

THE NATIONAL ORGANIZATION ON DISABILITY

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KESSLER/NOD SURVEY OF AMERICANS WITH

DISABILITIES

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Thursday, July 22, 2010

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Webinar

PRESENTERS:

RODGER DeROSE, Kessler Foundation

CAROL GLAZER, National Organization on
Disability

HUMPHREY TAYLOR, Harris Poll, Harris
Interactive

1 P-R-O-C-E-E-D-I-N-G-S

2 THE MODERATOR: The 2010 Kessler
3 Foundation NOD Survey of Americans With
4 Disabilities, conducted by Harris Interactive,
5 is a fixed installment of the survey that
6 measures the gaps between people with and
7 without disabilities on a range of critical
8 dimensions tracking results over time.

9 With that, it is my pleasure to
10 introduce today's speakers. Our first speaker
11 is Humphrey Taylor, Chairman of the Harris
12 Poll. Harris has been conducting the survey
13 since 1986 with NOD, for all six installments.
14 The team has been instrumental in providing
15 valuable research and insights.

16 Humphrey is joined by Rodger
17 DeRose, President and CEO of Kessler
18 Foundation, a public charity dedicated to
19 improving the lives of people with physical
20 and cognitive disabilities. Kessler
21 Foundation is happy to partner with the NOD to
22 sponsor the survey, to continue to help the

1 community effectively.

2 Also here with us today is Carol
3 Glazer, President of NOD, the National
4 Organization on Disabilities researches,
5 develops and demonstrates creative approaches
6 to disability employment issues. NOD is proud
7 to sponsor the survey in a continued effort of
8 being a voice for people living with
9 disabilities.

10 I will now pass it to our speakers
11 to introduce themselves and take us through
12 the results presentation.

13 MR. TAYLOR: Thank you, Adrienne
14 (phonetic).

15 I'm Humphrey Taylor, and I'll be
16 taking you through the slides showing you the
17 results of this 2010 Kessler Foundation NOD
18 Survey of Americans with Disabilities. You
19 will recognize me probably by my New York
20 accent.

21 I've been with Harris for 40
22 years, and have worked on all six of these

1 major studies starting in 1986. I would like
2 to say a big thank you to the Kessler
3 Foundation for making this very important
4 survey possible.

5 Rodger.

6 MR. DeROSE: Thank you very much,
7 Humphrey.

8 It's a real pleasure to be here on
9 behalf of Kessler Foundation, which is a very
10 important survey for the marketplace or all of
11 us that are trying to improve these gaps that
12 we are going to be reviewing.

13 For us, it's all about trying to
14 improve independence for people with
15 disabilities, through the research that we do
16 to help improve their function, in addition to
17 the other components of our mission, which is
18 to help people with disabilities re-engage
19 back in their communities through a Transition
20 to Work Program. And so, we are really
21 delighted to be a partner with the NOD and
22 with Harris, in terms of sharing these results

1 with the community at large.

2 MS. GLAZER: Hi, I'm Carol Glazer,
3 and I'm happy to present the sixth installment
4 of this survey. As has been noted, NOD has
5 done these surveys since 1986, four years
6 before the ADA.

7 We have -- we will soon see that
8 almost 20 years since the ADA there's still a
9 lot of work to be done in a variety of areas
10 of quality of life.

11 I'm glad to be joined by the
12 Kessler Foundation. They've been a very
13 important partner to us, and to many others in
14 the disability employment field, providing
15 support and leadership, and acting as a voice
16 for the community. They've been a fabulous
17 partner to have in this survey.

18 And now, I'll hand it back to
19 Humphrey, to share with us the results.

20 MR. TAYLOR: If we could look at
21 the methodology part. I'm not going to read
22 you everything that's on every chart. Let me

1 just summarize some of the key things here.

2 This survey is based on 1,000
3 interviews with people with disabilities, and
4 788 people without disabilities. In addition,
5 we surveyed another 350 people with
6 disabilities who are in the labor force.

7 This research was conducted very
8 recently, in May and June, so it's absolutely
9 up to date.

10 The purpose of the research, or
11 the purposes, include all of the following.
12 One is, we wanted to look at the ten important
13 indicators for quality of life that we've been
14 tracking over the years, which relate to, as
15 I say, the quality of life and the standard of
16 living of Americans with disabilities, and
17 we've also added three new indicators in this
18 survey.

19 We have measured the size of the
20 gap between people with and without
21 disabilities on all of these 13 indicators.

22 And, for the ten where we have

1 trend, we have looked at how these gaps have
2 increased or decreased, how they have changed
3 over time, since our first survey in 1986.

4 In addition, we have addressed a
5 number of other issues, which I'll get to in
6 more detail later on.

7 Key findings from the survey, one
8 is that people with disabilities still lag
9 somewhat or far behind people without
10 disabilities on 12 of the 13 key measures of
11 quality of life. A second set of findings
12 show that while there has been some
13 improvements on education and political
14 participation, in particular, there's been
15 little or no progress on all of the other
16 indicators, including, and we'll show you more
17 details, employment, but poverty, socializing,
18 access to healthcare and transportation, and
19 so on.

20 And, indeed, over the past 24
21 years, five of the ten gaps that we've been
22 measuring have, actually, become greater, most

1 notably, the satisfaction with life, where the
2 gap is greater now than it used to be.

3 And, I might mention, and we'll
4 show you data, that people with severe
5 disabilities are much more disadvantaged and
6 the gaps are, actually, much greater for
7 people with severe disabilities than people
8 with moderate disabilities.

9 What are the gaps? We've defined
10 a gap as the number of people in percentage
11 points between people with and without
12 disabilities, and determined the gap, and to
13 note changes over time, we have these
14 specific quantifiable measurements or
15 indicators that have been developed for 13 key
16 life activities. As Peter Drucker used to
17 say, "You manage what you measure."

18 We have 13 indicators altogether,
19 three of them, as you can see here, are new,
20 but on all of these we are able to provide
21 quantified measures of the gap between people
22 with and without disabilities.

1 Let's look at one of the most
2 important, employment, and if you look at the
3 left-hand side on this and subsequent charts
4 you'll see the trend over time for people with
5 disabilities and the trend over time for
6 people without disabilities on the right, and
7 on the far right the gap between people with
8 and without disabilities.

9 This, actually, chart, is a little
10 bit complicated, because, as you'll see on
11 the right, the gap has, actually, been
12 declining somewhat, and we have a smaller gap
13 this time. But, in fact, the percentage of
14 people with disabilities who are working is,
15 actually, lower than in any of the previous
16 surveys, and this is also true for people
17 without disabilities. So, you'll see this big
18 change because, of course, of the much higher
19 level of unemployment currently in this
20 country, as compared with when we did the
21 earlier surveys.

22 MS. GLAZER: And, we might note

1 some of the things that are behind these
2 numbers. For example, what we see is that the
3 gap, actually, increases with increasing
4 levels of education. The majority of people
5 with disabilities who are not working, right,
6 their disability is a major reason why they
7 are not working. 43 percent have experienced
8 discrimination, most of that in the form of
9 not getting a job, or being paid less. For
10 people with significant disabilities, of
11 course, as Humphrey mentioned, the numbers are
12 far worse than the 21 percent you see here of
13 people working, and then notwithstanding the
14 significant investment in public funding for
15 vocational rehabilitation, for social
16 services, and for workforce development, only
17 5 percent of those who are employed have used
18 social service agencies, and only 3 percent
19 have used the public vocational rehabilitation
20 or one-stop center.

