

# Research on Equity and Accommodations for Employees with Disabilities

## **Appendix**

April 2019



## Method

55 people volunteered to participate in this project. Of these, one person answered only two of the questions – data from this participant was not included in analyses. Data from the remaining 54 participants were included in analyses. 27 participants participated in either an in-person interview or an in-person focus group; 27 participants completed the anonymous questionnaire.

### Engaging Participants

There was a [Wednesday Wire story](#) to announce the project on Wednesday, July 12, 2017. The IDEA ERG (formerly the AdAPT ERG) also hosted two parties in July 2017 to spread awareness about the ERG and the project. In addition, IDEA leaders sent emails about the project to the IDEA member listserv (which goes to employees' county email addresses) and to the AFSCME Local 88 member listserv (which goes to employees' personal email addresses). Participants also found out about the project through word-of-mouth from peers and others who participated in the project. Additionally, the Chief Human Resources Officer sent an email to Leadership Council to ask them to inform department leadership and supervisors to encourage them to allow their employees to participate in interviews/focus groups on county time if requested. If employees did not want to ask their manager for permission, they participated on their personal time (e.g., lunch hour). Interviews and focus groups were conducted and people completed the anonymous questionnaire between July 2017 and October 2017.

### Interviews and Focus Groups

Two Senior Research and Evaluation Analysts, one from the Office of Diversity and Equity and one from the Department of County Management Evaluation and Research Unit, conducted the interviews and focus groups at dates, times, and locations that were convenient for participants. Both researchers attended most of the interviews--one researcher would ask participants questions and the second researcher would take notes about participants' responses (researchers took turns asking questions and taking notes between participants). Interviews lasted about one hour

and focus groups lasted about one and a half hours. Researchers first asked participants to read and sign the Consent Form (see page 5), then researchers reviewed the purpose of the project and participants' rights. After participants were given a chance to ask researchers any questions they had about the project, researchers asked participants the Interview/Focus Group questions (see page 8). The format of the interview was semi-structured, meaning that there were pre-written questions, but these questions sometimes varied depending on participants' responses and sometimes unscripted follow-up questions were asked to gain more information. After participants were done answering questions, researchers asked participants if they knew of any other employees with disabilities who might be interested in participating, asked participants to complete the Demographic Questionnaire (see page 12), and were given the Resource Sheet, which had resources and information for employees (see page 16).

### Demographic Questionnaire

The Demographic Questionnaire included questions about participants' disabilities, department, number of years at the county, age, race/ethnicity, gender, sexual orientation, whether they have served in the US military, and whether they speak or use a language other than English fluently. These questions were asked to get a general idea of the different backgrounds and identities of participants. To be person-centered, we used the best practice of self-identification and also provided 'don't know/unknown' and 'decline to answer' categories for all questions about demographics.

### Anonymous Questionnaire

The Anonymous Questionnaire was administered online via Survey Monkey. Participants also had the option to complete the anonymous questionnaire via an electronic Word document version or paper copy of the questionnaire, which they could access from the introduction page of the Survey Monkey questionnaire, the IDEA website, or directly from IDEA leaders or researchers--no participants chose to do this. The anonymous questionnaire began by explaining

the purpose of the project and participants' rights, and describing participation options. Patients were then asked to read the consent form and, in order for the person to remain anonymous, they were asked to click 'yes' if they agree to participate in the project. Participants were also given the option to select 'no' that they do not agree to participate, in which case the survey progressed to the end of the survey – no employees selected 'no.' After consenting to participate, participants were asked the anonymous questionnaire questions, which were a slightly abbreviated version of the interview/focus group questions. Fewer questions were asked in an effort to save the time it would take to complete the questionnaire because it takes people longer to type out responses compared to answering questions in person. After answering the questions in the Anonymous Questionnaire, SurveyMonkey participants answered the Demographic Questionnaire and were provided with the Resource Sheet (see page 18).

We did not identify any patterns associated with the likelihood of doing an in-person interview/focus group versus an anonymous questionnaire in relation to (a) types of disabilities participants identify as having nor (b) race and ethnicity with which participants identified.

## Coding And Analyses

The same two Senior Research and Evaluation Analysts who conducted interviews reviewed and analyzed transcripts from each of the 54 interviews, focus groups, and questionnaires. Researchers used a combination of thematic coding, coding based on the types of interview/focus group/questionnaire questions asked, and word searches. Coding was completed using Atlas.ti version 8 for Windows.

The majority of participants' responses to questions contained statements belonging to more than one code (e.g., a single response might contain a thematic statement relating to pride in one's job, but also a thematic statement concerning workload—comments such as this were counted as two different themes in our analyses). Therefore, a single response could receive more than one code.

