

SHIRLEY RYAN ABILITYLAB  
WHAT JOB SEEKERS WITH DISABILITIES AND EMPLOYERS  
NEED TO KNOW ABOUT JOB ACCOMMODATIONS

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>> ALLEN HEINEMANN: Sarah Parker Harris and Robert Gould, both from the University of Illinois Chicago. Sarah received her doctoral degree in sociology and social policy from the University of Sydney in Australia. Her areas of scholarship include disability studies, social policy and sociology. She's experienced in program evaluation mixed-method systemic reviews, social policy analysis and qualitative research design and analysis.

She's presented widely in areas of disability policy and law, employment, entrepreneurship and disability, welfare to work and international human rights. Co-author of "Disability Through the Life Course" and "Disability in American Life" and "Encyclopedia Concepts."

She taught graduate courses in theories of perspectives of disability studies and disability policies and legislation. Her current research project focus on disability policy, knowledge translation, systemic review, employment and entrepreneurship and theories of social justice, human rights and citizenship

Robert Gould is also based in the Department of Disability and Human Development and is director of research for the Great Lakes ADA Center. He's also co-investigator of the ADA National Network knowledge translation center. Broader scholarship and interest include domestic and international social policy and evaluation, employment in vocational rehabilitation, knowledge translation and issues of rights and social justice as pertaining to people with disabilities.

He received Ph.D. in disability studies from the University of Illinois Chicago where his dissertation explored influence of Americans with Disabilities Act changing attitudes towards people with disabilities. Associate editor of the recently published "Disability in America" and encyclopedia policies concepts and controversies and courses related to ADA disability and work, law and policy and world cultures.

>> SARAH PARKER HARRIS: Thanks, Allen. So we are going to talk about disclosure. We're going to go through what is disclosure, disclosure in the workplace, decisions to disclose, factors impacting disclosure and impact of information on disclosure and then we're going to end with disclosure in practice. So we'll do an example, which is the handout I left on the table.

And we're going to try and speak only for about 30 minutes so we can move more into the scenario and the questions as well.

So disclosure in the workplace, there are... sorry.

I'm getting notes mixed up. Disclosure, what is disclosure? It really simply is about sharing information about disability. It's voluntary to disclose, and it is protected under the Americans with Disabilities Act. Disclosure is separate from self-identification for anonymous data collection. Sometimes people do -- not as clear to if an employee is asking usually on a survey, to ask about disability status. The purpose of that information, which is different than actually self-disclosure for the purpose of accommodation.

So disclosure is never required unless there is a formal accommodation request. And accommodations simply are about changes in the way that work is done or how the workplace is organized.

So disclosure in the workplace. What we're most familiar with is the legal definition of disclosure in workplace. Under ADA, disclosure is for the purpose of accommodation. It can occur at different stages, such as pre-employment, which means when you're applying for a job or when you're actually in an interview process for a job. And it can occur at any point during employment as well.

From an individual perspective, some people choose to disclose. They can choose all or part to disclose. Some people do not have a choice. So visible disabilities. People don't necessarily have a choice to disclose. Although some people with multiple disabilities you might have a visible disability and an invisible disability, so people can choose to disclose all or part. And then some people choose not to disclose. At all.

Some of the research that Rob and I work on, how we kind of got to this area is we were part of the ADA National Network Center and the ADA Center doing a systemic review of all of the search that has been done on the ADA since 1990, and we have been working on this about seven years. So doing a systemic review, which means pulling together all the research that is being done or the published research. We also included unpublished research. And then looking at really what are the main themes that have come out of the research, what do we know, and what are the gaps, what do we still not know. And a lot of this research actually does inform day-to-day decisions, particularly with disability service providers, with employers, with employees as well.

And so part of what has come out of that is one facet of disclosure that is not often talked about is around the cultural benefits of disclosure. So separate to the law, people -- disclosure can be connected to disability identity. It can be connected to building a community. And also knowledge and understanding in the workplace.

So when there's an approach that is taken with disability as diversity, and this is not a common category, it is not a federally designated category. Some workplaces will include disability as a diversity category. And we're really part of what we're trying to do too with our work is really promote that disability is a diversity category.