21 MR. DeROSE: You know, Carol and
22 Humphrey, it seems to me that, you know, this

1 is one of the most important areas in the
2 survey, in addition to education. And, I say
3 that because it seems to me to be one of the
4 great equalizers in terms of, for people with
5 disabilities to catch up, if you will, to the
6 rest of the market. And, it seems that we
7 need more test markets to demonstrate to
8 companies and to the country that people with
9 disabilities do add value to their employers,
10 and to the workplace, and to the economy, and
11 we had the opportunity to really advance to a
12 market model of people with disabilities and
13 their stakeholders, that being their families,
14 their loved ones, their friends, do represent
15 a large group of consumers, employers and
16 voters. And, this market model gives market
17 share power to people with disabilities, and
18 their stakeholders, to chart their own destiny
19 in every-day life with particular focus on
20 economic advantage.

21 This model would indicate that due
22 to the growing size of the demographics, that

1 when you look at companies and government,
2 that they will serve people with disabilities
3 desires, pushed by the demand as the message
4 becomes prevalent and in the cultural
5 mainstream. And, I think it's our job, as
6 leaders in the disability community, to help
7 shape that message, and to help make it a
8 mainstream message.

9 MS. GLAZER: And, Rodger, to
10 underscore your point, I think it's important
11 to note that a number of very major national
12 employers, like Walgreen's, and Wal-Mart,
13 Sam's Club, Lowe's, and Marriott, have already
14 made a commitment to hiring more people with
15 disabilities in their workforce, not because
16 it's a good thing to do, not because it's the
17 right thing to do, but because they have
18 recognized that the unique problem solving
19 abilities and ingenuity that people with
20 disabilities have, in order to navigate their
21 daily lives, are assets that can be trained
22 towards higher productivity in the workforce.

1 And that, as the numbers grow, and as the Baby
2 Boom generation ages, and more and more people
3 are encountering disability in their life,
4 those numbers will only grow. Employers like
5 that set a very positive example.

6 So, there's some good news in
7 these numbers as well.

8 MR. TAYLOR: I might just add that
9 we started measuring these gaps because of
10 Alan Reich, the legendary founder and leader
11 of NOD for many, many, many years, it was his
12 idea to look at these gaps. And, he once
13 remarked that, "Given all the data we've
14 looked at, it seems that unemployment is the
15 ultimate disability." So, this is arguably
16 the most important single gap we are looking
17 at here.

18 The next two charts look at income
19 and poverty. This chart here shows the
20 percentage of people with and without
21 disabilities, who are earning less -- whose
22 household is earning less than \$15,000 a year,

1 so these are really people with very, very low
2 income, and the percentage is 34 percent of
3 people with disabilities, more than twice the
4 15 percent of people without disabilities, so
5 that's a gap of 19 points. And, that hasn't
6 changed much since our first survey dating
7 right back to 1986.

8 MS. GLAZER: I would only say that
9 poverty, obviously, flows from unemployment,
10 and it means less access to social networks
11 that are often the source of jobs, less chance
12 of owning a car, the clothing, eating well,
13 greater anxiety, loss of confidence, all of
14 those qualities that are associated with
15 poverty that make it harder to access the
16 workforce, get a job, and improve one's lot
17 economically.

18 MR. DeROSE: Yes, I think you are
19 absolutely right, Carol, that this is the
20 driver to bringing less of a gap in terms of
21 the income stream, in terms of poverty levels,
22 in terms of financial situation. So again, it

1 comes back to employability.

2 MR. TAYLOR: The next chart also
3 looks at a measure of income, and we have, if
4 you look at the left-hand side, those who say
5 they are struggling to get by and going
6 further into debt each month, that's 21
7 percent for people with disabilities, compared
8 to only 8 percent of people without, and the
9 next group, who say they are living paycheck
10 to paycheck.

11 And so, if you, actually, add the
12 -- these are bad numbers, obviously, if you
13 add those together you have 58 percent of
14 people with disabilities compared to only 34
15 percent of people without, a gap of 24 points.

16 MS. GLAZER: And, of course, part
17 of the cycle of poverty, which also suggests
18 here, that lack of financial literacy, lack of
19 savings, lack of assets, which creates this
20 kind of financial insecurity, is another
21 policy dilemma, and the answer is partly an
22 answer about employment, but it's also partly

1 an answer about helping people with
2 disabilities and those in poverty to
3 accumulate assets, to have access to credit,
4 to learn how to save money, and to gain
5 greater financial literacy.

6 MR. TAYLOR: The next chart
7 focuses on a very important gap, education.
8 The percentage of each group that has not
9 graduated from high school, and as you can see
10 here, we have 17 percent amongst people with
11 disabilities and 11 percent for people
12 without.

13 This is one of the rate pieces of
14 good news in this study. As you can see on
15 the right, the gap has been declining, and has
16 reached its lowest point since we started this
17 series, and it's much, much lower than it was
18 25 years ago, 24 years ago. And, if you look
19 at the left-hand side you will see how that's
20 fallen amongst people with disabilities.

21 MS. GLAZER: Yes, I agree,
22 Humphrey. I think that's very encouraging

1 news, where education comes employment often
2 follows, and this also suggests, again, from
3 a policy standpoint, that we must find ways of
4 exposing young people with disabilities to the
5 workforce, and to give them good work
6 readiness skills while they are still in high
7 school, which this number shows that they are
8 doing in increasing numbers.

9 MR. DeROSE: Yes, the only thing I
10 would add to that, Carol and Humphrey, is that
11 I think by the time we look at the next two
12 surveys, 2015, 2020, that we hope to see that
13 education as the foundation for employment,
14 that we will see the types of gains that we
15 are looking for in terms of seeing people with
16 disabilities re-enter the workforce, or for
17 the first time, or at a point after an injury,
18 or a condition exists.

19 The only thing that we need to be
20 careful about is the high unemployment factor
21 that our country is facing right now, and we
22 all know that people with disabilities are

1 always going to be impacted in a high
2 unemployment economy.

3 MR. TAYLOR: The next chart looks
4 at access to healthcare, specifically, the
5 percentage of each group that did not get
6 needed medical care in the past year.

7 And, as you can see, amongst
8 people with disabilities 19 percent is
9 approximately double what it is for people
10 without disabilities, people on the right-hand
11 side, in the 10 percent there. And, if you
12 look at the gap, you'll see that the gap,
13 actually, hasn't changed much, it's gone up
14 and down a little bit, and there has been a
15 very, very small improvement over the last two
16 surveys.

17 MR. DeROSE: You know, this is a
18 very interesting slide, and I think some of
19 the examples that we hear about at Kessler
20 include that one of the reasons that people
21 with disabilities have issues with access to
22 healthcare could be related to insurance

1 coverage, that it doesn't cover all the
2 medications, or that the co-pay is too high
3 for them, or they have to wait for approval by
4 the plan before they are able to get care, or
5 that there's trouble getting reimbursements
6 under their insurance, or that it's hard for
7 people with disabilities to travel, related to
8 transportation issues, to get to their
9 healthcare provider.