To protect the confidentiality of employees, individual responses are not included in the report. However, some comments or excerpts were selected to illustrate both typical responses as well as to demonstrate the range of perspectives when there were contradictory views expressed within a theme.

The researchers reviewed and summarized the codes to account for the range of experiences employees reported. We also determined the frequencies of themes; this was done by determining the number of times that themes occurred overall (knowing that some themes came up several times during a single interview) and the number of individual participants who discussed themes. We determined the salience and/or importance of themes based on how often they appeared (both across many participants and in many situations) and how strongly participants expressed the theme. Salient themes were included in the report as findings. However, we also included themes that stood out because they were not mentioned by very many participants, if we determined it was important that a particular theme was not discussed. These analyses were conducted using Atlas.ti and Excel.

The relationship between words in the word counts were tested using c-coefficient analyses, which tests the correlation between two codes. The c-coefficient is similar to a correlation coefficient in that the c-coefficient describes the strength of the relation between two variables and can range from 0 (indicating no relation between two codes) to 1 (indicating perfect relation between two codes). Unlike a correlation coefficient, c-coefficient does not describe the direction of the relationship (positive or negative) nor the significance level (p-value) of the relation between two codes. All of the c-coefficients were relatively low (below .20); therefore, for the purposes of these analyses, we determined that c-coefficients greater than or equal to .10 were important to be highlighted in the report. These analyses were conducted using Atlas.ti.

We also tested the relation between demographics (e.g., race and ethnicity; gender) and question

responses (e.g., whether participants completed the anonymous questionnaire or participated in interviews/focus groups; whether participants require accommodations; how participants have requested accommodations). This tested whether certain demographic groups were more or less likely to have certain question responses. We performed these analyses using chi-square tests of independence. The chi-square test of independence tests whether an association exists between two variables by comparing the observed frequencies in a category (e.g. completed the anonymous questionnaire vs. participated in an interview/focus group) with the frequency of cases in that category that would be expected if there were no association between the variables. To determine which groups were significantly different we evaluated the significance level and the effect size of the overall chi-square test, as well as the standard residual, as follows (all results that fit these criteria were included in the report):

- **Significance level:** Significance was tested at the 95% confidence level ( $p < .05$ ).
- **Effect size:** The measure of effect size we used for these analyses was Cramer's V. The Cramer's V effect-size statistic indicates the magnitude (i.e., size) of the relationship between two variables. We used Cohen's (1988) criteria for interpreting the strength of Cramer's V, as follows:
  - .1 = small effect size (i.e., the relationship between variables is small)
  - .3 = medium effect size (i.e., the relationship between variables is medium)
  - .5 = large effect size (i.e., the relationship between variables is large)
- **Standard residual:** After we determined that a chi-square test was statistically significant and had at least a small effect size, we determined which categories of the demographic group or code were significantly different than the rest of the categories by evaluating the standard residual for each category. A standard residual greater than +1.96 or less than -1.96 indicated that the category was significantly different, either greater than or less than, the other categories.

# Consent Form

## Informed Consent Research on Equity and Accommodations for People with Disabilities

Before agreeing to participate, please read the following which includes:

- Descriptions of the project and what you will be asked to do, as well as benefits and risks associated with the project.
- Your rights, which include the right to withdraw at anytime and to confidentiality.
- Your responsibility, which includes signing the agreement.

### Explanation of Project

The Office of Diversity and Equity (ODE) and Evaluation and Research Unit (ERU), in collaboration with the AdAPT Employee Resource Group, are conducting a project about the experiences of county employees with disabilities. Specifically, the purpose of this project is to understand the experiences of employees with disabilities at the county, including with the ADA accommodation process, with the goal of providing recommendations to county leadership about ways in which employees' experiences may be improved. The project will primarily consist of interviews/focus groups with county employees with disabilities, managers and supervisors, and department HR managers.

You are being asked to participate in an interview/focus group to discuss your experience as an employee with a disability (or disabilities). If you decide to participate, we will ask you questions about your experiences as an employee with a disability (or disabilities) and your experiences with the ADA accommodation process. Your time commitment will be approximately 1 hour for the individual interview or the anonymous survey and approximately 1.5 hours for the focus group. The interview/focus group/anonymous questionnaire will be conducted during work hours or during a time that is convenient for you. You will not receive additional compensation beyond your normal pay. You may need to get permission from your supervisor to participate (if you have privacy concerns regarding obtaining permission from your supervisor, we can meet you during non-work time or you can participate anonymously via the anonymous questionnaire, which can be completed during non-work hours as well).

### Benefits

The main benefit of participating in this project is that you will be contributing information that will be used to inform county leadership about the experiences of county employees with disabilities and experiences with the ADA accommodation process at the county.

