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Job Accommodation Network

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A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Alabama State Profile

1998 Report



President's Committee on Employment
of People with Disabilities
Job Accommodation Network
918 Chestnut Ridge Road
Suite 1
WVU PO Box 6080
Morgantown, WV 26506-6080

1-800-526-7234 or
1-800-ADA-WORK in the
United States (Voice /TDD)
Website:
<http://janweb.icdi.wvu.edu>



A Report on the State of Alabama Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

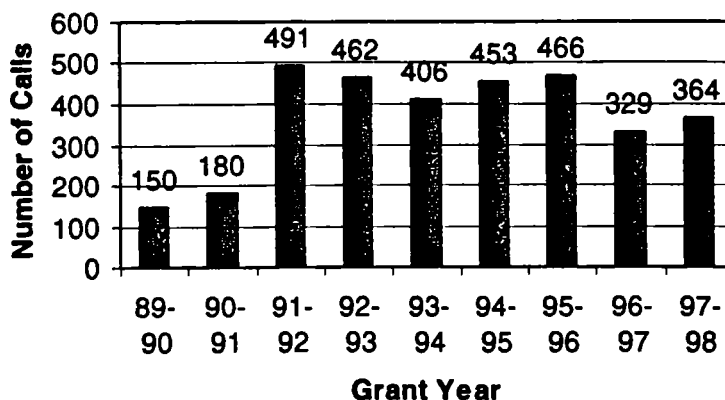
The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 320,625 (out of 2.5 million) Alabama residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 3,301 calls have been processed from Alabama; 364 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Alabama ranks 30th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
Alabama**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 1,856 of the calls received from Alabama have been cases. That is, 56% of the callers from Alabama have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Alabama during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	59	93-94	230
90-91	57	94-95	236
91-92	210	95-96	258
92-93	220	96-97	283
		97-98	303
Total		1,856	

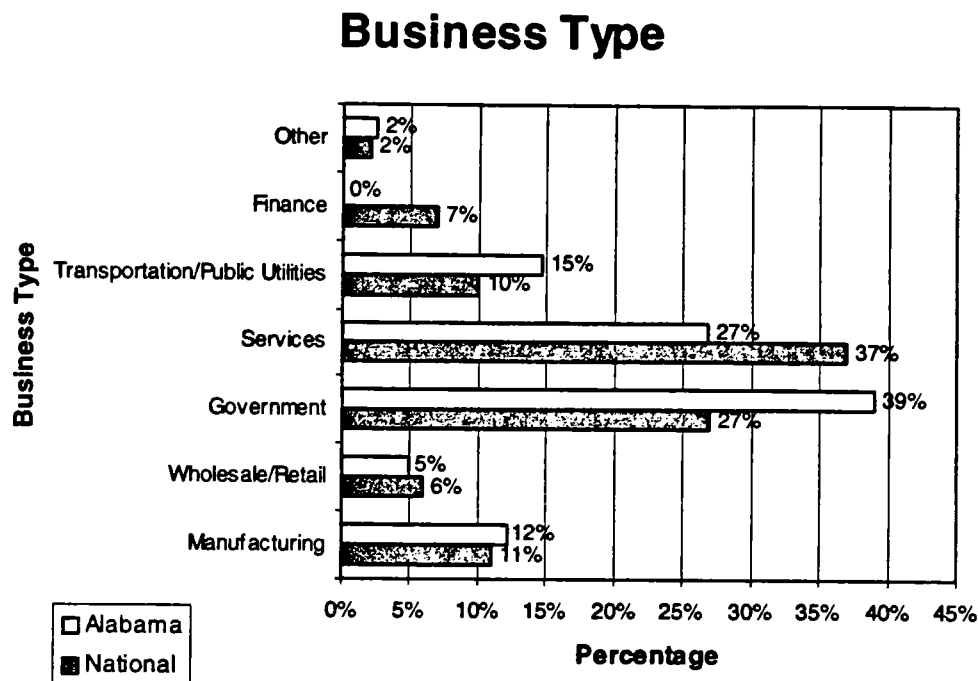
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Alabama as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Alabama	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	70%	64%
• <i>Improved productivity or comfort</i>	11%	13%
• <i>Training</i>	10%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	2%	4%
• <i>Individual seeking employment</i>	6%	13%
Other	1%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Alabama with those nationally:



Disability Type

Another key aspect of the cases handled by JAN staff from Alabama was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Alabama to those nationally:

Disability Type	Alabama	Nationally
• Motor Impairments	53%	41%
• Neurological Impairments	18%	19%
• Sensory Impairments	13%	17%
• Behavioral Impairments	9%	7%
• Other	7%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Alaska State Profile

1998 Report



President's Committee on Employment
of People with Disabilities
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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Alaska Usage of the Job Accommodation Network

A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

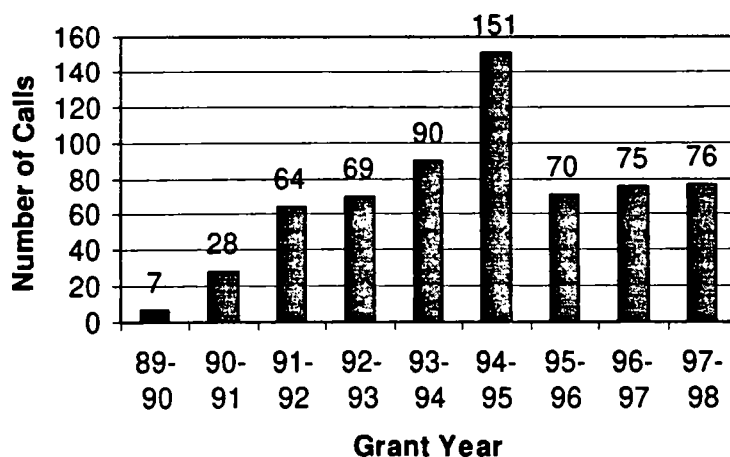
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When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 26,667 (out of 343,000) Alaska residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 630 calls have been processed from Alaska; 76 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Alaska ranks 48th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

Number of Calls Processed from Alaska



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 452 of the calls received from Alaska have been cases. That is, 72% of the callers from Alaska have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Alaska during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	9	93-94	59
90-91	20	94-95	101
91-92	55	95-96	50
92-93	38	96-97	58
		97-98	62
Total		452	

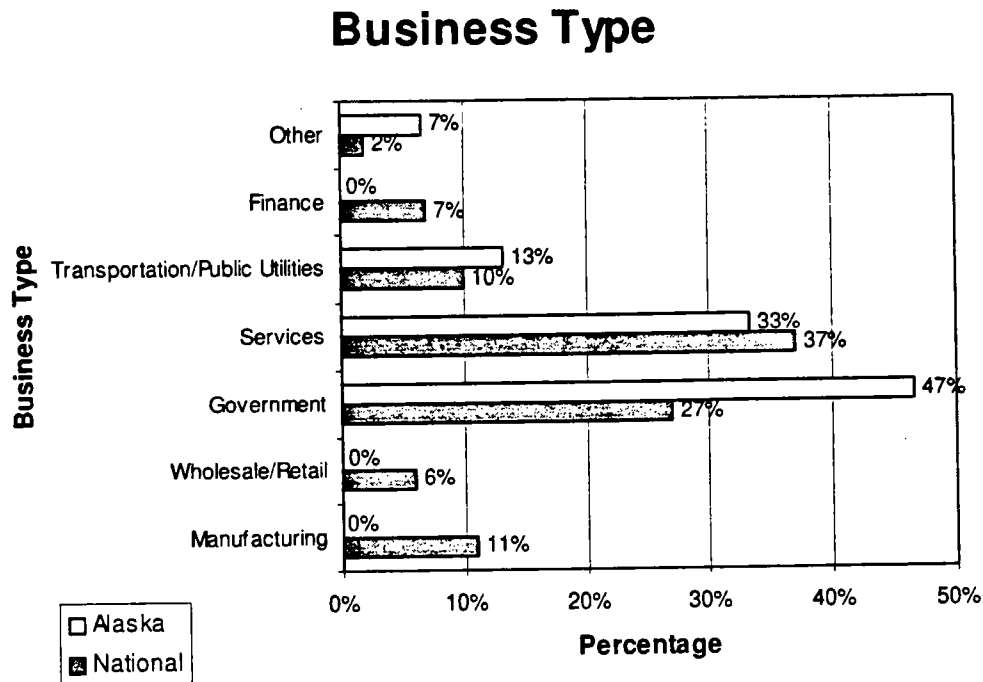
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Alaska as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Alaska	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	78%	64%
• <i>Improved productivity or comfort</i>	18%	13%
• <i>Training</i>	0%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	0%	4%
• <i>Individual seeking employment</i>	4%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Alaska with those nationally:



Disability Type

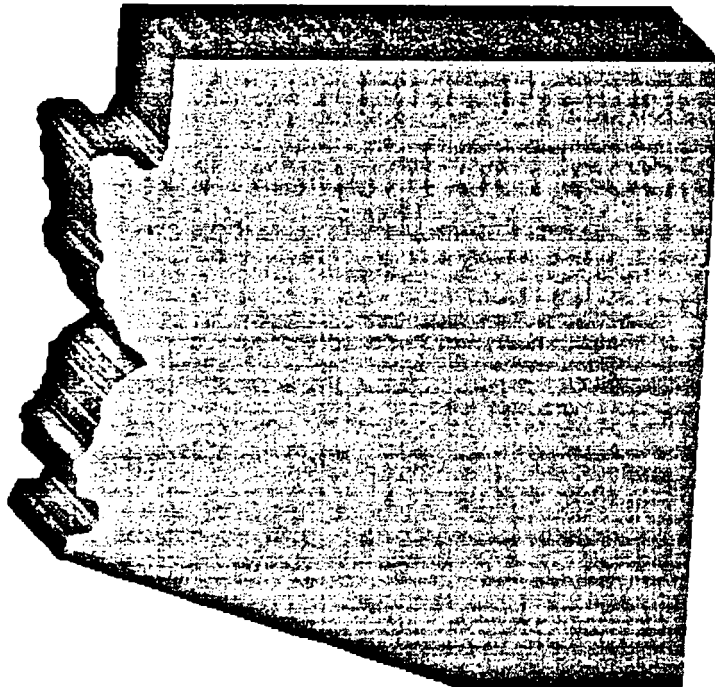
Another key aspect of the cases handled by JAN staff from Alaska was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Alaska to those nationally:

Disability Type	Alaska	Nationally
• Motor Impairments	46%	41%
• Neurological Impairments	18%	19%
• Sensory Impairments	18%	17%
• Behavioral Impairments	9%	7%
• Other	9%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Arizona State Profile

1998 Report



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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Arizona Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

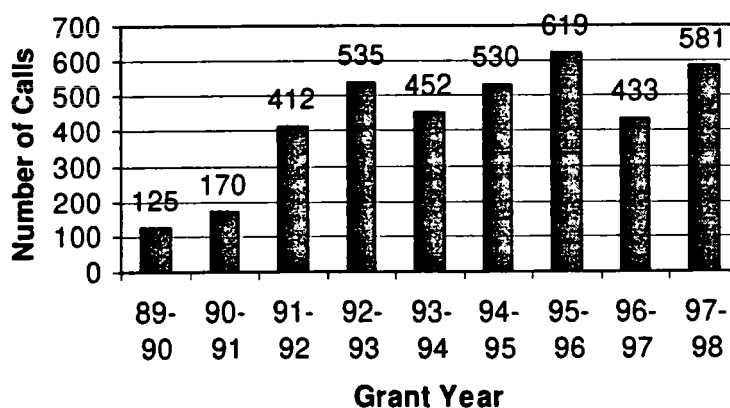
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When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 231,307 (out of 2.2 million) Arizona residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 3,857 calls have been processed from Arizona; 581 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Arizona ranks 25th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
Arizona**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 2,278 of the calls received from Arizona have been cases. That is, 59% of the callers from Arizona have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Arizona during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	69	93-94	242
90-91	83	94-95	269
91-92	203	95-96	328
92-93	231	96-97	411
		97-98	442
Total		2,278	

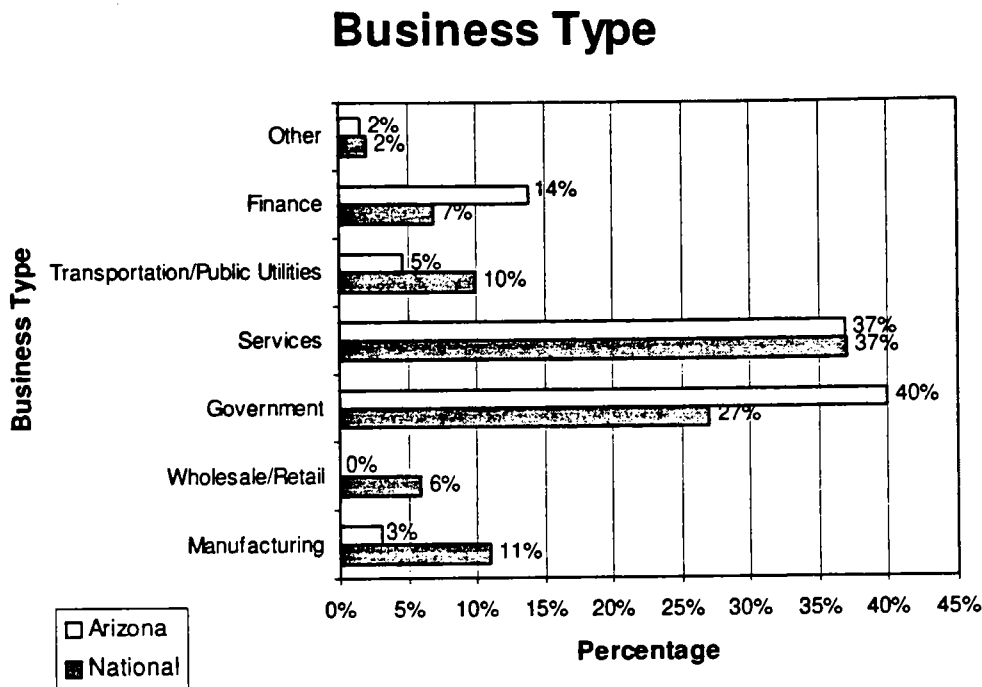
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Arizona as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Arizona	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	67%	64%
• <i>Improved productivity or comfort</i>	11%	13%
• <i>Training</i>	5%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	3%	4%
• <i>Individual seeking employment</i>	14%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Arizona with those nationally:



Disability Type

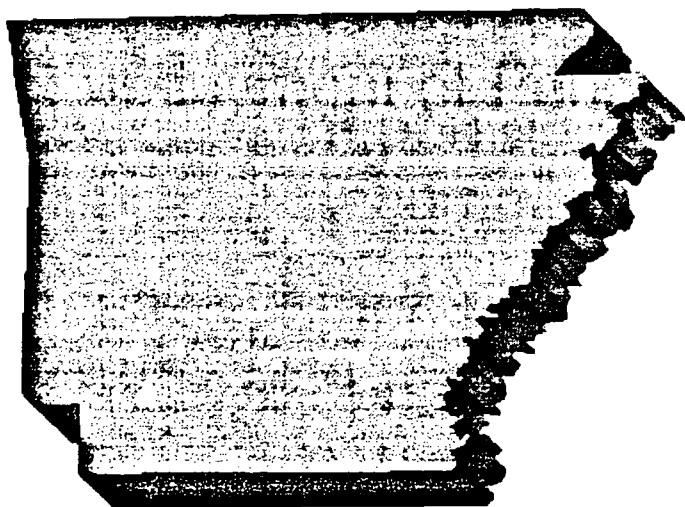
Another key aspect of the cases handled by JAN staff from Arizona was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Arizona to those nationally:

Disability Type	Arizona	Nationally
• Motor Impairments	41%	41%
• Neurological Impairments	20%	19%
• Sensory Impairments	27%	17%
• Behavioral Impairments	6%	7%
• Other	6%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Arkansas State Profile

1998 Report



President's Committee on Employment
of People with Disabilities
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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Arkansas Usage of the Job Accommodation Network

A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

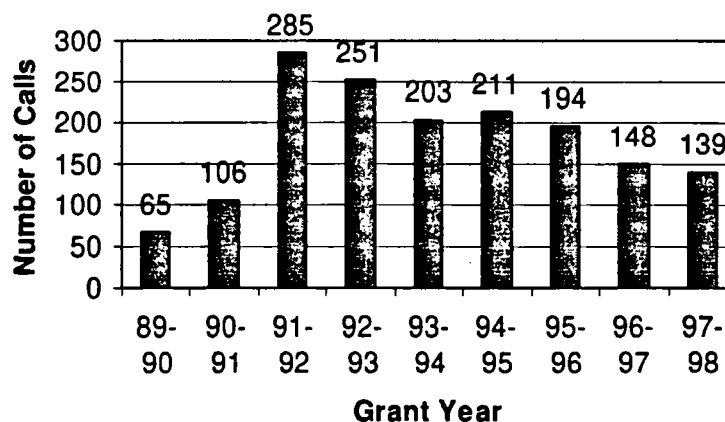
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When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 191,291 (out of 1.4 million) Arkansas residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 1,602 calls have been processed from Arkansas; 139 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Arkansas ranks 41st in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
Arkansas**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 911 of the calls received from Arkansas have been cases. That is, 57% of the callers from Arkansas have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Arkansas during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	32	93-94	109
90-91	57	94-95	110
91-92	129	95-96	96
92-93	114	96-97	153
		97-98	111
Total		911	

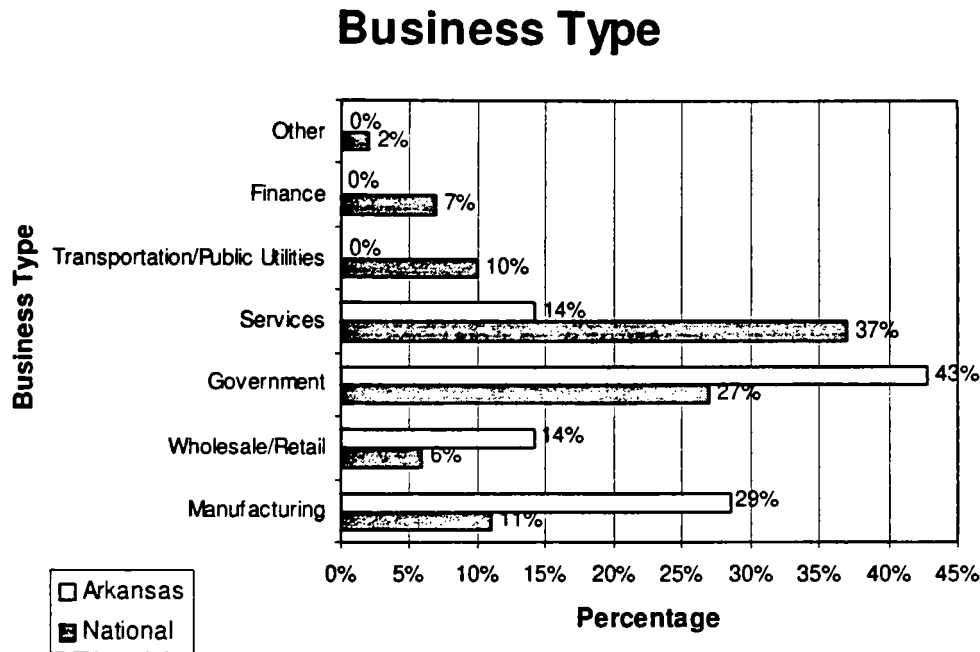
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Arkansas as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Arkansas	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	61%	64%
• <i>Improved productivity or comfort</i>	11%	13%
• <i>Training</i>	3%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	0%	4%
• <i>Individual seeking employment</i>	25%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Arkansas with those nationally:



Disability Type

Another key aspect of the cases handled by JAN staff from Arkansas was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Arkansas to those nationally:

Disability Type	Arkansas	Nationally
• Motor Impairments	43%	41%
• Neurological Impairments	23%	19%
• Sensory Impairments	17%	17%
• Behavioral Impairments	17%	7%
• Other	0%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



California State Profile

1998 Report



President's Committee on Employment
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JAN
JOB ACCOMMODATION NETWORK

**A Report on the State of California Usage of the
Job Accommodation Network
A service of the President's Committee on
Employment of People with Disabilities**

(October 1, 1997 - September 30, 1998)

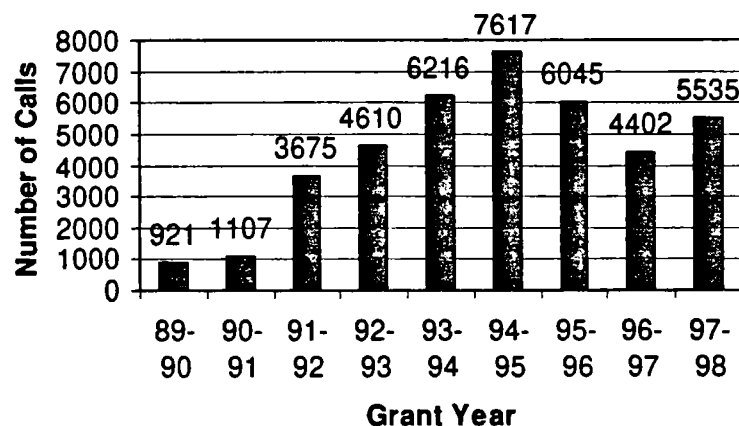
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Calls

According to the U.S. Census Bureau, there are 1.9 million (out of 19.1 million) California residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 40,128 calls have been processed from California; 5,535 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), California ranks 1st in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
California**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 21,240 of the calls received from California have been cases. That is, 53% of the callers from California have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from California during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	539	93-94	2,757
90-91	562	94-95	3,079
91-92	1,855	95-96	2,764
92-93	1,925	96-97	3,599
		97-98	4,160
Total		21,240	

Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of California as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	California	Nationally
Accommodations Requested for Current Employees		
• Retention	66%	64%
• Improved productivity or comfort	13%	13%
• Training	4%	4%
Accommodations Requested for Prospective Employees		
• Company desiring to hire individual	3%	4%
• Individual seeking employment	13%	13%
Other	1%	2%

Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

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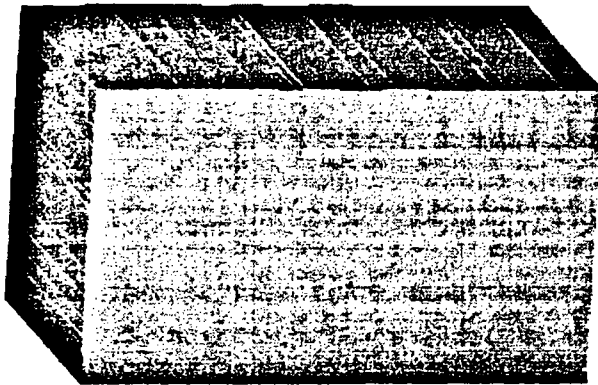
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Accommodations Requested for Current Employees		
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• <i>Improved productivity or comfort</i>	13%	13%
• <i>Training</i>	4%	4%
Accommodations Requested for Prospective Employees		
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• <i>Individual seeking employment</i>	13%	13%
Other	1%	2%