10 So, there are a number of issues
11 that I think are wrapped into this gap that we
12 are seeing, in terms of access to healthcare
13 for people with disabilities.

14 MS. GLAZER: I think that's
15 right, Rodger, and one of the things, again,
16 when you look behind the numbers, one of the
17 equalizers here is that people without
18 disabilities have had increasing trouble
19 accessing healthcare, maybe a function of
20 access to affordable health insurance. But,
21 one of the things that has leveled the playing
22 field here is that people without disabilities

1 have had more trouble, while the numbers for
2 people with disabilities have remained
3 relatively stable.

4 MR. TAYLOR: We also have a
5 question about access to mental health
6 services. This is a new question, so we don't
7 have a trend. And, if you look at the bottom
8 left-hand side you will see that 7 percent of
9 people with disabilities, more than twice as
10 many as the 3 percent of people without
11 disabilities, say that they failed to get
12 needed mental health help in the past year.

13 The numbers are small, but the
14 ratio 7:3 is a very big one, and my guess is
15 that this is one question which may, actually,
16 underestimate the problems, because people
17 are somewhat reluctant to admit to the need
18 for mental health care.

19 MS. GLAZER: I was surprised to
20 see how low the numbers are, and I would agree
21 with you, Humphrey. I bet there's a lot of
22 under-reporting on this indicator.

1 MR. TAYLOR: The next chart
2 relates to transportation, and here you'll see
3 that 34 percent, on the left-hand side, of
4 people with disabilities, more than twice the
5 16 percent of people without disabilities, say
6 they have inadequate transportation, which is
7 a problem. And this, obviously, will affect,
8 amongst other things, their ability to get to
9 and from work, the employment which we
10 discussed earlier.

11 The gap hasn't changed very much
12 over the last couple of surveys, but it's,
13 obviously, a gap of considerable concern.

14 MS. GLAZER: A disappointment,
15 given the fact that there has been public
16 investment in paratransit and other ways of
17 having more reliable transportation for people
18 with disabilities. And, as Humphrey
19 mentioned, I think it's probably one of the
20 most important factors that help people be
21 able to get and keep a job.

22 MR. TAYLOR: The next chart is a

1 key measure of quality of life. We look at
2 the percentages in both groups of people who
3 have socialized with close friends, relatives
4 or neighbors at least twice month. And, as
5 you can see, it's 79 percent for people with
6 disabilities, 90 percent for people without
7 disabilities.

8 To look at that another way, it
9 means that 21 percent of those with
10 disabilities, but only 10 percent of those
11 without, are not able to or do not socialize
12 with friends, relatives or neighbors. The gap
13 has not changed on this one.

14 The next measure, also I think a
15 measure of quality of life, which is how often
16 people go out to eat in restaurants, and here
17 there is a substantial gap, a 27 point gap,
18 between the 48 percent of people with
19 disabilities and 74 percent of people without
20 disabilities say that they eat in a restaurant
21 at least twice a month. Obviously, this is
22 related to income, and mobility, and social

1 networking.

2 Next we look at religious
3 participation. For many years, NOD ran a
4 service on -- a program on religious
5 participation for people with disabilities run
6 by Jenny Thornburg, who some of you may
7 remember. And, here you see that there is a
8 7 point gap between those with and without
9 disabilities, in terms of being able to go to
10 a place of worship at least once a month. The
11 trend has been a bit wobbly, but hasn't
12 changed significantly over the last four years
13 -- six years, excuse me.

14 The next one is, I think,
15 important, which is political participation,
16 and using, actually, different data sources
17 here, particularly, Harris surveys during
18 elections. We have got the percentage of
19 people who say that they, actually, voted in
20 presidential elections, and for the first time
21 here in any of the six surveys that we've done
22 we, actually, have no gap on anything, I mean,

1 on all of the different gaps that we measure,
2 this is the only zero we've ever had.

3 And, as you can see, on the right-
4 hand side the trend is, actually, pretty
5 remarkable, 17 points, 11 points, four points,
6 zero.

7 Now, let me just add a word of
8 caution, which is different people may have
9 different ways of measuring their
10 participation, but this is consistent with a
11 number of other surveys from other sources,
12 all of which show a real improvement in
13 participation by people with disabilities.

14 MS. GLAZER: And, I would add, I
15 think that's a very encouraging sign, along
16 with the sign of education that is also
17 positive, where political participation goes,
18 so does legislative change follow. If you
19 look at the civil rights movement of the
20 1960s, you see the Voting Rights Act, and the
21 Civil Rights Act of the mid '60s, both having
22 a very powerful one/two punch in advancing the

1 rights of racial and ethnic minorities.

2 MR. TAYLOR: The next chart looks
3 at a key measure of quality of life, life
4 satisfaction, and here we have a really large
5 gap, a 27 point gap, between the one third, 34
6 percent of people with disabilities who say
7 they are very satisfied with life in general,
8 and the almost two thirds, 61 percent of
9 people without disabilities. No change over
10 the last four years, but the gap is slightly
11 less than it was in 2000.

12 The next is a new indicator,
13 technology, and, specifically, these people
14 who access the internet or the worldwide web
15 either from home or another location, and here
16 there is a big 31 point gap with only 54
17 percent of people with disabilities and for
18 the 85 percent of people without disabilities,
19 saying that they have access to the internet.

20 MR. DeROSE: And, I would just add
21 to that, Humphrey, that, you know, I think
22 when you start to dig into these numbers

1 here, since the gap is the smallest amongst
2 the youngest group, and they tend to be early
3 adapters of technology based on some of the
4 other evidence that we see in the market, the
5 hope is that we are going to see that gap
6 continue to shrink in the 2015 survey,
7 especially, as new technologies continue to be
8 improved, and alternative switchboards and
9 keyboards, and scanning software, and screen
10 magnifiers, and such.

11 So, hopefully, we'll see
12 improvement as we go into future years in the
13 survey.

14 MR. TAYLOR: And, it might be
15 worth mentioning that in previous work we've
16 done for NOD we found that access to the
17 internet is, actually, more important to the
18 quality of life of people with disabilities,
19 because many of them are homebound, or have
20 difficulty going out, or don't have enough
21 money, so this is a really important
22 indicators, I think, of the quality of their

1 lives.

2 MS. GLAZER: Feeling connected.

3 MR. TAYLOR: The next chart is a
4 summary of the findings for the 13 gaps that
5 we've looked at, with the size of the gap
6 varying from the 38 percent on employment, and
7 31 percent for internet access at the top,
8 down to the zero difference on political
9 participation.

10 Then in the next column we chart
11 the historic trends with, really, only two
12 improvements, where we have the upward arrows,
13 the gap has -- excuse me, the gap has been
14 decreasing, so we have, actually, three, but
15 one of them is questionable.

16 The employment one, where the
17 trend is -- the gap has shrunk, but the
18 numbers are still very bad, in fact, worse in
19 some ways, the education at the bottom, where
20 we do see a real improvement, and also
21 political participation, where we see the rare
22 improvement.

1 But, the disappointing fact is
2 that on none of the others do we see any
3 significant improvement.

4 It might be worth pointing out in
5 the next couple of charts, as we move to get
6 forward, we found in this survey that the
7 severity of disability is very important, and
8 the more severe the disability the bigger the
9 gap.