### Risks and Precautions

The risks of participating in this project include possible emotional distress, inconvenience, and potential loss of privacy and confidentiality associated with participating in an interview/focus group/anonymous questionnaire. Should you experience any discomfort resulting from the questions or methods, you have the right to skip any questions you do not want to answer, request to stop completely, or remove yourself from the project. **If you feel that continuing with this interview will be an unpleasant experience, you are free to stop participating at any time.**

## **Your Rights as a Participant in this Project**

**Participation in this interview/focus group/anonymous questionnaire is completely voluntary. Participation is not required, nor is participation considered part of your job responsibilities.** Participation or non-participation in this interview/focus group/anonymous questionnaire will not impact your employment status nor your relationship with the county. You can ask questions at any time and can decide not to participate at any time. There will be no negative consequences to anyone if you decide not to participate in this interview/focus group/anonymous questionnaire.

## **Confidentiality**

We will take measures to ensure the confidentiality of your personal information and responses during the interview/focus group/anonymous questionnaire (e.g., by using a code number instead of your name on our note sheets). We have not and will not share the names of interview/focus group/anonymous questionnaire participants with any unauthorized persons, including your supervisor, Human Resources, and County Leadership. In the final project report and presentations, we will discuss results in terms of larger, aggregated themes rather than individual responses that can be directly linked to a particular individual. If we include quotes from interviews/focus groups/anonymous questionnaires in the report or presentation, we will not attribute quotes to any particular individual, including one's name or other identifying information.

However, we cannot guarantee complete confidentiality of all data, particularly given the small number of county employees with disabilities. Furthermore, normally there would be some information that we are obligated to report to Human Resources using your name (such as reports of discrimination or harassment). However, in an effort to gather information and balance the policies for reporting with the desire for confidentiality that we heard from key stakeholders, what you share during our time together does not constitute a report and will not be reported to human resources. **In order to protect your confidentiality as a participant in this project and not report anything you tell us to Human Resources or others, we ask you to waive your right to hold Multnomah County or any partners responsible for liability and will hold harmless Multnomah County or persons working on behalf of Multnomah County as part of this research project.** However, this does NOT mean that you waive your right to report discrimination or harassment through the other channels provided to you as an employee of Multnomah County.

## **For Focus Group Participants**

Please be advised that although the researchers will take every precaution to maintain confidentiality of the data, the nature of focus groups prevents the researchers from guaranteeing confidentiality. The researchers would like to remind participants to respect the privacy of your fellow participants and not repeat what is said in the focus group to others nor to disclose the identities or other personal information about your fellow focus group participants.

## **Contact for questions or concerns**

If you have questions or concerns at any time about this interview/focus group or your participation in this project, you may call or e-mail:



**Ben Duncan**

Chief Diversity and Equity Officer  
Multnomah County Office of Diversity and Equity  
503-988-9090  
benjamin.e.duncan@multco.us

**Anna Plumb**

Evaluation and Research Unit Manager  
Multnomah County Department of County Management  
503-988-5836  
anna.plumb@multco.us

**Agreement**

This agreement states that you have received a copy of this informed consent. Your signature below indicates that you have read and understand the above information and agree to participate in this project. This consent form will be kept in a locked drawer, separate from other project materials.

I HEREBY ASSUME ALL OF THE RISKS OF PARTICIPATING IN THIS INTERVIEW/FOCUS GROUP/ANONYMOUS QUESTIONNAIRE. I WAIVE, RELEASE, AND DISCHARGE FROM ANY AND ALL LIABILITY THE FOLLOWING ENTITIES OR PERSONS WORKING ON THEIR BEHALF: Multnomah County and the staff involved in this project. I INDEMNIFY, HOLD HARMLESS, AND PROMISE NOT TO SUE the entities or persons mentioned in this paragraph from any and all liabilities or claims made as a result of participation in this activity, whether caused by the negligence of release or otherwise.

# Interview/Focus Group Questions

Participant ID # \_\_\_\_\_ Date/time/location: \_\_\_\_\_

## Research on Equity and Accommodations for People with Disabilities Interview and Focus Group

### Data Sheet

**Introduction:** Hi, my name is \_\_\_\_\_ and I want to thank you for agreeing to participate in this project. We are interested in learning more about your experiences at the county as an employee with disabilities or functional limitations. We've developed a series of preliminary questions but I'll also let your interests and stories determine where the questions will go.

Since we're meeting each other for the first time, I just wanted to give you some background on the way I think about our time together:

1. First, there are no right or wrong answers. I'm interested in learning about your experiences and understanding your perspectives of being an employee with a disability at Multnomah County, especially your experience with the ADA accommodation process.
2. Second, I want you to feel comfortable speaking honestly and openly. I'm not here to promote a particular way of thinking. Instead, I want to understand and am here to learn from you and from your experiences.
3. Third, and related to creating an atmosphere where you can talk freely, I have a consent form for you to sign. This provides some information about this project, including your rights and responsibilities.  
[give time to review]  
[Facilitator: assign and check ID number on paperwork]

I just want to reinforce your rights as a participant in this study—namely, you have the right to confidentiality (the things you say will not be directly linked to your name), you also have the right to withdraw from the project at any time and/or to skip any questions you do not want to answer. I want to emphasize that participation has no direct impact on your employment or relationship with Multnomah County.