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Colorado State Profile

1998 Report



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JAN
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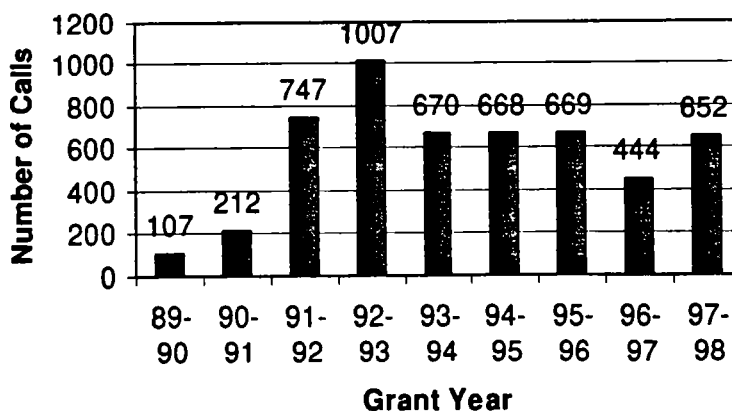
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When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 197,000 (out of 2.1 million) Colorado residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 5,176 calls have been processed from Colorado; 652 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Colorado ranks 23rd in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
Colorado**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 3,125 of the calls received from Colorado have been cases. That is, 60% of the callers from Colorado have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Colorado during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	63	93-94	403
90-91	101	94-95	372
91-92	396	95-96	426
92-93	401	96-97	439
		97-98	524
Total		3,125	

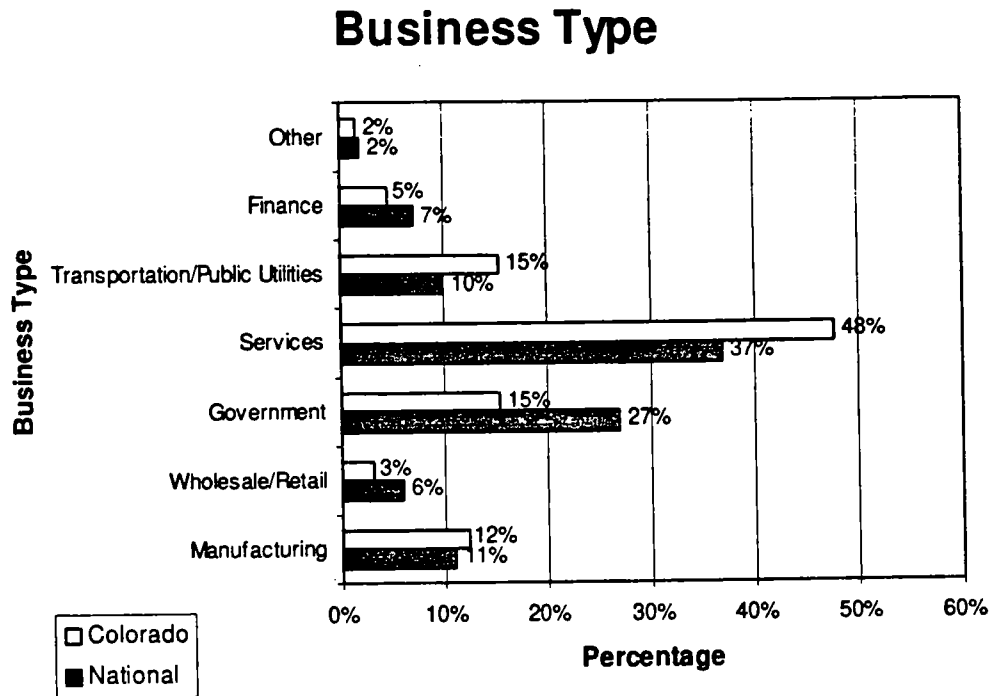
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Colorado as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Colorado	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	58%	64%
• <i>Improved productivity or comfort</i>	15%	13%
• <i>Training</i>	6%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	7%	4%
• <i>Individual seeking employment</i>	14%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Colorado with those nationally:



Disability Type

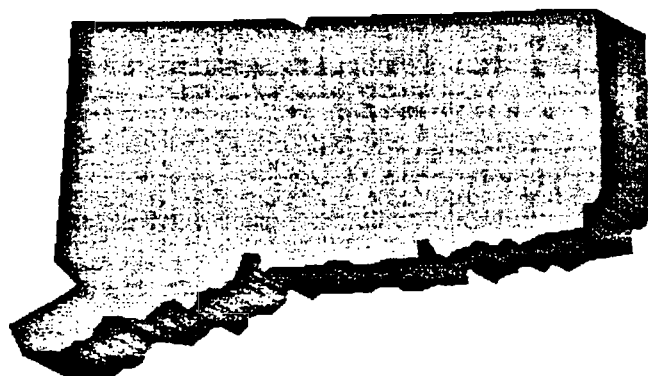
Another key aspect of the cases handled by JAN staff from Colorado was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Colorado to those nationally:

Disability Type	Colorado	Nationally
• Motor Impairments	46%	41%
• Neurological Impairments	20%	19%
• Sensory Impairments	19%	17%
• Behavioral Impairments	8%	7%
• Other	7%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Connecticut State Profile

1998 Report



President's Committee on Employment
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Job Accommodation Network
918 Chestnut Ridge Road
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WVU PO Box 6080
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1-800-526-7234 or
1-800-ADA-WORK in the
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Website:
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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Connecticut Usage of the Job Accommodation Network

A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

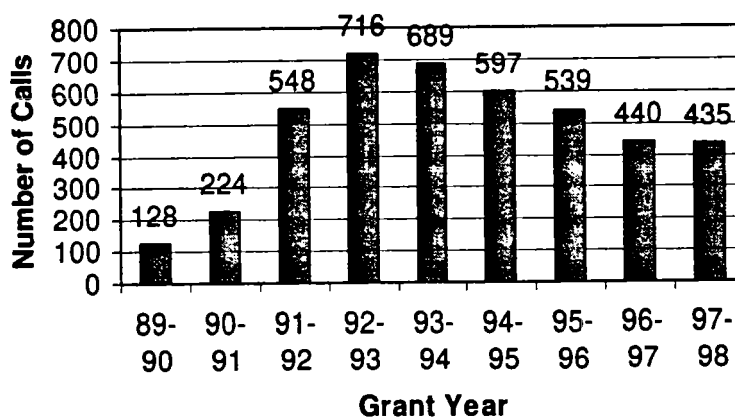
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When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 178,721 (out of 2.1 million) Connecticut residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 4,316 calls have been processed from Connecticut; 435 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Connecticut ranks 28th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
Connecticut**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 2,662 of the calls received from Connecticut have been cases. That is, 62% of the callers from Connecticut have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Connecticut during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	94	93-94	346
90-91	88	94-95	366
91-92	313	95-96	329
92-93	328	96-97	420
		97-98	378
Total		2,662	

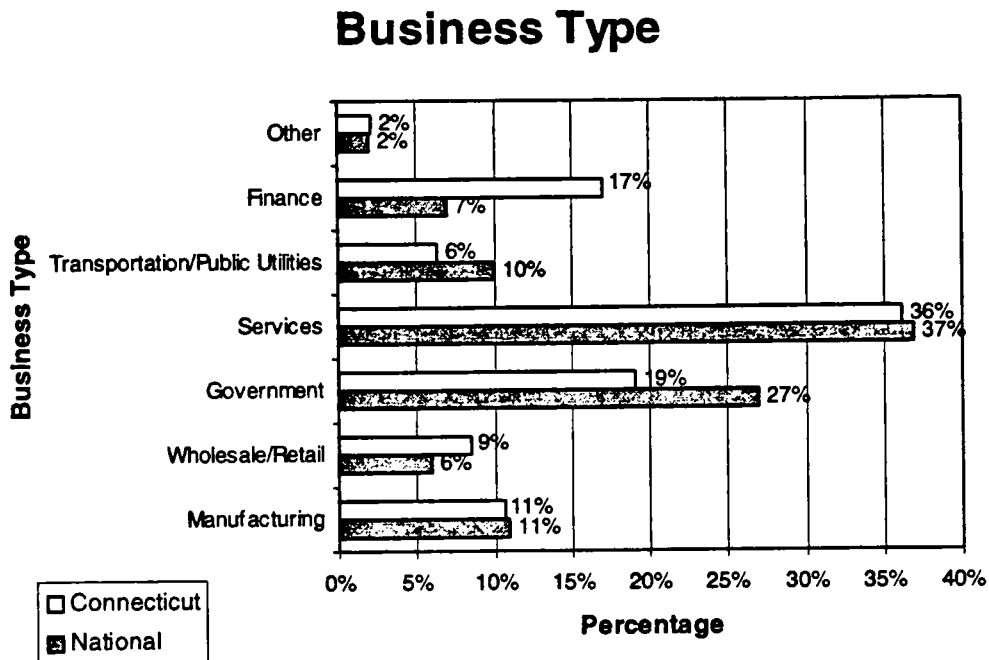
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Connecticut as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Connecticut	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	61%	64%
• <i>Improved productivity or comfort</i>	14%	13%
• <i>Training</i>	5%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	6%	4%
• <i>Individual seeking employment</i>	14%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Connecticut with those nationally:



Disability Type

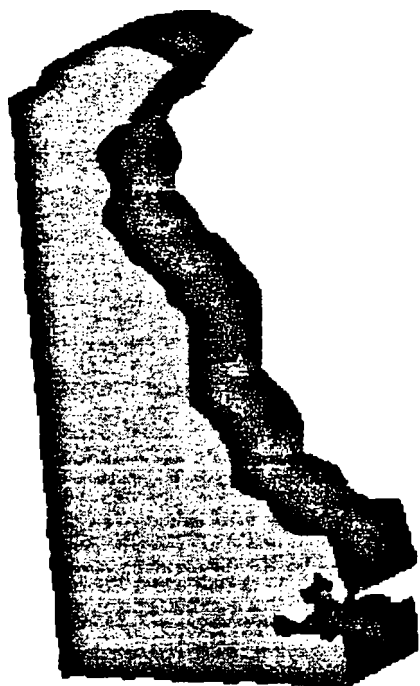
Another key aspect of the cases handled by JAN staff from Connecticut was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Connecticut to those nationally:

Disability Type	Connecticut	Nationally
• Motor Impairments	47%	41%
• Neurological Impairments	18%	19%
• Sensory Impairments	21%	17%
• Behavioral Impairments	9%	7%
• Other	5%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Delaware State Profile

1998 Report



President's Committee on Employment
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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Delaware Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

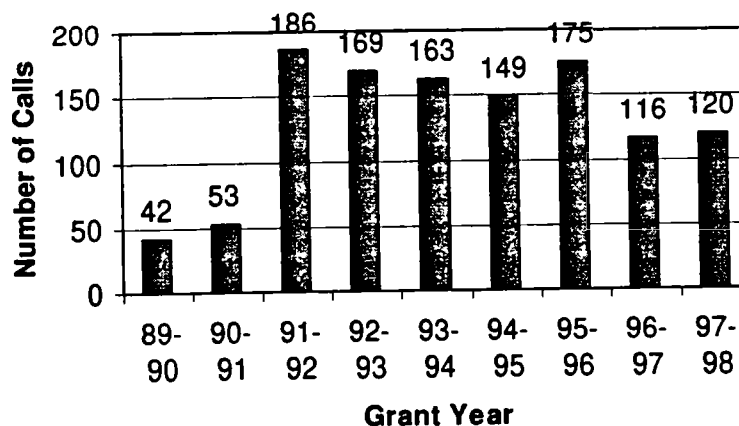
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Calls

According to the U.S. Census Bureau, there are 42,917 (out of 429,000) Delaware residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 1,173 calls have been processed from Delaware; 120 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Delaware ranks 44th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
Delaware**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 653 of the calls received from Delaware have been cases. That is, 56% of the callers from Delaware have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Delaware during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	22	93-94	81
90-91	13	94-95	80
91-92	105	95-96	70
92-93	91	96-97	94
		97-98	97
Total		653	

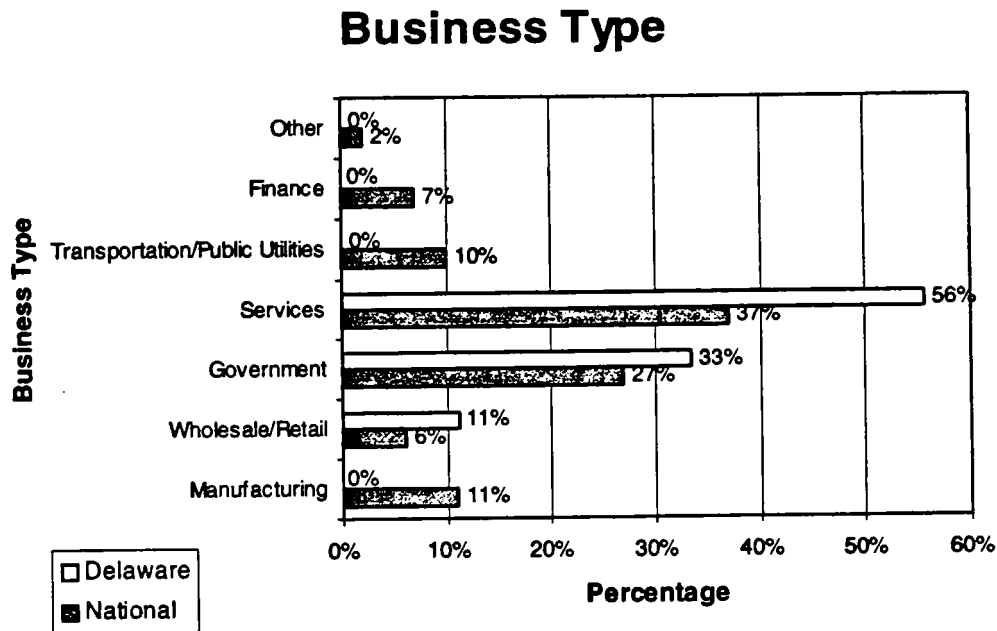
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Delaware as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Delaware	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	54%	64%
• <i>Improved productivity or comfort</i>	8%	13%
• <i>Training</i>	16%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	0%	4%
• <i>Individual seeking employment</i>	22%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Delaware with those nationally:



Disability Type

Another key aspect of the cases handled by JAN staff from Delaware was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Delaware to those nationally:

Disability Type	Delaware	Nationally
• Motor Impairments	44%	41%
• Neurological Impairments	22%	19%
• Sensory Impairments	28%	17%
• Behavioral Impairments	6%	7%
• Other	0%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



District of Columbia Profile

1998 Report



President's Committee on Employment
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918 Chestnut Ridge Road
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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of District of Columbia Usage of the Job Accommodation Network

A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

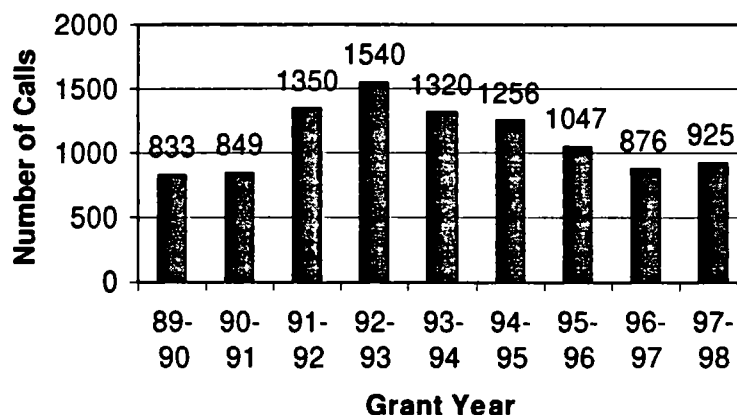
The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 52,153 (out of 411,000) District of Columbia residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 9,996 calls have been processed from District of Columbia; 925 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), District of Columbia ranks 14th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from the
District of Columbia**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 3,171 of the calls received from District of Columbia have been cases. That is, 32% of the callers from District of Columbia have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from District of Columbia during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	216	93-94	315
90-91	223	94-95	382
91-92	333	95-96	372
92-93	413	96-97	450
		97-98	467
Total		3,171	

Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of District of Columbia as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression

District of Columbia Nationally

Accommodations Requested for Current Employees

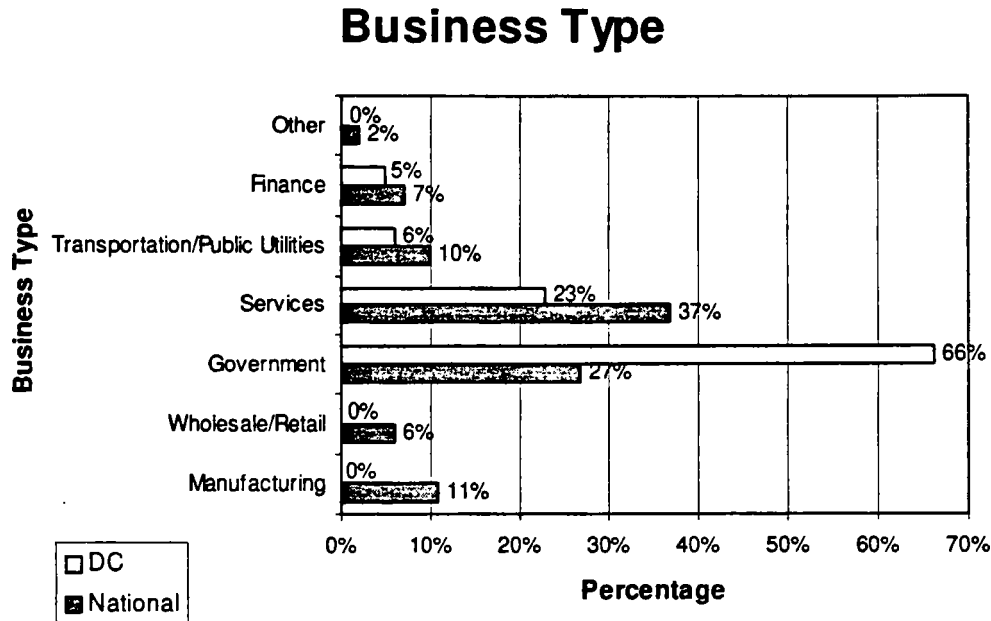
• Retention	69%	64%
• Improved productivity or comfort	15%	13%
• Training	3%	4%

Accommodations Requested for Prospective Employees

• Company desiring to hire individual	6%	4%
• Individual seeking employment	7%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from District of Columbia with those nationally:



Disability Type

Another key aspect of the cases handled by JAN staff from District of Columbia was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from District of Columbia to those nationally:

Disability Type	District of Columbia	Nationally
• Motor Impairments	37%	41%
• Neurological Impairments	18%	19%
• Sensory Impairments	32%	17%
• Behavioral Impairments	11%	7%
• Other	2%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Florida State Profile

1998 Report



President's Committee on Employment
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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Florida Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

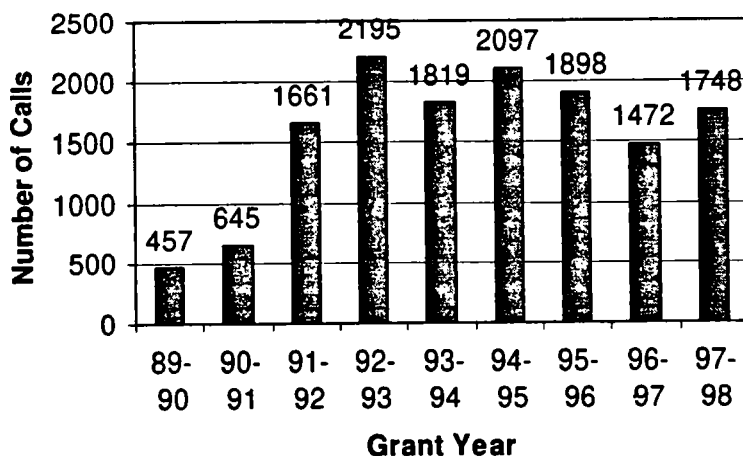
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Calls

According to the U.S. Census Bureau, there are approximately 873,000 (out of 7.8 million) Florida residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 13,992 calls have been processed from Florida; 1,748 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Florida ranks 6th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

Number of Calls Processed from Florida



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 8,174 of the calls received from Florida have been cases. That is, 58% of the callers from Florida have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Florida during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	198	93-94	959
90-91	263	94-95	1,125
91-92	838	95-96	1,055
92-93	924	96-97	1,422
		97-98	1,390
Total		8,174	

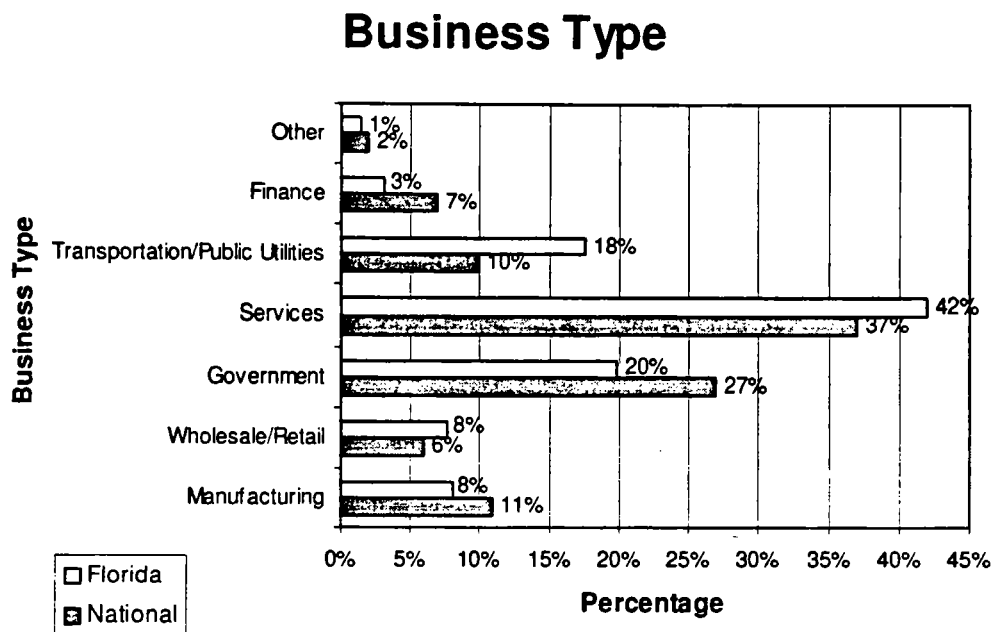
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Florida as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Florida	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	61%	64%
• <i>Improved productivity or comfort</i>	13%	13%
• <i>Training</i>	5%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	7%	4%
• <i>Individual seeking employment</i>	14%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Florida with those nationally:



Disability Type

Another key aspect of the cases handled by JAN staff from Florida was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Florida to those nationally:

Disability Type	Florida	Nationally
• Motor Impairments	46%	41%
• Neurological Impairments	21%	19%
• Sensory Impairments	18%	17%
• Behavioral Impairments	7%	7%
• Other	8%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Georgia State Profile

1998 Report



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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Georgia Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

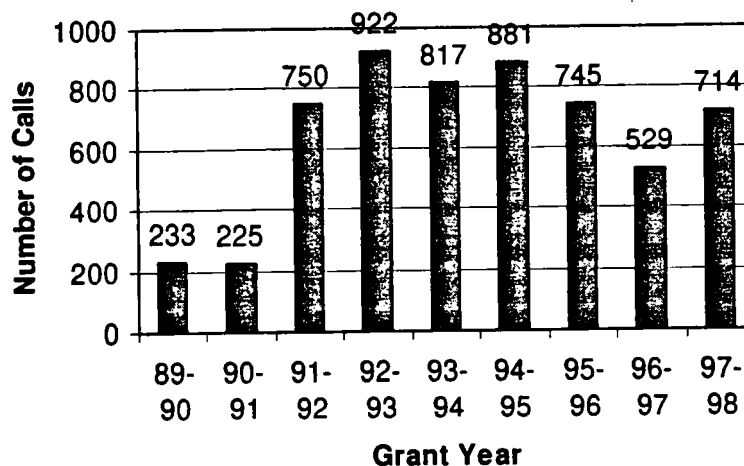
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Calls