What we found is when there is a stronger connection to disability pride and community, it has different implications for disclosure than if disability is framed simply as weakness or welfare. These are the issues brought up in this morning's keynote talk around the stigma of disability.

So disclosure in the workplace, when there is a stronger community and not all workplaces have this, and you may not know if you have entered the workplace whether the workplace has this or not, but when there is a stronger connection to disability pride, then disclosure can actually be more part of someone's identity that is beyond just the law.

So decisions to disclose. People want to disclose because they want to receive accommodations to apply for a position or a job or to actually do their job. People want to disclose -- it does help improve communication between colleagues, so helping people understand why they're doing something the way they're doing it or how they're doing it the way they're doing it. It's also to protect their rights in the workplace. And as mentioned, it can be an aspect of actually promoting a positive disability identity.

Why do people not want to disclose? This is what we see a lot more of. People don't want to be perceived as receiving special treatment. So there is a common misperception that somebody who is getting an accommodation is actually getting some kind of special treatment to do their job. There is a fear of retaliation. This is real. There is a real fear that employees, once you disclose, you will have retaliation. Not get the position if you're in the job application stage or be reduced or demoted in your current job or in cases also be fired.

People don't want to disclose because either they don't know about their own rights in the workplace or they don't know about the process or sometimes it can be complicated to even identify a need.

And this comes up a lot. It was spoken about this morning. If you're not quite sure what it is that you need, then it can be very difficult to articulate that to an employer, particularly when it's framed in this broader issue around stigma or you have fear of retaliation, if you are actually working.

So being able to articulate, particularly for complicated -- more complicated or complex issues around disability, it can be very difficult. And then something that came out in the research that we did, a lot of the research that actually works with people with disabilities, so a lot of qualitative research, what people with disabilities were talking about was the fear of disrupting workplace culture. And so this is often in a situation where you're already working, you have an accommodation need, but what you're afraid of is that it's going to disrupt your relationship with your colleagues, your relationship with your supervisors or just the general workplace, depending on the type of workplace you're in. And so the impact of coworkers not wanting to talk about it as well.

And some of the other areas that we have found is that with service providers -- particularly vocational rehabilitation counselors or other disability service providers, disability employee service providers, they actually tend not to recommend disclosure because there's a lack of information about the process both from the employee perspective and the employer perspective. And then also the stigma about disability as well.

>> ROBERT GOULD: Thanks, Sarah. I want to complicate a little more but not the level you won't understand. What I mean is when we talk about this idea, oftentimes people have been told not to disclose or we've seen in the research it's oftentimes this is related to a lack of understanding, limited understanding of the information and tremendous complexity of disclosure decisions. Disclosure decisions can be extremely personal. Obviously often when talking about disclosure, we're talking about ourselves, we're talking about the process of saying something about one's identity, and this can be kind of complicated as one's identity, especially in relation to disability. Usually isn't just one head. I'm stepping on something or breaking something. I'm going to shift this way so I don't break our technology again.

Obviously when talking about disclosure, usually, as Sharon Rennert mentioned this morning, it's for the process of requesting reasonable accommodation. But it's more than that too. Oftentimes we want our coworkers to know about aspects of ourselves, our past, our current needs, as well as how it might impact what we bring to the workplace situation. Things like race, gender and culture can also impact one's decisions to disclose as well as outcomes as well. We know, for example, from the EEOC, they release data every year about some of the outcomes of decisions related to the Americans with Disabilities Act. And for example, racial, ethnic minorities, women and other groups face dual counts of discrimination. Just when someone recounts disability discrimination doesn't mean all their other personal traits go out the door, if that makes sense. So oftentimes disability discrimination can be more complex as related to other aspects of identity we also know other factors might impact both one's decision to disclose as well as some of the outcomes. For example, in a workplace culture oftentimes if we see it more flexible organic in the nature of the work, oftentimes might be a situation where people are more likely to disclose.