Are there any questions or concerns? Is there anything I can clarify?

[answer questions then collect one copy of the consent form; make sure the agreement is signed]. Again, you can keep one copy for your records. And here's my card with my contact information if you want to follow up at any time with me.

I also want to let you know that I am typing up notes because we care about what you're saying and want to remember it later. Your name is not used on this; instead you have been given a random code number, which will be kept confidential. Does all of that sound OK to you?

**Lead-in: I'm interested in getting to know you,**

- Please tell us about yourself
  - » Please tell me about your job/role at the county



- What is your typical day of work like?

***I'm interested in learning more about your experiences at Multnomah County and your work environment - I'll ask you several questions about these.***

- Does your disability affect your experience at the workplace? How?
  - » Possible prompts (physical needs, relationships, productivity, social)
- Are you open about your disability in the workplace (with your co-workers and/or manager/supervisor)? What impacts your decision to be/not to be open about your disability?
- Does your manager affect your work environment? Your co-workers? How?
- With regards to your disability/disabilities, what, if anything, do you like about your work environment? What works well? How/Why?
- With regards to your disability/disabilities, what, if anything, is challenging about your work environment? Why? How do you address these challenges?
  - » What else would help you address these challenges?
- What, if anything, might improve your experience as a county employee with a disability? (Prompt – do you have ideas for how the county can better meet your needs?)

***Now, I'd like to ask you about any accommodations you might need to help you work more effectively - I have several questions about this.***

- Are you aware that there is a formal Americans with Disabilities Act (ADA) accommodation process at the county?
  - ☐ Yes
  - ☐ No
- Are you aware that you have a right to request accommodations under the ADA?
  - ☐ Yes
  - ☐ No
- Do you require accommodations (either formally or informally) to help you work more effectively?
  - ☐ Yes
  - ☐ No
- If no, please tell us what, if anything, would help you work more effectively.
- If yes, have you requested these accommodations, either formally through the county's ADA accommodation process or informally (which one)?
  - ☐ Formally (through county ADA accommodation process)

☐ Informally

☐ Both

- [For both formal and informal] Please describe your experience with requesting accommodations in this way (e.g., who was involved? What did you do? What did others do?)
- [For both formal and informal] How would you describe your experience with requesting accommodations in this way?
- [For both formal and informal] Please tell us about your decision to request accommodations in this way. What are some of the things you took into account when deciding this?
- [For both informal and formal] Have you received effective accommodations? If not, do you know why not?
  - ☐ Yes
  - ☐ No
- [For informal] Have you ever formally requested accommodations using the county's ADA accommodation process? [If yes, ask follow-up questions below about accommodation process.]
  - ☐ Yes
  - ☐ No [skip to end]

***For employees who have gone through the formal ADA accommodation process at the county:***

- What, if anything, worked well with the ADA accommodation process and why?
- What, if any, were the barriers or challenges of the ADA accommodation process and why?
- What recommendations do you have to improve/strengthen the way the ADA accommodation process is implemented?

***General Probes:***

- Can you say more about that?
- Could you describe that?
- Could you offer an example?
- What does that mean to you?
- How do you make sense of that?
- How did you come to understand it in that way?

***WRAP UP:***

***We are interested in talking to as many employees with disabilities as possible so that we can have the best input and data possible .***

- Do you know other county employees with disabilities who could help us learn from their

experiences and environment at the county? If so, would you be willing to either do a virtual introduction and connect us to them or encourage them to reach out to us and participate (and emphasize that all of the things they share are confidential or they can complete the anonymous online survey).

As a final step, we have a copy of a survey which asks about different demographics. You can complete this now [hand a hard copy] or we can follow up with an email which will have a link so you can do this on line. [emphasize ID number is needed] The reason we ask about the demographics is because it will help give us a general idea of the different backgrounds and identities of people who have taken part in this project - we ask these questions of everyone who participates. The overall information will help us make strong and accurate recommendations that reflect the people who participated and gave their input to us.

If you would like information or support, we have some information on different resources for you [give participant Resource Sheet and answer any questions they have].

Thank you so very much for your participation in this project! Please don't hesitate to contact us if you think of anything else or if you have any questions that come up.

## Demographic Questionnaire

After your interview or focus group, please complete the survey about your background and identity either online (Survey Monkey link provided) or fill out the sheet below and return to Alison Sachet (503/5/531) or Katherin Flower (503/6).