10 So that, on this chart we have
11 those people who have slight or moderate
12 disabilities compared with those who have very
13 severe or somewhat severe disabilities, and
14 these, on this chart, are all positive
15 indicators, so a big number is good and a
16 small number is bad, and you see that on all
17 of these there is a gap, in some cases a
18 sizeable gap, with people with severe
19 disabilities being much more disadvantaged
20 than people with moderate disabilities.

21 We also have a second chart about
22 this what we call negative indicators, so

1 that, poverty, for example, at the top, the
2 high number is bad, and on these you'll see
3 that the bad numbers are, again, higher for
4 all people with severe -- very severe or
5 somewhat severe disabilities than people with
6 more moderate disabilities.

7 We also addressed a number of
8 other issues beyond the gaps, and I think we
9 can go to the next chart, and look at job
10 discrimination, which is one of them, and
11 behind that, amongst people with disabilities
12 of all ages, some 43 percent, two out of five,
13 not quite half, had experienced one or other
14 of these types of job discrimination. And,
15 the darker numbers there relate to the last
16 five years, as opposed to at any time in their
17 lives.

18 So, we have substantial numbers
19 who said they were paid less than other
20 workers with similar skills, they were refused
21 a job because of their disabilities, given
22 less responsibility, denied health insurance,

1 and so on down the list.

2 Another issue that we looked at in
3 the survey is -- and this one is among people
4 who are, actually, employed, people with
5 disabilities who are working, and we found
6 that half said that they were comfortable
7 discussing their disability in the workplace,
8 and most of the others said they were neither
9 comfortable, nor uncomfortable. But, we do
10 have 16 percent who said they were
11 uncomfortable doing that.

12 The next chart relates to,
13 actually, an important indicator of work job
14 satisfaction, which is, to what extent do
15 people feel that they are able to use their
16 full talents and abilities at work, and we
17 have a majority who say they can so fully or
18 at least somewhat, some of their talents and
19 abilities are useful at work, or used at work.
20 But, we do have relatively small numbers, we
21 give those two final answers, that they only
22 get to use their talents a small amount of

1 practically not at all.

2 The next chart looks at attitudes
3 to employment in the current job market, and
4 in the interest of time let me look,
5 particularly, at the bottom one, the last item
6 on the list, where we have 18 percent of
7 people with disabilities as compared to 31
8 percent of people without disabilities, who
9 think they could easily find a better job than
10 they presently have. In other words, more
11 people with disabilities are concerned about
12 finding another job if they were to lose this
13 one.

14 MS. GLAZER: Humphrey, I would --
15 I would suggest to you that some studies have
16 shown that people with disabilities who are in
17 the workforce have lower rates of absenteeism
18 and longer rates of retention, and I wonder if
19 this piece of data helps explain that. They
20 are more fearful of losing their job.

21 MR. TAYLOR: Yes, it may well, and
22 you are right, and, in fact, later this year

1 NOD will be conducting and publishing a survey
2 of employers that will address some of those
3 issues.

4 I hope I'm not giving away
5 anything.

6 The next question relates to the
7 Americans With Disabilities Act, the ADA,
8 which was maybe one of the things for which
9 our former leader, Alan Reich, was very much
10 responsible. And, we asked people whether
11 they thought that the ADA -- people with
12 disabilities -- whether the ADA had had a
13 positive or a negative impact on their lives.
14 And, most people said it had made no
15 difference. Of the rest, the largest number
16 said that it had made their lives better, 23
17 percent, and a very small number said it made
18 their lives worse.

19 I would add here that, of course,
20 it's possible that the ADA has affected
21 people's lives, but they have no idea that it
22 had that effect.

1 The next question relates to the
2 sense of common identity, and we found that
3 half of all American adults with disabilities
4 say they feel at least -- either a very or
5 somewhat strong sense of identity with other
6 people with disabilities, which means that
7 half do not, of course.

8 And, I think a key factor here is
9 that some people feel identity with people
10 with the same disabilities, who are blind, or
11 deaf, or in a wheelchair, but they don't,
12 necessarily, feel a strong sense of identity
13 with all such people, all people with
14 disabilities.

15 MS. GLAZER: I think the issue of
16 heterogeneity is clearly at play here,
17 although the experience of parents might be
18 somewhat illuminating for the rest of the
19 disability advocacy community, in the sense
20 that parents advocating for a good education
21 for their children, who have all kinds of
22 disabilities, have managed to get beyond the

1 particular type of disability and come
2 together and united in a movement to advocate
3 for better quality education. And, the
4 results are seen in the education numbers
5 here, and it could be that the rest of the
6 disability community ought to be concerned
7 about coming together with a greater sense of
8 common identity in the same way their parents
9 have.

10 MR. TAYLOR: The next question
11 looks at advocacy, and the percentage of
12 people with disabilities who say they have
13 advocated for the rights of people with
14 disabilities, and it's 17 percent, which is a
15 small percentage. That's what, like 7 million
16 people, which is a large number, of course.
17 My guess is it probably would have been higher
18 for people who are involved with racial and
19 gender equity in civil rights in earlier
20 years, however, I'm just guessing there.

21 The next question looks at how
22 people feel they are treated, how people with

1 disabilities feel they are treated, when they
2 meet people without disabilities. And, 72
3 percent feel that they are treated the same as
4 other people. I think that's good news. And,
5 30 percent say they are surprised -- many
6 people are surprised to find that they have a
7 disability.

8 Having said that, we do have
9 substantial minorities who report that the
10 people act as if they are sorry for them,
11 people treat them differently, and people
12 avoid further contact with them.

13 With that, let me flip to kind of
14 the end here, and give conclusions and
15 implications, and I think the one finding is
16 that 20 years after the passage of the ADA
17 there are still very large gaps in lifestyle
18 and economic issues, quality of life, and so
19 on, between people with and without
20 disabilities.

21 We have seen improvements,
22 definite improvement, on two of the gaps,

1 education and political participation.

2 However, on most of these indicators the gaps
3 are, actually, as large or larger than they
4 were before the passage of the ADA.

5 I think it's worth pointing out,
6 and I think Rodger commented on this, that as
7 education improves, and, perhaps, if
8 employment improves, and, therefore, income
9 improves, we would expect to see an
10 improvement in many of the softer measures of
11 quality of life as well.

12 But, there is clearly a great deal
13 of work to be done, whether by non-profits, by
14 business or by government, if we hope to
15 reduce the gaps for people living with
16 disabilities and those without, and to improve
17 these measures generally.

18 I might say, and maybe this is a
19 bit of British understatement, actually, I
20 might also add that I think if we look back on
21 the history of civil rights movements, both in
22 relation to racial and ethnic minorities, and

1 in terms of gender equity, the Women's
2 Movement and so on, after major legislation on
3 those kinds of issues there was probably more
4 change, more improvement, than we see in this
5 study, but I don't have hard data to
6 substantiate that.

7 (Whereupon, the above-entitled
8 matter was concluded at 3:16 p.m.)