As Sarah mentioned one of the factors on the individual level that can easily impact someone's vision, if they perceive it as disrupting the workplace. If it seems out of the

ordinary to disrupt it, we've seen from research often people don't want to be seen as the disrupting force. When organizations actually approach this with things like, for example, telework might be more of a norm, we tend to see from the research that they're more likely to have people disclose information and request accommodations. It kind of goes hand in hand. If you invite disclosure, people are more likely to disclose. If you create an environment that people are more likely to be accommodated, people are more likely to feel comfortable about this. Obviously this is taken from the research and there's a tremendous diversity in the types of businesses, the types of works. One approach does not work for everyone. The necessity of decided accommodations is based on an individual basis, on a case-by-case basis. As Sharon Rennert says, you're going to get in trouble if you get this perfect roadmap as an employer how to always do the accommodation process. It has to be individualized and assessed. Kind of point of necessity. As well as businesses too. There's a tremendous difference in what a workplace culture might look like. For example, if you're in a shift work type job, if you're in a customer-facing service oriented type of work, there might not be room for something as flexible as telework, obviously. So the nature of work, obviously, dictates the ability to facilitate reasonable accommodation.

The last factor that really impacts disclosure is on the social side. Stigma and discrimination is so strong related disability that even experienced disability advocates still may not want to disclose. Even people that have close understanding or intimacy at certain times might not want to talk about it. When we talk about disclosure as legal process, it's specifically for requesting reasonable accommodation, but oftentimes people may disclose for other reasons at other times but not always want to in that certain instance.

So I think it's important to differentiate when we're talking about disclosure in terms of the legal sense it's specifically to acquire an accommodation.

For some people disability identity can be a strength. So often people may disclose to help reduce stigma. Oftentimes disability may be talked about as a personal attribute. Something that has been discussed as something that gives an individual their personal identity.

Strengths or even sometimes specific qualification for a job oftentimes we've seen accounts of people talking about disability and, for example, navigating complex situations that often is required by the nature of one's disability, can often be a strength when talking about disclosure situations.

So the next question is kind of impact of information. How do we do this effectively? And how do we get people the right information so they know how to handle these kind of tricky or complicated situations?

The truth of the matter is that many of the people who need the information -- most might not be here today. Many people who need to know about the ADA and related laws don't actually know about it. We see even 30 years after the implementation, the

signing of the Americans with Disabilities Act into law, that there continues to be knowledge gaps in many areas of the way the ADA impacts different groups. Even though people might be loosely aware of it, specific parts of it, such as the interactive process that we all learned about this morning might be a little more complicated and there may be kind of misinformation and a limited understanding in many groups.

We also know from our research a little bit about the type of effective information that is out there for actually instigating change within an organization. We've seen that focusing only on legal processes often discourages people from requesting or receiving accommodations. So when information is provided, it needs to connect to the broader social goals of the Americans with Disabilities Act and legal processes.

When disclosure is just seen as a little complexity, it often can be a deterrent for having those sort of meaningful conversations that lead to lasting rapport and seeing disability as an aspect of diversity.

So knowing the legal rights and social goals of the ADA and disability rights laws creates a workplace disclosure -- a workplace culture that may be open to disclosure, especially for place that is have had limited social contact with people with disabilities. Even though all workplaces with people with disabilities, often they may be invisible. Oftentimes people with disabilities might not be as vocal at talking about it.

We know that as businesses and people get more exposure in general it seems to lead towards a more accepting environment. We seem to have a situation where when people are more exposed and out and connected to people with disabilities, oftentimes these are the environments where people are more likely to talk about it. I think it seems pretty rudimentary when you say it out loud, but the research is kind of showing these trends over the years.

One complexity with that about kind of the stigma related to disability, though, is we also have seen situations where when businesses only get the legal side of it, or if they're only exposed to people with disabilities on kind of a superficial level, it hasn't actually impacted people's decision to treat disability as a civil rights issue. So unless you understand the social complexity, the idea of disability as a personal identity or attribute, oftentimes that hasn't been enough to change people's minds and impact disclosure decisions as well as reasonable accommodation.

So to kind of conclude that point, there's a lot of information about the ADA and disclosure out there, but it's really important to find the right information. Especially for an individual basis, because not every individual, even with the same impairment needs the same accommodation, and not every business is the exact same two, even in a similar industry, it may be necessary decision to look at this more of case-by-case process to make sure it works in a workplace culture.