### Research on Equity and Accommodations for People with Disabilities Demographic Questionnaire

Thank you for participating in Research on Equity and Accommodations for People with Disabilities. You are being asked to complete this questionnaire because you participated in an interview or focus group.

Completing this questionnaire should take no longer than 5 minutes.

**Please enter your participant ID #  
(which was also written on the Resources for Participants sheet):**

**ID #:** \_\_\_\_\_

**Please enter the date and location that you participated in an interview or focus group:**

**Date:** \_\_\_\_\_ **Location:** \_\_\_\_\_

These next questions give us a general idea of the different backgrounds and identities of people who have taken part in this project. We ask these questions of everyone who participates.

In most cases, the categories below reflect the demographic categories used by the Office of Diversity and Equity. If you have questions regarding categories or language, you can visit the [ODE Data Project FAQ](#) page.

Please note that **your responses are anonymous** – we do not collect your name, employee number, or IP address. The information you put here will be kept confidential. You do not have to answer questions that you do not feel comfortable answering.

Summary/aggregate data will not be released for groups that are too small to protect individual confidentiality, and individuals' raw data will only be viewed by research and evaluation staff.

**Please select the categories that best describe you by clearly marking your answers.**

1. Is your disability visible or non-visible?
  - ☐ Visible
  - ☐ Non-visible
  - ☐ I have both visible and non-visible disabilities
  - ☐ Don't know/Unknown
  - ☐ Don't want to answer/Decline to state
  - ☐ Additional category (not listed above). Please write in:

2. What type of disability do you have? Please select all that apply. We recognize that this is not a comprehensive list, but is meant to provide information in a context of anonymity.
- ☐ Acquired brain injury or traumatic brain injury
  - ☐ Autism Spectrum
  - ☐ Chronic illness
  - ☐ Cognitive Disorder (e.g., memory, thinking, attention)
  - ☐ Communication disorder
  - ☐ Developmental Disability
  - ☐ Hearing
  - ☐ Intellectual disability
  - ☐ Learning Disability
  - ☐ Mental Health or psychiatric disorder
  - ☐ Mobility
  - ☐ Physical Health
  - ☐ Speech and Language Disorder
  - ☐ Visual
  - ☐ Don't know/Unknown
  - ☐ Don't want to answer/Decline to state
  - ☐ Additional category (not listed above). Please write in:
3. When did you acquire your disability (or disabilities)? You may select all that apply and can provide additional information in the write in section below if you wish.
- ☐ Since birth
  - ☐ As a child
  - ☐ As a teenager/adolescent
  - ☐ As an adult
  - ☐ As an older adult
  - ☐ Don't know/Unknown
  - ☐ Don't want to answer/Decline to state
  - ☐ Additional category (not listed above). Please write in:
4. Department
- ☐ DA - District Attorney's Office
  - ☐ DCA - Department of County Assets
  - ☐ DCHS - Department of County Human Services
  - ☐ DCJ - Department of Community Justice
  - ☐ DCM - Department of County Management
  - ☐ DCS - Department of Community Services
  - ☐ HD - Health Department
  - ☐ LIB - Library
  - ☐ MCSO - Sheriff's Office
  - ☐ ND - Non-departmental (Auditor, County Attorney, Office of Diversity and Equity, Sustainability, etc.)

- ☐ Don't know/Unknown
- ☐ Don't want to answer/Decline to state

5. Number of years with Multnomah County

- ☐ Less than 1
- ☐ 1-5
- ☐ 6-10
- ☐ 11-15
- ☐ 16-20
- ☐ 21-25
- ☐ 26-30
- ☐ 31-35
- ☐ 36-40
- ☐ Over 40
- ☐ Don't know/Unknown
- ☐ Don't want to answer/Decline to state

6. Age

- ☐ Under 20
- ☐ 20-25
- ☐ 26-30
- ☐ 31-36
- ☐ 37-41
- ☐ 42-46
- ☐ 47-52
- ☐ 53-57
- ☐ 58-62
- ☐ 63-67
- ☐ 68-71
- ☐ 72-79
- ☐ Over 80
- ☐ Don't know/Unknown
- ☐ Don't want to answer/  
Decline to state

7. What is your race/ethnicity? Please select all that apply.

- ☐ African
- ☐ Native American or Alaska Native
- ☐ Asian
- ☐ Black/African American
- ☐ Latino/Hispanic
- ☐ Middle Eastern
- ☐ Native Hawaiian or Pacific Islander
- ☐ Slavic
- ☐ White
- ☐ Don't know/Unknown
- ☐ Don't want to answer/Decline to state
- ☐ Additional category (not listed above). Please write in:

8. With which gender do you most closely identify?

- ☐ Female
- ☐ Male
- ☐ Gender expansive
- ☐ Transmasculine
- ☐ Transfeminine
- ☐ Two spirit
- ☐ Questioning
- ☐ Don't know/Unknown



- ☐ Don't want to answer/Decline to state
- ☐ Additional category (not listed above). Please write in:

9. Sexual orientation

- ☐ Straight
- ☐ Gay or lesbian
- ☐ Bisexual
- ☐ Queer
- ☐ Don't know/Unknown
- ☐ Don't want to answer/Decline to state
- ☐ Additional category (not listed above). Please write in:

10. Have you ever served, or are you currently serving, in the U.S. military? Please include reserves and both peacetime and wartime service.