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A	<p>affect 21:7</p> <p>affordable 19:20</p> <p>agencies 10:18</p> <p>ages 13:2 29:12</p> <p>ago 16:18,18</p> <p>agree 16:21 20:20</p> <p>Alan 13:10 32:9</p> <p>alternative 26:8</p> <p>altogether 8:18</p> <p>American 33:3</p> <p>Americans 1:3 2:3 3:18 6:16 32:7</p> <p>amount 30:22</p> <p>answer 15:21,22 16:1</p> <p>answers 30:21</p> <p>anxiety 14:13</p> <p>approaches 3:5</p> <p>approval 19:3</p> <p>approximately 18:9</p> <p>areas 5:9 11:1</p> <p>arguably 13:15</p> <p>arrows 27:12</p> <p>asked 32:10</p> <p>assets 12:21 15:19 16:3</p> <p>associated 14:14</p> <p>attitudes 31:2</p> <p>avoid 35:12</p> <hr/> <p style="text-align: center;">B</p> <hr/> <p>Baby 13:1</p> <p>back 4:19 5:18 14:7 15:1 36:20</p> <p>bad 15:12 27:18 28:16 29:2,3</p> <p>based 6:2 26:3</p> <p>behalf 4:9</p> <p>bet 20:21</p> <p>better 31:9 32:16 34:3</p> <p>beyond 29:8 33:22</p> <p>big 4:2 9:17 20:14 25:16 28:15</p> <p>bigger 28:8</p> <p>bit 9:10 18:14</p>	<p>23:11 36:19</p> <p>blind 33:10</p> <p>Boom 13:2</p> <p>bottom 20:7 27:19 31:5</p> <p>bringing 14:20</p> <p>British 36:19</p> <p>business 36:14</p> <hr/> <p style="text-align: center;">C</p> <hr/> <p>call 28:22</p> <p>car 14:12</p> <p>care 18:6 19:4 20:18</p> <p>careful 17:20</p> <p>Carol 1:18 3:2 5:2 10:21 14:19 17:10</p> <p>cases 28:17</p> <p>catch 11:5</p> <p>caution 24:8</p> <p>center 10:20</p> <p>CEO 2:17</p> <p>Chairman 2:11</p> <p>chance 14:11</p> <p>change 9:18 24:18 25:9 37:4</p> <p>changed 7:2 14:6 18:13 21:11 22:13 23:12</p> <p>changes 8:13</p> <p>charity 2:18</p> <p>chart 5:22 9:9 11:18 13:19 15:2 16:6 18:3 21:1,22 25:2 27:3,10 28:10,14,21 29:9 30:12 31:2</p> <p>charts 9:3 13:18 28:5</p> <p>children 33:21</p> <p>civil 24:19,21 34:19 36:21</p> <p>clearly 33:16 36:12</p> <p>close 22:3</p> <p>clothing 14:12</p> <p>Club 12:13</p> <p>cognitive 2:20</p>	<p>column 27:10</p> <p>come 34:1</p> <p>comes 15:1 17:1</p> <p>comfortable 30:6,9</p> <p>coming 34:7</p> <p>commented 36:6</p> <p>commitment 12:14</p> <p>common 33:2 34:8</p> <p>communities 4:19</p> <p>community 3:1 5:1 5:16 12:6 33:19 34:6</p> <p>companies 11:8 12:1</p> <p>compared 9:20 15:7,14 28:12 31:7</p> <p>complicated 9:10</p> <p>components 4:17</p> <p>concern 21:13</p> <p>concerned 31:11 34:6</p> <p>concluded 37:8</p> <p>conclusions 35:14</p> <p>condition 17:18</p> <p>conducted 2:4 6:7</p> <p>conducting 2:12 32:1</p> <p>confidence 14:13</p> <p>connected 27:2</p> <p>considerable 21:13</p> <p>consistent 24:10</p> <p>consumers 11:15</p> <p>contact 35:12</p> <p>continue 2:22 26:6 26:7</p> <p>continued 3:7</p> <p>country 9:20 11:8 17:21</p> <p>couple 21:12 28:5</p> <p>course 9:18 10:11 15:16 32:19 33:7 34:16</p> <p>cover 19:1</p> <p>coverage 19:1</p> <p>co-pay 19:2</p> <p>creates 15:19</p>	<p>creative 3:5</p> <p>credit 16:3</p> <p>critical 2:7</p> <p>cultural 12:4</p> <p>current 31:3</p> <p>currently 9:19</p> <p>cycle 15:17</p> <hr/> <p style="text-align: center;">D</p> <hr/> <p>daily 12:21</p> <p>darker 29:15</p> <p>data 8:4 13:13 23:16 31:19 37:5</p> <p>date 6:9</p> <p>dating 14:6</p> <p>deaf 33:11</p> <p>deal 36:12</p> <p>debt 15:6</p> <p>declining 9:12 16:15</p> <p>decreased 7:2</p> <p>decreasing 27:14</p> <p>dedicated 2:18</p> <p>defined 8:9</p> <p>definite 35:22</p> <p>delighted 4:21</p> <p>demand 12:3</p> <p>demographics 11:22</p> <p>demonstrate 11:7</p> <p>demonstrates 3:5</p> <p>denied 29:22</p> <p>DeROSE 1:17 2:17 4:6 10:21 14:18 17:9 18:17 25:20</p> <p>desires 12:3</p> <p>destiny 11:18</p> <p>detail 7:6</p> <p>details 7:17</p> <p>determined 8:12</p> <p>developed 8:15</p> <p>development 10:16</p> <p>develops 3:5</p> <p>difference 27:8 32:15</p> <p>different 23:16 24:1,8,9</p>
----------	--	---	---	--

differently 35:11
difficulty 26:20
dig 25:22
dilemma 15:21
dimensions 2:8
disabilities 1:5 2:4
 2:7,20 3:4,9,18
 4:15,18 6:3,4,6,16
 6:21 7:8,10 8:5,7
 8:8,12,22 9:5,6,8
 9:14,17 10:5,10
 11:5,9,12,17 12:2
 12:15,20 13:21
 14:3,4 15:7,14
 16:2,11,20 17:4
 17:16,22 18:8,10
 18:21 19:7,13,18
 19:22 20:2,9,11
 21:4,5,18 22:6,7
 22:10,19,20 23:5
 23:9 24:13 25:6,9
 25:17,18 26:18
 28:12,13,19,20
 29:5,6,11,21 30:5
 31:7,8,11,16 32:7
 32:12 33:3,6,10
 33:14,22 34:12,14
 35:1,2,20 36:16
disability 1:1,19
 3:6 5:14 10:6
 12:6 13:3,15 28:7
 28:8 30:7 33:19
 34:1,6 35:7
disadvantaged 8:5
 28:19
disappointing 28:1
disappointment
 21:14
discrimination
 10:8 29:10,14
discussed 21:10
discussing 30:7
doing 17:8 30:11
double 18:9
driver 14:20
Drucker 8:16
due 11:21

E

earlier 9:21 21:10
 34:19
early 26:2
earning 13:21,22
easily 31:9
eat 22:16,20
eating 14:12
economic 11:20
 35:18
economically 14:17
economy 11:10
 18:2
education 7:13
 10:4 11:2 16:7
 17:1,13 24:16
 27:19 33:20 34:3
 34:4 36:1,7
effect 32:22
effectively 3:1
effort 3:7
either 25:15 33:4
elections 23:18,20
employability 15:1
employed 10:17
 30:4
employers 11:9,15
 12:12 13:4 32:2
employment 3:6
 5:14 7:17 9:2
 15:22 17:1,13
 21:9 27:6,16 31:3
 36:8
encountering 13:3
encouraging 16:22
 24:15
equalizers 11:4
 19:17
equity 34:19 37:1
especially 26:7
ethnic 25:1 36:22
every-day 11:19
evidence 26:4
example 10:2 13:5
 29:1
examples 18:19
excuse 23:13 27:13

exists 17:18
expect 36:9
experience 33:17
experienced 10:7
 29:13
explain 31:19
exposing 17:4
extent 30:14