To bring this a little more life, we've had enough talking at you and would like to talk with you. We prepared a little scenario that we would like to divide you into groups to first

start on the activity and then we'll come back and kind of have a discussion to look at this process of going through disclosure and requesting a reasonable accommodation.

On your tables we passed out a printout of what is on the screen, as well as six different roles of people who might be involved in the process of deciding granting and facilitating a reasonable accommodation. What we would like to do is read the scenario and then have, within your small groups first at your table, have a brief discussion to talk about how this process might look like for each of those roles separately.

So I would like to start by just reading the scenario out, then we'll give you about five minutes to talk amongst yourselves, then we'll come back at a table to kind of share the complexities of this process.

And the goal of this is to really show much more than the legal side about what this looks like on the human side to actually go through this discussion process of facilitating accommodation.

Sorry about that. Thank you.

So here is the scenario.

Jessie has chosen to share information about his disability with his mentor at a manufacturing plant. He has decided to tell his mentor, Joe, about his poor reading skills and difficulty comprehending the new equipment training manuals. Jessie believes it is essential he tell Joe because he will need to miss work to attend training sessions that demonstrates use of the new equipment and verbally present the new information.

So now think about what it is about yourself or your disability that may need to be revealed to different people involved with your work and why would it be important to reveal information to this person about your disability?

So take about five minutes to think through that and begin that discussion looking at those different roles with your group.

Then we'll come back together.

And seeing as we have a shortage of paper. Let me read out the roles real quick.

The first is a college professor.

The first is a potential employer.

A new friend.

A community member.

A family member.

Or a disability support service worker or coordinator.

>> SARAH PARKER HARRIS: There's lots of great discussion going on. We're going to come back as main group and going to ask you a couple questions and then we would like to hear kind of some of the discussion that was being had.

>> ROBERT GOULD: I guess to start the conversation we want to start with, what are the issues you thought Jessie was facing in this decision to disclose or not?

That's absolutely fine. Even better, what are some issues you talked about in relation to yourself, if you're willing to share?

>> AUDIENCE MEMBER: We went around the table and asked -- we went around and asked, were you an employee, were you disabled? Do you care to disclose your disability to us? And what were our problems?

And so we have, you know, some people who because of their disability never had a job before. We have other people who are worried about their disability insurance. And in some cases I just turned 65 yesterday, so I'm finding age discrimination, when you have a disability, plus my son, who just graduated from a very prestigious college and is on the autism spectrum, the way you get a job now has changed so much that it's impairing that no one is talking about that. So the way it goes now is, let's say for potential employer and someone new in the job market, who may even have some experience, the first thing now is your resume goes through a computer, basically, and if the computer likes your resume, you then move on to like a pre-phone interview. But that person never seems to ask about your disabilities and the way jobs go today. And so if you're, let's say, on the autism spectrum, and one of your things is a robotic type of voice or you just answer the question, you don't make small talk, that person never usually asks about that disability or accommodates you, so you can never move on to the in-person interview or go further because today job interviews are much different than when I had job interviews.

>> ROBERT GOULD: Thank you so much for sharing. I think you talked a little about the complexities of actually showing discrimination, the EEOC actually shows that the lowest likelihood of actually winning a discrimination suit is at the hiring process. It's really difficult to actually prove it, especially if people don't move past the interview stage. And there's maybe two different parts you were talking about, in the pre-employment stage where this interactive process of talking about one's disability might come up. First there's the before you ever get in the door, there's a kind of shifting way that people are applying for jobs. You have computers, automated process. But then it's different about how you might talk about one's disability when you actually get in a hiring room, when you actually start talking to a human being.



So that process might look very different for one individual based on those kind of variations in the pre-employment process.

Thank you so much for sharing.

Would anyone else like to jump in?

>> AUDIENCE MEMBER: I am a software developer. My question is regarding potential employer. So as she already -- I don't know your name, but she already told about the hiring process in today's hiring process, so the reason it goes through the computer and then we talk to the recruiter, and then we have, like, onsite interview. And if you qualify in all those stages and in meeting with hiring manager, like if we disclose about our disability, then what is the implication? I mean to say, if we pass through all the stages, hiring stages, and if the hiring manager knows about our disability, then he might not be interested in me because of my disability rather than my qualification. So what do I do in such scenario or context? My question is that.