- ☐ Yes
- ☐ No
- ☐ Don't know/Unknown
- ☐ Don't want to answer/Decline to state

11. Do you speak/use a language other than English fluently?

- ☐ Yes
- ☐ No
- ☐ Don't know/Unknown
- ☐ Don't want to answer/Decline to state

(NOTE: we are purposefully not asking about immigration status or country of origin because of the current political climate).

Thank you for your participation in this project!

# Resource Sheet

## Research on Equity and Accommodations for People with Disabilities Resources for participants

We understand that answering personal questions like the ones we discussed today can be difficult. If you are experiencing distress and/or would like to talk with someone, there are several options available to you as a Multnomah County employee and we encourage you to seek help.

### Employee Assistance Program

Go to: <https://myrbh.com/Home/Home?role=member>

Or call the Crisis Line: 1-866-750-1327

Access code: GoMultCo

**RBH EAP** is available to help county employees and their family members find solutions for everyday challenges. Employees get 6 free counseling visits, access to a 24-7 Crisis Line, and help with: work-life balance, home ownership, child & elder care, identity theft recovery, financial counseling, legal and mediation services, stress & resiliency, adapting to change, and more.

### Mental Health Crisis Intervention

Go to: <https://multco.us/mhas/mental-health-crisis-intervention>

Or call: 503-988-4888 or Toll-free: 800-716-9769 or Hearing-impaired dial: 711

If you or somebody you know is having trouble functioning, Mental Health and Addiction Services is here to listen. The team of mental health professionals is prepared to help anyone experiencing mental health issues at any time, in any language.

When you call the Call Center at 503-988-4888, you get:

- Free, 24/7 mental health support (crisis counseling by phone)
- Interpretation and translation services for non-English speakers (in any language)
- Referral to low-cost or sliding-scale agencies
- Help finding mental health providers
- Information about non-crisis community resources

Or visit the Urgent Walk-In Clinic location for free mental health support:

Location: 4212 SE Division St, Portland

Hours: 7 a.m. - 10:30 p.m., seven days a week

### Other area mental health crisis lines

Clackamas County: 503-655-8585

Washington County: 503-291-9111

Clark County: 360-696-9560 or Toll-free: 1-800-686-8137

## **Resources for reporting discrimination and harassment**

If you are experiencing (or you have experienced) discrimination or harassment in the workplace, we encourage you to file a complaint. For more information about how to report harassment or discrimination as an employee, please visit the [Office of Equity and Diversity Commons](#) page:

<https://multco.us/multnomah-county/notice-non-discrimination>

For information specific to the ADA grievance procedure, please visit the [Office of Equity and Diversity](#) public page:

<https://multco.us/diversity-equity/ada-policy-notice-and-disability-complaint-process>

## **Resources and information for employees about the Americans with Disabilities Act (ADA), including the county accommodation process**

To find out more about your rights as an employee with a disability, including information about the county ADA accommodation process, please visit the [Labor Relations Commons](#) page:

<https://commons.multco.us/labor-relations/americans-disabilities-act-ada>

## **Interested in finding out more about the Employee Resource Group for Abled and disAbled employees Partnering Together (AdAPT)?\***

Go to: <https://commons.multco.us/adapt>

All Multnomah County Employees are invited to join if they are interested in knowing more about how to support Multnomah County staff for whom disability (their own or someone else's) has a daily impact on their life. AdAPT has monthly meetings on the 4th Tuesday of each month.

\*Please note that AdAPT is now known as IDEA.

# Anonymous Questionnaire

## Research on Equity and Accommodations for People with Disabilities Anonymous Questionnaire

Thank you for your interest in participating anonymously in Research on Equity and Accommodations for People with Disabilities. The purpose of this project is to understand the experiences of employees with disabilities at the county, including with the ADA accommodation process, with the goal of providing recommendations to county leadership about ways in which employees' experiences may be improved. Your participation in this project is completely voluntary and is not required – you have the right to withdraw from participation at any time.

**Your responses will be kept confidential**, meaning that we will not share the names or other identifying information of participants with any unauthorized persons, including your supervisor, your co-workers, Human Resources, and/or County Leadership. In the final project report and presentations, we will discuss results in terms of larger, aggregated themes rather than individual responses that can be directly linked to a particular individual.