F

fabulous 5:16
facing 17:21
fact 9:13 21:15
 27:18 28:1 31:22
factor 17:20 33:8
factors 21:20
failed 20:11
fallen 16:20
families 11:13
far 7:9 9:7 10:12
fearful 31:20
feel 30:15 33:4,9,12
 34:22 35:1,3
Feeling 27:2
field 5:14 19:22
final 30:21
financial 14:22
 15:18,20 16:5
find 17:3 31:9 35:6
finding 31:12 35:15
findings 7:7,11
 27:4
first 2:10 7:3 14:6
 17:17 23:20
five 7:21 29:12,16
fixed 2:5
flip 35:13
flows 14:9
focus 11:19
focuses 16:7
follow 24:18
following 6:11
follows 17:2
force 6:6
form 10:8
former 32:9
forward 28:6

found 26:16 28:6
 30:5 33:2
foundation 1:17
 2:3,18,21 3:17 4:3
 4:9 5:12 17:13
founder 13:10
four 5:5 23:12 24:5
 25:10
friends 11:14 22:3
 22:12
full 30:16
fully 30:17
function 4:16 19:19
funding 10:14
further 15:6 35:12
future 26:12

G

gain 16:4
gains 17:14
gap 6:20 8:2,10,12
 8:21 9:7,11,12
 10:3 13:16 14:5
 14:20 15:15 16:7
 16:15 18:12,12
 19:11 21:11,13
 22:12,17,17 23:8
 23:22 25:5,5,10
 25:16 26:1,5 27:5
 27:13,13,17 28:9
 28:17,18
gaps 2:6 4:11 7:1
 7:21 8:6,9 13:9,12
 24:1 27:4 29:8
 35:17,22 36:2,15
gender 34:19 37:1
general 25:7
generally 36:17
generation 13:2
getting 10:9 19:5
give 17:5 30:21
 35:14
given 13:13 21:15
 29:21
gives 11:16
giving 32:4
glad 5:11

H

Glazer 1:18 3:3 5:2
 5:2 9:22 12:9
 14:8 15:16 16:21
 19:14 20:19 21:14
 24:14 27:2 31:14
 33:15
go 22:16 23:9 26:12
 29:9
goes 24:17
going 4:12 5:21
 15:5 18:1 26:5,20
good 12:16 13:6
 16:14 17:5 28:15
 33:20 35:4
government 12:1
 36:14
graduated 16:9
great 11:4 36:12
greater 7:22 8:2,6
 14:13 16:5 34:7
group 11:15 15:9
 16:8 18:5 26:2
groups 22:2
grow 13:1,4
growing 11:22
guess 20:14 34:17
guessing 34:20

helping 16:1
helps 31:19
heterogeneity
 33:16
Hi 5:2
high 16:9 17:6,20
 18:1 19:2 29:2
higher 9:18 12:22
 29:3 34:17
hiring 12:14
historic 27:11
history 36:21
home 25:15
homebound 26:19
hope 17:12 26:5
 32:4 36:14
hopefully 26:11
household 13:22
Humphrey 1:21
 2:11,16 3:15 4:7
 5:19 10:11,22
 16:22 17:10 20:21
 21:18 25:21 31:14

I

idea 13:12 32:21
identity 33:2,5,9,12
 34:8
illuminating 33:18
impact 32:13
impacted 18:1
implications 35:15
important 4:3,10
 5:13 6:12 9:2
 11:1 12:10 13:16
 16:7 21:20 23:15
 26:17,21 28:7
 30:13
improve 4:11,14,16
 14:16 36:16
improved 26:8
improvement
 18:15 24:12 26:12
 27:20,22 28:3
 35:22 36:10 37:4
improvements 7:13
 27:12 35:21

improves 36:7,8,9
improving 2:19
inadequate 21:6
include 6:11 18:20
including 7:16
income 13:18 14:2
 14:21 15:3 22:22
 36:8
increased 7:2
increases 10:3
increasing 10:3
 17:8 19:18
independence 4:14
indicate 11:21
indicator 20:22
 25:12 30:13
indicators 6:13,17
 6:21 7:16 8:15,18
 26:22 28:15,22
 36:2
ingenuity 12:19
injury 17:17
insecurity 15:20
insights 2:15
installment 2:5 5:3
installments 2:13
instrumental 2:14
insurance 18:22
 19:6,20 29:22
Interactive 1:22
 2:4
interest 31:4
interesting 18:18
internet 25:14,19
 26:17 27:7
interviews 6:3
introduce 2:10
 3:11
investment 10:14
 21:16
involved 34:18
issue 30:2 33:15
issues 3:6 7:5 18:21
 19:8,10 29:8 32:3
 35:18 37:3
item 31:5

J

Jenny 23:6
job 10:9 12:5 14:16
 21:21 29:9,14,21
 30:13 31:3,9,12
 31:20
jobs 14:11
joined 2:16 5:11
July 1:9
June 6:8

K

keep 21:21
Kessler 1:17 2:2,17
 2:20 3:17 4:2,9
 5:12 18:19
KESSLER/NOD
 1:3
key 6:1 7:7,10 8:15
 22:1 25:3 33:8
keyboards 26:9
kind 15:20 35:13
kinds 33:21 37:3
know 10:21,22
 17:22 18:17 25:21

L

labor 6:6
lack 15:18,18,19
lag 7:8
large 5:1 11:15
 25:4 34:16 35:17
 36:3
larger 36:3
largest 32:15
leader 13:10 32:9
leaders 12:6
leadership 5:15
learn 16:4
left-hand 9:3 15:4
 16:19 20:8 21:3
legendary 13:10
legislation 37:2
legislative 24:18
Let's 9:1
level 9:19
leveled 19:21

levels 10:4 14:21
life 5:10 6:13,15
 7:11 8:1,16 11:19
 13:3 22:1,15 25:3
 25:3,7 26:18
 35:18 36:11
lifestyle 35:17
list 30:1 31:6
literacy 15:18 16:5
little 7:15 9:9 18:14
lives 2:19 12:21
 27:1 29:17 32:13
 32:16,18,21
living 3:8 6:16 15:9
 36:15
location 25:15
longer 31:18
look 5:20 6:12 9:1
 9:2 12:1 13:12,18
 15:4 16:18 17:11
 18:12 19:16 20:7
 22:1,8 23:2 24:19
 29:9 31:4 36:20
looked 7:1 13:14
 27:5 30:2
looking 13:16
 17:15
looks 15:3 18:3
 25:2 31:2 34:11
 34:21
lose 31:12
losing 31:20
loss 14:13
lot 5:9 14:16 20:21
loved 11:14
low 14:1 20:20
lower 9:15 16:17
 31:17
lowest 16:16
Lowe's 12:13

