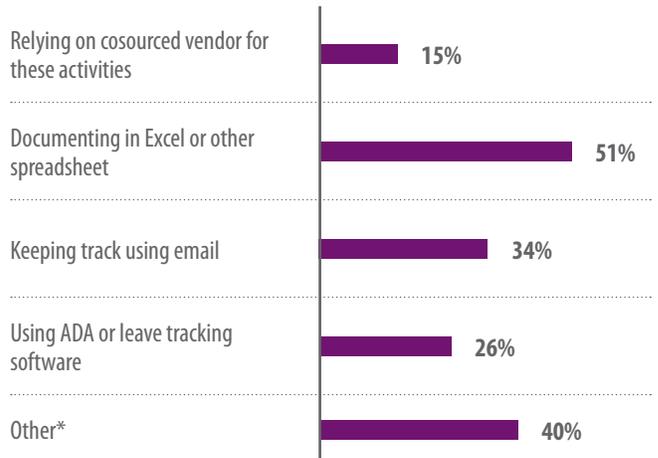


\*Other responses include: We have personal knowledge of the job duties, managers, etc.; we have a robust internal team that we trust; no cost or administrative advantages to outsourcing; vendor does not meet our needs and can lengthen the process; we want to stay connected to our associates; and complexity of our work environment and workforce dictates internal management.





**How are you storing, documenting, and tracking ADA accommodation requests? Please select all that apply.**



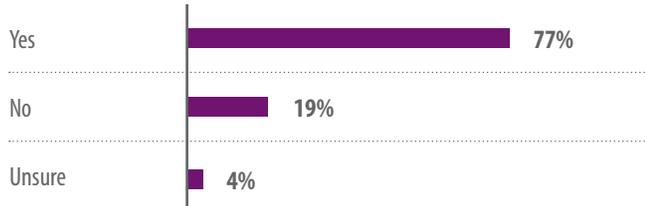
*\*Other responses include: Custom, internal database; password-protected shared drive; and hard copy files on HR server.*

**How are you storing, documenting, and tracking completed (or fulfilled) ADA accommodation requests? Please select all that apply.**

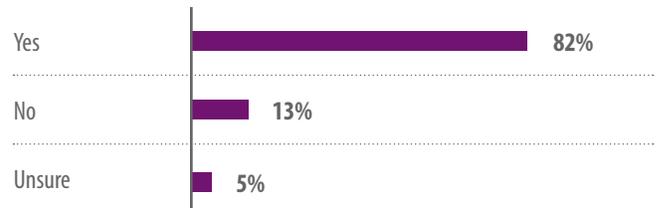


*\*Other responses include: Custom, internal database; password-protected shared drive; and hard copy files on HR server.*

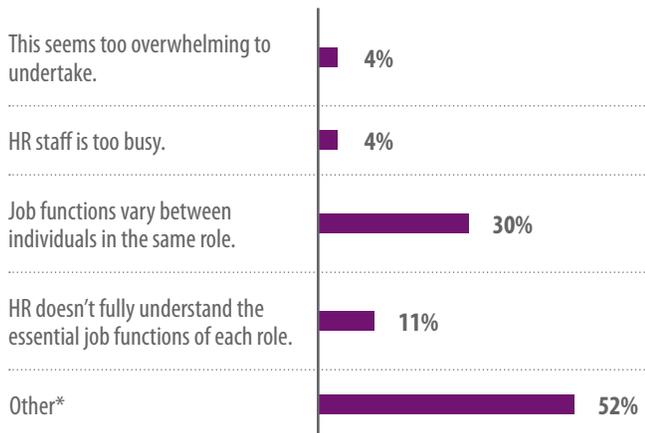
**Does your organization have a “library” of prepared job descriptions?**