Completing this questionnaire should take no longer than 60 minutes. You can save your answers and return to the questionnaire at a later time. Please submit your completed questionnaire by 5pm on 8/18.

**By selecting 'yes' below (by clearly marking it by changing the color, underlining, etc.), I agree to participate in this project, I confirm that I have read the informed consent document [link provided for consent form], and I agree to the terms of the consent form. Selecting 'yes' constitutes signing the consent form and agreement.**

☐ Yes

☐ No

Please answer the following questions. The more thorough and specific your answers are, the better we will be able to understand the experiences of employees with disabilities at the county. You can skip any questions that you do not feel comfortable answering. Thank you for your time and contribution to this project.

For paper copy: Please feel free to add additional pages if your comments do not fit in the space provided.

***The following questions are about your experiences at Multnomah County and your work environment. Please answer with as much information and detail as possible:***

1. Does your disability affect your experience at the workplace? How?
2. Are you open about your disability with your supervisor/manager? Please clearly mark your answer by changing the color, underlining, etc.
  - ☐ Yes
  - ☐ No
  - ☐ Additional category (not listed above). Please write in.

3. What impacts your decision to be/not to be open about your disability with your supervisor/manager?
4. Are you open about your disability with your co-workers? Please clearly mark your answer by changing the color, underlining, etc.
  - ☐ Yes
  - ☐ No
  - ☐ Additional category (not listed above). Please write in.
5. What impacts your decision to be/not to be open about your disability with your co-workers?
6. With regards to your disability/disabilities, what, if anything, do you like about your work environment? What works well? How/Why?
7. With regards to your disability/disabilities, what, if anything, is challenging about your work environment? Why? How do you address these challenges?
8. What, if anything, might improve your experience as a county employee with a disability? Do you have ideas for how the county can better meet your needs?

***The following questions are about any accommodations you might need to help you work more effectively. Please answer with as much information and detail as possible:***

9. Are you aware that there is a formal Americans with Disabilities Act (ADA) accommodation process at the county? Please clearly mark your answer by changing the color, underlining, etc.
  - ☐ Yes
  - ☐ No
10. Are you aware that you have a right to request accommodations under the ADA? Please clearly mark your answer by changing the color, underlining, etc.
  - ☐ Yes
  - ☐ No
11. Do you require accommodations (either formally or informally) to help you work more effectively? Please clearly mark your answer by changing the color, underlining, etc.
  - ☐ Yes
  - ☐ No
12. If you do not require accommodations, please tell us what, if anything, would help you work more effectively. After you answer this question, please skip to Question 19.
13. If you require accommodations, have you requested these accommodations formally (through the county's ADA accommodation process) or informally? Please clearly mark your answer by changing the color, underlining, etc.
  - ☐ Formally through the county's ADA accommodations process
  - ☐ Informally

- ☐ Both formally and informally
- ☐ Additional category (not listed above). Please write in:

14. Please describe your experience with requesting accommodations in this way (e.g., who was involved? what did you do? what did others do?). How would you describe your experience with requesting accommodations in this way?
15. Please tell us about your decision to request accommodations in this way. What are some of the things you took into account when deciding this?

***Please answer the following questions if you have gone through the formal ADA accommodation process at the county. Please answer with as much detail as possible. If you have not gone through the formal ADA accommodation process at the county, please skip to Question 19.***

16. What, if anything, worked well with the ADA accommodation process and why?
17. What, if any, were the barriers or challenges of the ADA accommodation process and why?
18. What recommendations do you have to improve/strengthen the way the ADA accommodation process is implemented?

These next questions give us a general idea of the different backgrounds and identities of people who have taken part in this project. We ask these questions of everyone who participates.

In most cases, the categories below reflect the demographic categories used by the Office of Diversity and Equity. If you have questions regarding categories or language, you can visit the ODE Data Project [FAQ](#) page.

Please note that your responses are anonymous - we do not collect your name, employee number, or IP address. The information you put here will be kept confidential. You do not have to answer questions that you do not feel comfortable answering.

Summary/aggregate data will not be released for groups that are too small to protect individual confidentiality, and individuals' raw data will only be viewed by research and evaluation staff.

**Please select the categories that best describe you by clearly marking your answers (e.g., bold, underline, change color, etc.).**

19. Is your disability visible or non-visible?
- ☐ Visible
  - ☐ Non-visible
  - ☐ I have both visible and non-visible disabilities
  - ☐ Don't know/Unknown
  - ☐ Don't want to answer/Decline to state
  - ☐ Additional category (not listed above). Please write in:



20. What type of disability do you have? Please select all that apply. We recognize that this is not a comprehensive list, but is meant to provide information in a context of anonymity.