>> ROBERT GOULD: Thank you so much for your question. I think honestly it would be interesting to hear feedback from your peers about the situation, instead of the legal side, maybe it would be useful to talk through the cultural process, what might one face in that situation. What do you all think?

>> AUDIENCE MEMBER: [ off microphone ]...

The social goals. I don't think employers are hiring managers care about social goals whatsoever. They're in it for themselves. They're in it for how they can make money or, you know, not spend money on employers. And if they're maybe getting something from the government to hire you and they know they can get it, that's why they're going to hire you. Let's be honest about it. They really don't want you.

>> AUDIENCE MEMBER: [ off microphone ]

Like she said, they really don't care.

>> ROBERT GOULD: So maybe one point of clarification from the slide... when we're talking about the issue of the social impact, I don't know from our research we have something that really comments about how a business cares. I think there are some employers out there that are doing better jobs of actually moving towards disability inclusion, but a lot don't, absolutely.

What we have seen from the research is that when someone has just presented information about the law, when an employer, for example, just learns more about the ADA as just another piece of litigation or compliance, it's seen as something that, you know, is a check box item. Something that needs to be insured for a legal process.

But when employers and when people understand the larger goal of the ADA is actually seeing disabilities as a civil rights issue, that's when we've seen businesses to change their culture to be more accommodating for people with disabilities.

So, yeah, Sarah is going to bring the phone back to Kevin.

>> KEVIN: I'm Kevin Irvine and work at Rush University Medical Center recruiting people with disabilities for jobs at Rush. -- And I think there's two types of disclosure in the employment hiring context. One part is whether you disclose at all. And obviously if you don't need an accommodation, you don't have to disclose. But I think if you do decide to disclose, whether you need an accommodation or not, it's how you disclose that is really key. And I feel like I talked to a lot of people with disabilities who are job seeking and I think that how you present yourself and present your disability is really the key in what happens next with that employer. So I feel like we need to -- if you are going to disclose, you really need to lean into that and own it and do that with confidence, and I think people respond to that, expecting it. Even if it's not something that they were thinking about 15 minutes before you came in the room. But if you present yourself in a certain way and you present yourself with an expectation that this is something that is just part of life and part of who you are and talk about what you need to be successful in working with, I think people respond to that. But if you kind of hesitate, dropping a little information here and there and people respond to that too and they feed off of that kind of energy as well.

So I think that if you are going to disclose, you really need to be intentional about how you disclose, think about it, and be prepared.

>> SARAH PARKER HARRIS: Thank you. That's a good point and also goes to what we were talking about when disability is actually framed as diversity and the strength of disability, the innovation of disability and the particular unique skill set that somebody with a disability can actually offer when it's framed in that way. As you said, employers are much more responsive. They won't always be. We know what happens. They will not always be. But they're more likely to actually mirror that same approach that you're actually coming to. So own the disability and the disability identity, being part of a community of disability rather than taking this welfare approach or legal approach, it can make a difference in terms of how you disclose and also what point you choose to disclose as well. I know there was a question here too.

>> AUDIENCE MEMBER: Would a cover letter help, if you're in the resume-over your resume and the application process or does it confuse the issue with the computer and third party?

>> ROBERT GOULD: Would a cover letter help? I think maybe coming back to Kevin's point, what goes into this cover letter? What are some of the strengths, attributes that one might want to specifically disclose?

For example, you gave this really wonderful example at the front if your disability is not seen as a strength, if you're not actually able to articulate how this is helping you in a

job situation, oftentimes we've seen some evidence that counselors tend to recommend people not to disclose. If you're in a cover letter and talking about something you can't do or don't see how you would be able to do it in the job, it wouldn't necessarily be something that you would put in that cover letter.

>> AUDIENCE MEMBER: Basically having your strengths in there should get your foot in the door.

>> ROBERT GOULD: Absolutely.