M

magnifiers 26:10
mainstream 12:5,8
major 4:1 10:6
 12:11 37:2
majority 10:4

30:17
making 4:3
manage 8:17
managed 33:22
market 11:6,12,16
 11:16 26:4 31:3
marketplace 4:10
markets 11:7
Marriott 12:13
matter 37:8
mean 23:22
means 14:10 22:9
 33:6
measure 8:17 15:3
 22:1,14,15 24:1
 25:3
measured 6:19
measurements
 8:14
measures 2:6 7:10
 8:21 36:10,17
measuring 7:22
 13:9 24:9
medical 18:6
medications 19:2
meet 35:2
mental 20:5,12,18
mention 8:3
mentioned 10:11
 21:19
mentioning 26:15
message 12:3,7,8
methodology 5:21
mid 24:21
million 34:15
minorities 25:1
 35:9 36:22
mission 4:17
mobility 22:22
model 11:12,16,21
moderate 8:8 28:11
 28:20 29:6
MODERATOR
 2:2
money 16:4 26:21
month 15:6 22:4,21
 23:10

move 28:5
movement 24:19
 34:2 37:2
movements 36:21

N

national 1:1,18 3:3
 12:11
navigate 12:20
necessarily 33:12
need 11:7 17:19
 20:17
needed 18:6 20:12
negative 28:22
 32:13
neighbors 22:4,12
neither 30:8
networking 23:1
networks 14:10
new 3:19 6:17 8:19
 20:6 25:12 26:7
news 13:6 16:14
 17:1 35:4
NOD 2:3,13,21 3:3
 3:6,17 4:21 5:4
 13:11 23:3 26:16
 32:1
non-profits 36:13
notably 8:1
note 8:13 9:22
 12:11
noted 5:4
notwithstanding
 10:13
number 7:5 8:10
 12:11 17:7 19:10
 24:11 28:15,16
 29:2,7 32:15,17
 34:16
numbers 10:2,11
 13:1,4,7 15:12
 17:8 19:16 20:1
 20:13,20 25:22
 27:18 29:3,15,18
 30:20 34:4

O

obviously 14:9

15:12 21:7,13
 22:21
once 13:12 23:10
ones 11:14
one's 14:16
one-stop 10:20
one/two 24:22
opportunity 11:11
opposed 29:16
order 12:20
Organization 1:1
 1:18 3:4
ought 34:6
owning 14:12

P

paid 10:9 29:19
paratransit 21:16
parents 33:17,20
 34:8
part 5:21 15:16
participation 7:14
 23:3,5,15 24:10
 24:13,17 27:9,21
 36:1
particular 7:14
 11:19 34:1
particularly 23:17
 31:5
partly 15:21,22
partner 2:21 4:21
 5:13,17
pass 3:10
passage 35:16 36:4
paycheck 15:9,10
people 2:6,19 3:8
 4:14,18 6:3,4,5,20
 7:8,9 8:4,7,7,10
 8:11,21 9:4,6,7,14
 9:16 10:4,10,13
 11:4,8,12,17 12:2
 12:14,19 13:2,20
 14:1,3,4 15:7,8,14
 15:15 16:1,10,11
 16:20 17:4,15,22
 18:8,9,10,20 19:7
 19:13,17,22 20:2

20:9,10,16 21:4,5
 21:17,20 22:2,5,6
 22:16,18,19 23:5
 23:19 24:8,13
 25:6,9,13,17,18
 26:18 28:11,18,20
 29:4,5,11 30:3,4
 30:15 31:7,8,11
 31:16 32:10,11,14
 33:6,9,9,13,13
 34:12,13,16,18,22
 34:22 35:2,4,6,10
 35:11,11,19 36:15
people's 32:21
percent 10:7,12,17
 10:18 14:2,4 15:7
 15:8,13,15 16:10
 16:11 18:8,11
 20:8,10 21:3,5
 22:5,6,9,10,18,19
 25:6,8,17,18 27:6
 27:7 29:12 30:10
 31:6,8 32:17
 34:14 35:3,5
percentage 8:10
 9:13 13:20 14:2
 16:8 18:5 23:18
 34:11,15
percentages 22:2
Peter 8:16
phonetic 3:14
physical 2:19
piece 31:19
pieces 16:13
place 23:10
plan 19:4
play 33:16
playing 19:21
pleasure 2:9 4:8
point 12:10 16:16
 17:17 22:17 23:8
 25:5,16
pointing 28:4 36:5
points 8:11 14:5
 15:15 24:5,5,5
policy 15:21 17:3
political 7:13 23:15

24:17 27:8,21
 36:1
Poll 1:21 2:12
positive 13:5 24:17
 28:14 32:13
possible 4:4 32:20
poverty 7:17 13:19
 14:9,15,21 15:17
 16:2 29:1
power 11:17
powerful 24:22
practically 31:1
present 5:3
presentation 3:12
PRESENTERS
 1:16
presently 31:10
President 2:17 3:3
presidential 23:20
pretty 24:4
prevalent 12:4
previous 9:15
 26:15
probably 3:19
 21:19 34:17 37:3
problem 12:18
 21:7
problems 20:16
productivity 12:22
program 4:20 23:4
progress 7:15
proud 3:6
provide 8:20
provider 19:9
providing 2:14
 5:14
public 2:18 10:14
 10:19 21:15
publishing 32:1
punch 24:22
purpose 6:10
purposes 6:11
pushed 12:3
P-R-O-C-E-E-D-...
 2:1
p.m 37:8

Q

qualities 14:14
quality 5:10 6:13
 6:15 7:11 22:1,15
 25:3 26:18,22
 34:3 35:18 36:11
quantifiable 8:14
quantified 8:21
question 20:5,6,15
 32:6 33:1 34:10
 34:21
questionable 27:15
quite 29:13

R

racial 25:1 34:18
 36:22
ran 23:3
range 2:7
rare 27:21
rate 16:13
rates 31:17,18
ratio 20:14
reached 16:16
read 5:21
readiness 17:6
real 4:8 24:12
 27:20
really 4:20 11:11
 14:1 25:4 26:21
 27:11
reason 10:6
reasons 18:20
recognize 3:19
recognized 12:18
reduce 36:15
refused 29:20
rehabilitation
 10:15,19
Reich 13:10 32:9
reimbursements
 19:5
relate 6:14 29:15
related 18:22 19:7
 22:22
relates 21:2 30:12
 32:6 33:1

relation 36:22
relatively 20:3
 30:20
relatives 22:3,12
reliable 21:17
religious 23:2,4
reluctant 20:17
remained 20:2
remarkable 24:5
remarked 13:13
remember 23:7
report 35:9
represent 11:14
research 2:15 4:15
 6:7,10
researches 3:4
responsibility
 29:22
responsible 32:10
rest 11:6 32:15
 33:18 34:5
restaurant 22:20
restaurants 22:16
results 2:8 3:12,17
 4:22 5:19 34:4
retention 31:18
reviewing 4:12
re-engage 4:18
re-enter 17:16
right 9:6,7,11 10:5
 12:17 14:7,19
 16:15 17:21 19:15
 24:3 31:22
rights 24:19,20,21
 25:1 34:13,19
 36:21
right-hand 18:10
Rodger 1:17 2:16
 4:5 12:9 19:15
 36:6
run 23:5