- ☐ Acquired brain injury or traumatic brain injury
- ☐ Autism Spectrum
- ☐ Chronic illness
- ☐ Cognitive Disorder (e.g., memory, thinking, attention)
- ☐ Communication disorder
- ☐ Developmental Disability
- ☐ Hearing
- ☐ Intellectual disability
- ☐ Learning Disability
- ☐ Mental Health or psychiatric disorder
- ☐ Mobility
- ☐ Physical Health
- ☐ Speech and Language Disorder
- ☐ Visual
- ☐ Don't know/Unknown
- ☐ Don't want to answer/Decline to state
- ☐ Additional category (not listed above). Please write in:

21. When did you acquire your disability (or disabilities)? You may select all that apply and can provide additional information in the write in section below if you wish.

- ☐ Since birth
- ☐ As a child
- ☐ As a teenager/adolescent
- ☐ As an adult
- ☐ As an older adult
- ☐ Don't know/Unknown
- ☐ Don't want to answer/Decline to state
- ☐ Additional category (not listed above). Please write in:

22. Department

- ☐ DA - District Attorney's Office
- ☐ DCA - Department of County Assets
- ☐ DCHS - Department of County Human Services
- ☐ DCJ - Department of Community Justice
- ☐ DCM - Department of County Management
- ☐ DCS - Department of Community Services
- ☐ HD - Health Department
- ☐ LIB - Library
- ☐ MCSO - Sheriff's Office
- ☐ ND - Non-departmental (Auditor, County Attorney, Office of Diversity and Equity, Sustainability, etc.)

- ☐ Don't know/Unknown
- ☐ Don't want to answer/Decline to state

23. Number of years with Multnomah County

- ☐ Less than 1
- ☐ 1-5
- ☐ 6-10
- ☐ 11-15
- ☐ 16-20
- ☐ 21-25
- ☐ 26-30
- ☐ 31-35
- ☐ 36-40
- ☐ Over 40
- ☐ Don't know/Unknown
- ☐ Don't want to answer/Decline to state

24. Age

- ☐ Under 20
- ☐ 20-25
- ☐ 26-30
- ☐ 31-36
- ☐ 37-41
- ☐ 42-46
- ☐ 47-52
- ☐ 53-57
- ☐ 58-62
- ☐ 63-67
- ☐ 68-71
- ☐ 72-79
- ☐ Over 80
- ☐ Don't know/Unknown
- ☐ Don't want to answer/  
Decline to state

25. What is your race/ethnicity? Please select all that apply.

- ☐ African
- ☐ Native American or Alaska Native
- ☐ Asian
- ☐ Black/African American
- ☐ Latino/Hispanic
- ☐ Middle Eastern
- ☐ Native Hawaiian or Pacific Islander
- ☐ Slavic
- ☐ White
- ☐ Don't know/Unknown
- ☐ Don't want to answer/Decline to state
- ☐ Additional category (not listed above). Please write in:

26. With which gender do you most closely identify?

- ☐ Female
- ☐ Male
- ☐ Gender expansive
- ☐ Transmasculine
- ☐ Transfeminine
- ☐ Two spirit
- ☐ Questioning
- ☐ Don't know/Unknown

- ☐ Don't want to answer/Decline to state
- ☐ Additional category (not listed above). Please write in:

27. Sexual orientation

- ☐ Straight
- ☐ Gay or lesbian
- ☐ Bisexual
- ☐ Queer
- ☐ Don't know/Unknown
- ☐ Don't want to answer/Decline to state
- ☐ Additional category (not listed above). Please write in:

28. Have you ever served, or are you currently serving, in the U.S. military? Please include reserves and both peacetime and wartime service.

- ☐ Yes
- ☐ No
- ☐ Don't know/Unknown
- ☐ Don't want to answer/Decline to state

29. Do you speak/use a language other than English fluently?

- ☐ Yes
- ☐ No
- ☐ Don't know/Unknown
- ☐ Don't want to answer/Decline to state

(NOTE: we are purposefully not asking about immigration status or country of origin because of the current political climate).

If you would like information or support on resources to help with your stress and health, please contact [Multnomah County's Employee Assistance Program](#) or [Multnomah County's Mental Health Crisis Intervention](#).

If you would like information about how to report harassment or discrimination as an employee, please visit the [Office of Equity and Diversity Commons](#) page. For information specific to the ADA grievance procedure, please visit the [Office of Equity and Diversity](#) public page.

If you would like resources and information for employees about the Americans with Disabilities Act (ADA), including your rights as an employee with a disability and the county accommodation process, please visit the [Labor Relations Commons](#) page.

If you would like information about the Employee Resource Group for Abled and disAbled employees Partnering Together (AdAPT), please visit the [AdAPT\\* Commons](#) page.

\*Please note that AdAPT is now known as IDEA.

Thank you for your participation in this project!