**Does your job description library include documentation of essential job functions for each role?**

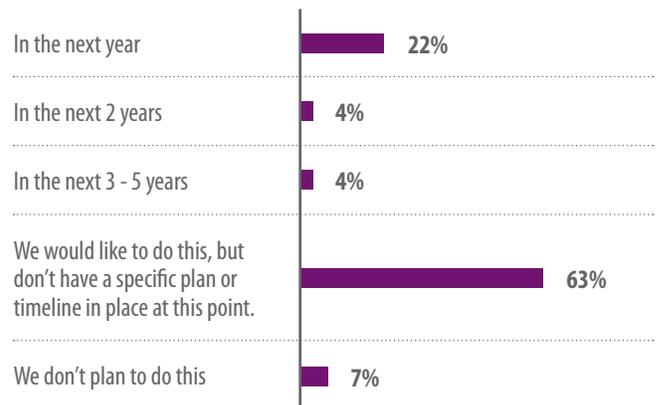


**What is the top reason essential job functions have not been documented?**

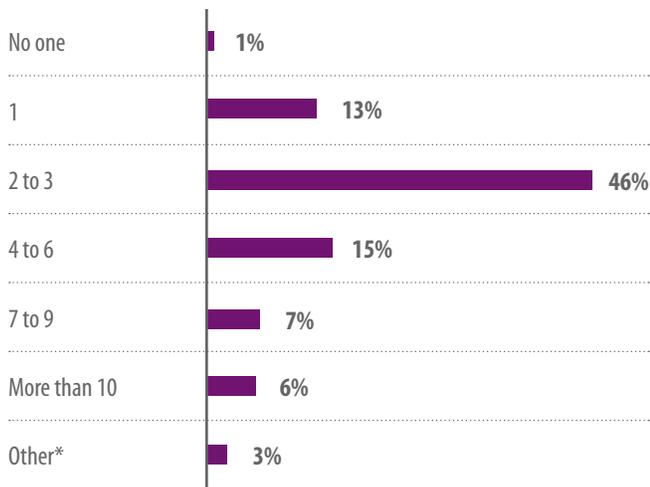


*\*Other responses include: Job functions consistently change, and it's too hard to track; ongoing disconnect between managers, recruiters, and HR; difficulty establishing ownership and ongoing maintenance; and challenges of working with unions..*

**Are you planning to add essential job functions to your job descriptions? If so, when?**

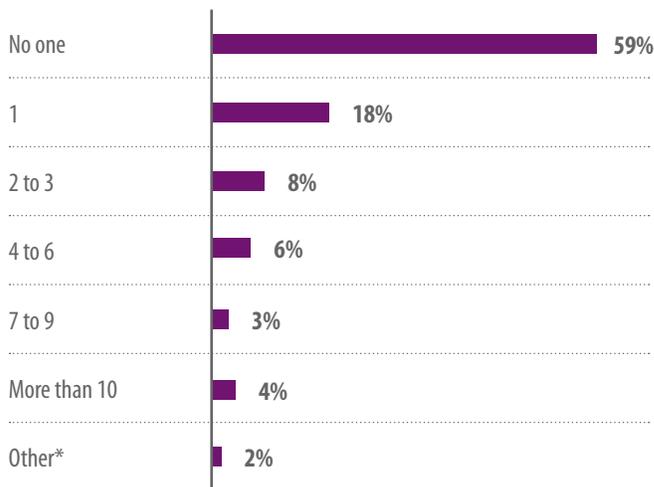


**How many internal staff members are involved in handling ADA-related activities within your organization?**



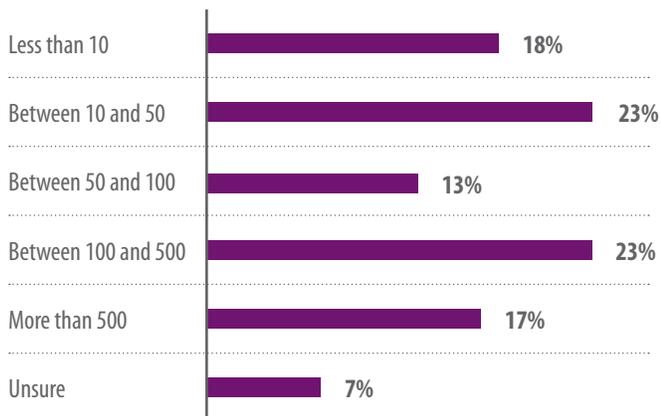
\*Other responses include: We are an affiliated company with multiple locations, and ADA is managed at the individual location level; and subject matter experts advise, consult, and train field HR staff members.

**Of the internal staff members involved in ADA-related activities, how many have that as their sole area of focus?**

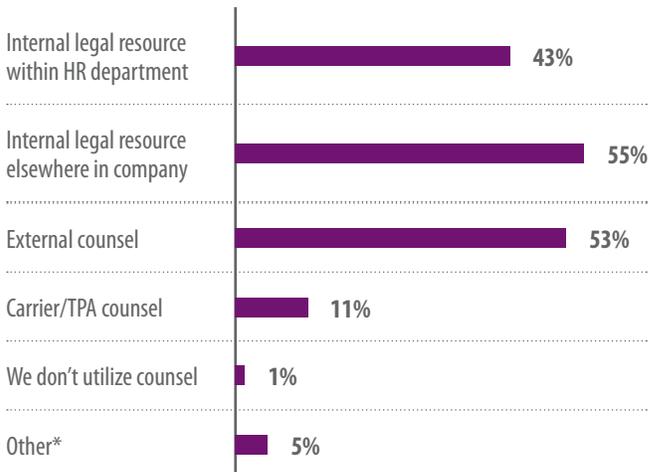


\*Other responses include: HR and benefits teams share ADA-related activities.

**On average, about how many accommodation requests does your organization receive per year?**



**What legal resources do you utilize when questions come up with your accommodation process? Please select all that apply.**



\*Other responses include: Leave/ADA consultant and the Job Accommodation Network (JAN).