S

Sam's 12:13
satisfaction 8:1
 25:4 30:14
satisfied 25:7

save 16:4
savings 15:19
saying 25:19
scanning 26:9
school 16:9 17:7
screen 26:9
second 7:11 28:21
see 5:7 8:19 9:4,10
 9:17 10:2,12 16:9
 16:14,19 17:12,14
 18:7,12 20:8,20
 21:2 22:5 23:7
 24:3,20 26:4,5,11
 27:20,21 28:2,16
 29:2 36:9 37:4
seeing 17:15 19:12
seen 34:4 35:21
sense 33:2,5,12,19
 34:7
series 16:17
serve 12:2
service 10:18 23:4
services 10:16 20:6
set 7:11 13:5
severe 8:4,7 28:8
 28:13,13,18 29:4
 29:4,5
severity 28:7
shape 12:7
share 5:19 11:17
sharing 4:22
show 7:12,16 8:4
 24:12
showing 3:16
shown 31:16
shows 13:19 17:7
shrink 26:6
shrunk 27:17
side 9:3 15:4 16:19
 18:11 20:8 21:3
 24:4
sign 24:15,16
significant 10:10
 10:14 28:3
significantly 23:12
similar 29:20
single 13:16

situation 14:22
six 2:13 3:22 23:13
 23:21
sixth 5:3
size 6:19 11:22 27:5
sizeable 28:18
skills 17:6 29:20
slide 18:18
slides 3:16
slight 28:11
slightly 25:10
small 18:15 20:13
 28:16 30:20,22
 32:17 34:15
smaller 9:12
smallest 26:1
social 10:15,18
 14:10 22:22
socialize 22:11
socialized 22:3
socializing 7:17
softer 36:10
software 26:9
solving 12:18
somewhat 7:9 9:12
 20:17 28:13 29:5
 30:18 33:5,18
soon 5:7
sorry 35:10
source 14:11
sources 23:16
 24:11
speaker 2:10
speakers 2:10 3:10
specific 8:14
specifically 18:4
 25:13
sponsor 2:22 3:7
stable 20:3
stakeholders 11:13
 11:18
standard 6:15
standpoint 17:3
start 25:22
started 13:9 16:16
starting 4:1
stream 14:21

strong 33:5,12
struggling 15:5
studies 4:1 31:15
study 16:14 37:5
subsequent 9:3
substantial 22:17
 29:18 35:9
substantiate 37:6
suggest 31:15
suggests 15:17 17:2
summarize 6:1
summary 27:4
support 5:15
surprised 20:19
 35:5,6
survey 1:3 2:3,5,12
 2:22 3:7,18 4:4,10
 5:4,17 6:2,18 7:3
 7:7 11:2 14:6
 26:6,13 28:6 30:3
 32:1
surveyed 6:5
surveys 5:5 9:16,21
 17:12 18:16 21:12
 23:17,21 24:11
switchboards 26:8

T

take 3:11
talents 30:16,18,22
Taylor 1:21 2:11
 3:13,15 5:20 13:8
 15:2 16:6 18:3
 20:4 21:1,22 25:2
 26:14 27:3 31:21
 34:10
team 2:14
technologies 26:7
technology 25:13
 26:3
ten 6:12,22 7:21
tend 26:2
terms 4:22 11:4
 14:20,21,22 17:15
 19:12 23:9 37:1
test 11:7
thank 3:13 4:2,6

thing 12:16,17 17:9
 17:19
things 6:1 10:1
 19:15,21 21:8
 32:8
think 12:5,10 14:18
 16:22 17:11 18:18
 19:11,14 21:19
 22:14 23:14 24:15
 25:21 26:22 29:8
 31:9 33:8,15 35:4
 35:15 36:5,6,20
third 25:5
thirds 25:8
Thornburg 23:6
thought 32:11
three 6:17 8:19
 27:14
Thursday 1:9
time 2:8 7:3 8:13
 9:4,5,13 17:11,17
 23:20 29:16 31:4
today 3:2
today's 2:10
top 27:7 29:1
tracking 2:8 6:14
trained 12:21
Transition 4:19
transportation
 7:18 19:8 21:2,6
 21:17
travel 19:7
treat 35:11
treated 34:22 35:1
 35:3
trend 7:1 9:4,5
 20:7 23:11 24:4
 27:17
trends 27:11
trouble 19:5,18
 20:1
true 9:16
trying 4:11,13
twice 14:3 20:9
 21:4 22:4,21
two 13:18 17:11
 18:15 25:8 27:11

29:12 30:21 35:22 type 34:1 types 17:14 29:14	8:9 13:13 23:21 24:2 26:15 27:5 wheelchair 33:11 wobbly 23:11 Women's 37:1 wonder 31:18 word 24:7 words 31:10 work 4:20 5:9 17:5 21:9 26:15 30:13 30:16,19,19 36:13 worked 3:22 workers 29:20 workforce 10:16 12:15,22 14:16 17:5,16 31:17 working 9:14 10:5 10:7,13 30:5 workplace 11:10 30:7 worldwide 25:14 worse 10:12 27:18 32:18 worship 23:10 worth 26:15 28:4 36:5 wrapped 19:11	10 18:11 22:10 11 16:11 24:5 12 7:10 13 6:21 7:10 8:15 8:18 27:4 15 14:4 16 21:5 30:10 17 16:10 24:5 34:14 18 31:6 19 14:5 18:8 1960s 24:20 1986 2:13 4:1 5:5 7:3 14:7	60s 24:21 61 25:8
U		7	
ultimate 13:15 uncomfortable 30:9,11 underestimate 20:16 underscore 12:10 understatement 36:19 under-reporting 20:22 unemployment 9:19 13:14 14:9 17:20 18:2 unique 12:18 united 34:2 upward 27:12 use 30:15,22 useful 30:19	2	7 20:8 23:8 34:15 7:3 20:14 72 35:2 74 22:19 788 6:4 79 22:5	
V		8	
valuable 2:15 value 11:9 variety 5:9 varying 27:6 vocational 10:15 10:19 voice 3:8 5:15 voted 23:19 voters 11:16 Voting 24:20	20 5:8 35:16 2000 25:11 2010 1:9 2:2 3:17 2015 17:12 26:6 2020 17:12 21 10:12 15:6 22:9 22 1:9 23 32:16 24 7:20 15:15 16:18 25 16:18 27 22:17 25:5	8 15:8 85 25:18	
W	3	9	
wait 19:3 Walgreen's 12:12 Wal-Mart 12:12 wanted 6:12 way 22:8 34:8 ways 17:3 21:16 24:9 27:19 web 25:14 Webinar 1:14 we'll 7:16 8:3 26:11 we've 6:13,17 7:21	3 10:18 20:10 3:16 37:8 30 35:5 31 25:16 27:7 31:7 34 14:2 15:14 21:3 25:5 350 6:5 38 27:6	90 22:6	
	4		
year 13:22 18:6 20:12 31:22 years 3:22 5:5,8 6:14 7:21 13:11 16:18,18 23:3,12 23:13 25:10 26:12 29:16 34:20 35:16 York 3:19 young 17:4 youngest 26:2	40 3:21 43 10:7 29:12 48 22:18		
Z	5		
zero 24:2,6 27:8	5 10:17 54 25:16 58 15:13		
\$	6		
\$15,000 13:22			
1			
1,000 6:2			