>> AUDIENCE MEMBER: I have a part question/part comment on this, but I work with a group of participants that are largely invisible disabilities, although it's not exclusive, and I'm focused on entry-level customer service employment. So we see a lot of these large scale places, Lowe's, McDonald's, Walmart, any of those where my participant can do the job they're applying for but they cannot pass the interview test, and that's because most of these places have moved over to third-party things, so it's 100 questions of agree, strongly agree, disagree, etc., and they're testing your consistency to get a job at Dunkin Donuts. Which we work one-on-one with a lot of employers, and if I don't have to, I don't disclose for my participants that they have a disability, and most of my employers would never know that they do. But we're losing that ability to place directly because if my participants can't pass the test, they can't even get into the interview with the person that knows my organization helps.

So that's more of my large comment on just the trend towards large agencies going to these third-party vendors and it's really debilitating to my organization in particular, but a lot of places that would be more willing to help people or employ people with disabilities, because singular managers no longer have that option.

My question is, is it becoming a large part option to disclose on applications if you have a disability or not. And I actually do encourage my participants to disclose. I see it definitely on like a college application aspect, but even in jobs I see it as something that is civil rights and that some corporations require a number, a percentage and that my participants should be bumped up because that is their real thing. It's not clear if that is being looked at ahead of time or not. And also would that affect them later on if they choose to request an accommodation and they said "no" beforehand?

So that was very long. My direct question is: Do y'all recommend disclosing that on the application side? And additionally, if somebody said "no," would that affect them later on in requesting accommodations?

>> ROBERT GOULD: I'm going to do an annoying teacher thing we do of not directly answering your question. I think the misnomers of our presentation title was given to us about when to disclose and not disclose, which is not the title we would have chosen setback specifically, especially because it's hard to know on a case-by-case basis if it's actually good for one person or if it's good for all people. And there hasn't actually been

a lot of good research showing the outcomes of how they would be different. That's hard to design a research study about that.

But I think what I can say is we have seen discrimination is a little more complicated than just saying, no, we don't take disabled applicants. The stigma attached to disability often can play out in workplace scenarios in ways that you maybe don't imagine when you're applying. Even though one might self-identify as disabled, which is different than disclosure in legal terms, self-identification is a process usually done by human resources departments, where a person with a disability will voluntarily identify as a person with a disability because that business might then qualify for additional contracts with the federal government. That's usually in a completely separate nail file and doesn't actually relate to your process of obtaining a reasonable accommodation.

So there's different reasons and stages about one might -- when one might self-identify or disclose.

So your instance, for example, talking about self-identification, before you even get there, I'm sure there are some HR folks who would be happy to see, especially during recruitment initiatives, where increasingly we do see businesses actively trying to fill quotas and get higher number of people with disabilities in the workplace. So I can see that being an advantage in that situation. But I won't go as far as to say one is better than the other.

Thank you so much for bringing that up and talking about how you deal with it on a practical level, and that challenge, too, about how businesses are actually changing procedures. I think that really brings the conversation to life a little bit more.

Thank you.

>> AUDIENCE MEMBER: I have a question. It's regarding the potential employer. So if my disability is physically locate and seen, so what -- in my context, what should I do? What is good for me? Is it to disclose at the beginning of the application or not?

>> ROBERT GOULD: So the question is kind of you're asking about the difference between if your disability is visible, if it's physically apparently to the interviewer at the process versus if it's an invisible and how that might impact the decision to disclose.

>> SARAH PARKER HARRIS: Again, the purpose of disclosure legally is for accommodation. So if you need accommodation during the pre-employment process, so to actually participate in an interview, if you need an accommodation, then you would disclose for the purpose of getting that accommodation to help you during, say, the interview process.

Otherwise it's voluntary to disclose. You actually don't have to disclose, even if it's visible that you have a disability. You don't have to say "I have a disability." If it's invisible, you don't have to say it either. It really is if you need an accommodation. So

there is no requirement to disclose at any point of employment at any time during your employment work life unless it is for purpose of accommodation so you can actually do your job. Does that make sense?

I think there was another question.

>> AUDIENCE MEMBER: Job descriptions, say in searching for jobs or in the interview process, if job descriptions are vague in terms of what the actual requirements of the job are, and someone is trying to decide, you know, if they might need to request accommodation but they're not sure because they're not sure of the actual duties, is it appropriate to ask for more information, like more specific job demands, prior to the interview? Or is that something that should be discussed during the actual interview in order to kind of decide about disclosure, I guess?

>> SARAH PARKER HARRIS: So a lot of service providers would actually say you still don't need to disclose. You have the right during the job interview process to ask the details of the job, can you break down what a job looks like? Can you tell me what the functions would be? What is required? That is everybody's right during employment to ask that. And this is also, again, why if it is unclear whether you need an accommodation, oftentimes, unless you specifically know that you need an accommodation then you can do as much information gathering that you need up until the point you're like, okay, I actually will need an accommodation to perform this essential function of the job or to make sure I can access the workplace or whatever the accommodation might be.

>> AUDIENCE MEMBER: Do you know, is it common practice if that information can be gathered prior to meeting for an interview or is that -- I don't know if anyone has experience with that.

>> SARAH PARKER HARRIS: I say that's very individual job place. I don't know if other people want to talk about it. I know working at a university, it would be very different than working in a different organization. Does anyone have thoughts from their employment, place of employment?

>> AUDIENCE MEMBER: [ off microphone ]

>> ROBERT GOULD: For accommodation purposes can you use the microphone?

>> AUDIENCE MEMBER: I feel it's helpful to keep a copy of that original job description. For that reason, later on, you have to request an accommodation, you can have this on file to say this piece wasn't ever even listed, and this was very vague. It also is beneficial in just anything that you might be being asked outside of your job or what they advertise the job is to do, whether you have a disability or not.

But I wouldn't -- I wouldn't recommend anybody to ask that before the interview because there's so many barriers to getting an interview, that that's something that is easier to discuss face-to-face with somebody and those conversations always go better.

>> SARAH PARKER HARRIS: Thank you that's a great point. I'm being mindful of time. We only have a couple minutes left.

>> ROBERT GOULD: We want to make sure we provide some kind of practical information to move forward, because, obviously, this is just the start of a conversation. Hopefully it was useful you to realize the complexities of the issue that we take away from this, that disclosure is much more than just a legal process. It's individuals, coworkers, employ the larger organizational structure. As well as personal identity and pride. One of the key barriers as we mentioned is having people specifically understand their rights, to understand how to go through this interactive process as well as process of disclosure, how it might differentiate for you on an individual basis we provided a few resources that are kind of vetted as we mentioned, it's important that you make sure you get your information from the right source, obviously with a little caveat we're not unbiased in this, the Great Lakes ADA Center, Sarah and I both work with is a federally funded organization working to achieve voluntary compliance with disability civil rights law. We provided the website also in your packet as well of [www.ADAGreatLakes.org](http://www.ADAGreatLakes.org).

There's a submission. You can submit questions through the website as well as the toll-free number.

Second resource is the Job Accommodation Network. The Job Accommodation Network is [www.AskJAN.org](http://www.AskJAN.org) is a national resource. They provide a number of common accommodations for specific disabilities but they also have a hotline to talk about the accommodation process.

Sometimes, as we mention disclosure, often it's for the process of specifically requesting the accommodation. We find sometimes individuals don't know what they need. JAN is a resource that can really come in in that situation.

We heard from the Equal Employment Opportunity Commission this morning, [www.EEOC.gov](http://www.EEOC.gov). They have a lot of wonderful resources specific to disability. And the last resource we want to mention is the Office of Disability Employment Policy or ODEP and the Department of Labor, which has a number of toolkits specifically for service providers, people with disabilities. To learn more about their rights as well as to better prepare for these workplace scenarios.

As we mentioned, we apologize, we're researchers, so a lot of what we're talking about comes from what we know from the available research evidence. We provided some links to ongoing research projects with the Great Lakes ADA Center and the ADA National Network, which informed a lot of our talk today.

Thank you very much for your time.

>> Rob and Sarah, I want to say thank you for presenting today and sharing expertise on the ADA and disclosure topics.

And we have a small token of appreciation for each of you.

Thank you again.