According to the U.S. Census Bureau, there are 478,899 (out of 4.1 million) Georgia residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 5,816 calls have been processed from Georgia; 714 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Georgia ranks 21st in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

Number of Calls Processed from Georgia



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 3,380 of the calls received from Georgia have been cases. That is, 58% of the callers from Georgia have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Georgia during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	13	93-94	508
90-91	108	94-95	490
91-92	384	95-96	393
92-93	407	96-97	510
		97-98	567
Total		3,380	

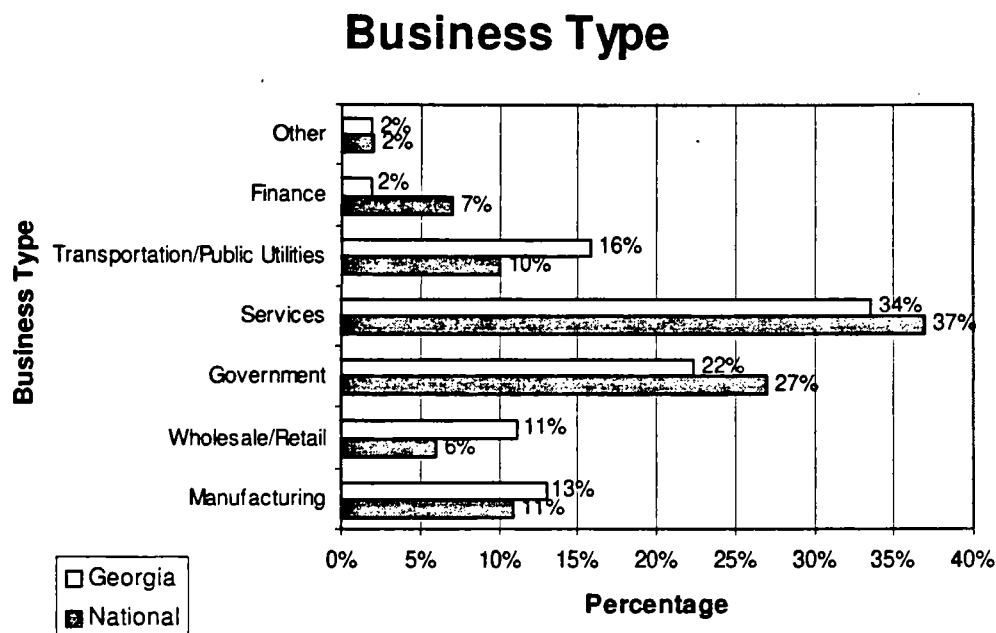
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Georgia as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Georgia	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	63%	64%
• <i>Improved productivity or comfort</i>	14%	13%
• <i>Training</i>	7%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	5%	4%
• <i>Individual seeking employment</i>	11%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Georgia with those nationally:



Disability Type

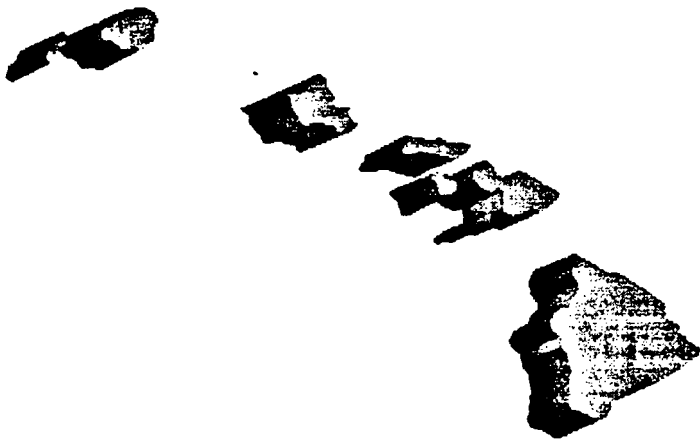
Another key aspect of the cases handled by JAN staff from Georgia was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Georgia to those nationally:

Disability Type	Georgia	Nationally
• Motor Impairments	43%	41%
• Neurological Impairments	26%	19%
• Sensory Impairments	15%	17%
• Behavioral Impairments	6%	7%
• Other	10%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Hawaii State Profile

1998 Report



President's Committee on Employment
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1-800-526-7234 or
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A Report on the State of Hawaii Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

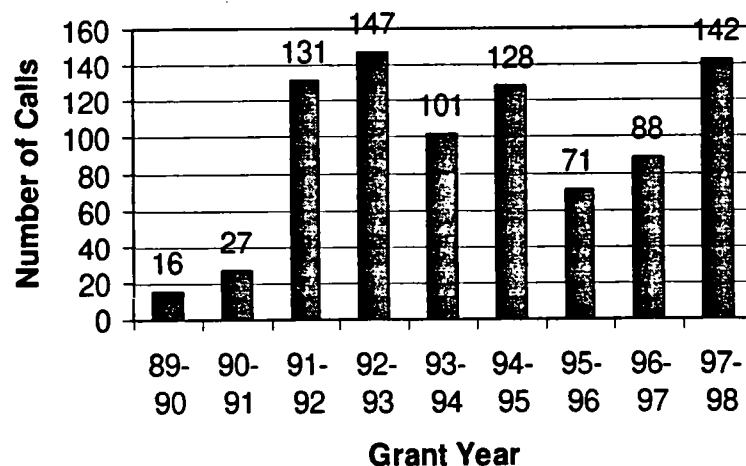
The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 59,624 (out of 673,000) Hawaii residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 851 calls have been processed from Hawaii; 142 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Hawaii ranks 40th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

Number of Calls Processed from Hawaii



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 482 of the calls received from Hawaii have been cases. That is, 57% of the callers from Hawaii have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Hawaii during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	8	93-94	57
90-91	13	94-95	74
91-92	50	95-96	37
92-93	64	96-97	56
		97-98	123
Total		482	

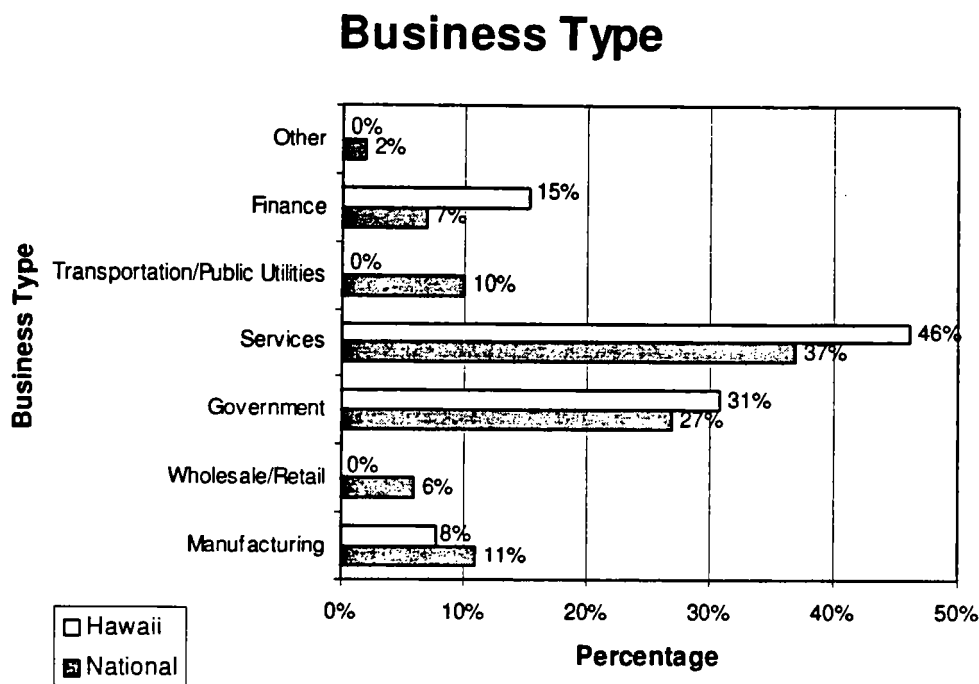
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Hawaii as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Hawaii	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	72%	64%
• <i>Improved productivity or comfort</i>	13%	13%
• <i>Training</i>	4%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	0%	4%
• <i>Individual seeking employment</i>	10%	13%
Other	1%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Hawaii with those nationally:



Disability Type

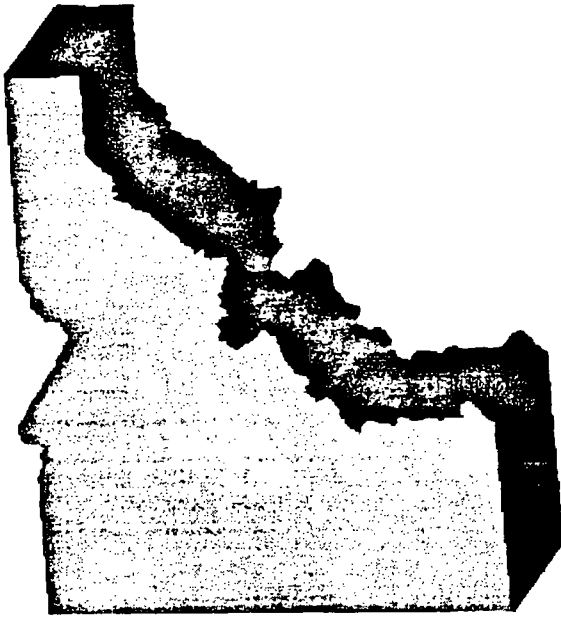
Another key aspect of the cases handled by JAN staff from Hawaii was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Hawaii to those nationally:

Disability Type	Hawaii	Nationally
• Motor Impairments	40%	41%
• Neurological Impairments	19%	19%
• Sensory Impairments	21%	17%
• Behavioral Impairments	10%	7%
• Other	10%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Idaho State Profile

1998 Report

President's Committee on Employment
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1-800-526-7234 or
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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Idaho Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

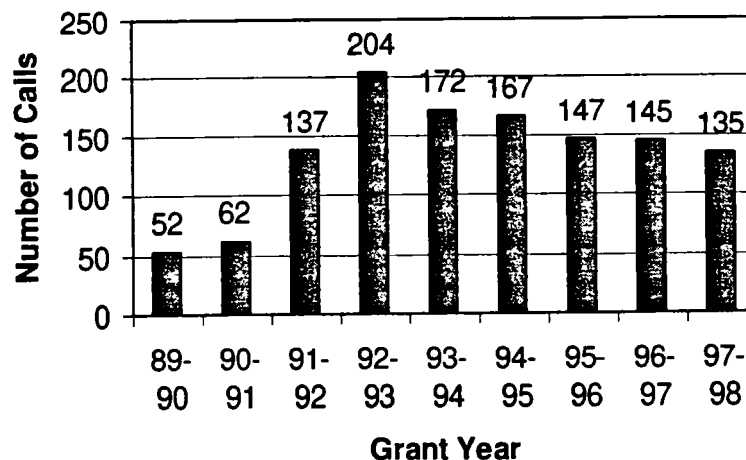
The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 59,734 (out of 599,000) Idaho residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 1,221 calls have been processed from Idaho; 135 during the 1997-1998 grant year. Among all states (including the District of Columbia and Puerto Rico), Idaho ranks 42nd in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

Number of Calls Processed from Idaho



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 866 of the calls received from Idaho have been cases. That is, 71% of the callers from Idaho have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Idaho during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	37	93-94	109
90-91	46	94-95	107
91-92	82	95-96	107
92-93	85	96-97	176
		97-98	117
Total		866	

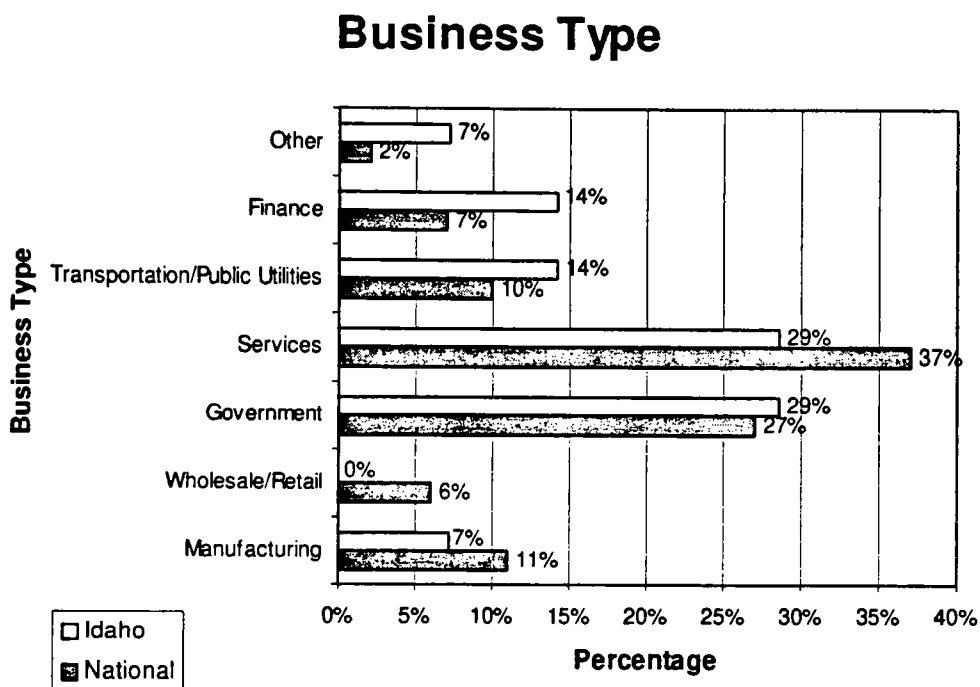
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Idaho as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Idaho	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	61%	64%
• <i>Improved productivity or comfort</i>	20%	13%
• <i>Training</i>	6%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	2%	4%
• <i>Individual seeking employment</i>	10%	13%
Other	1%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Idaho with those nationally:



Disability Type

Another key aspect of the cases handled by JAN staff from Idaho was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Idaho to those nationally:

Disability Type	Idaho	Nationally
• Motor Impairments	49%	41%
• Neurological Impairments	23%	19%
• Sensory Impairments	9%	17%
• Behavioral Impairments	7%	7%
• Other	12%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Illinois State Profile

1998 Report



President's Committee on Employment
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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Illinois Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

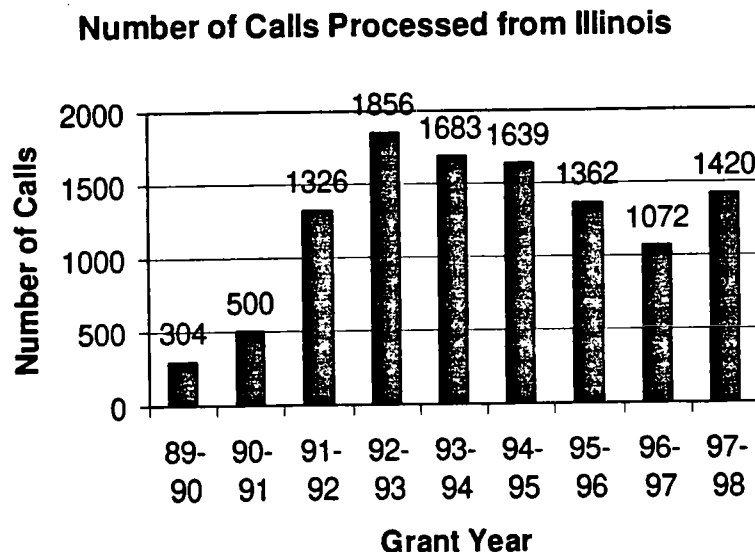
(October 1, 1997 - September 30, 1998)

The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 675,000 (out of 7.3 million) Illinois residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 11,162 calls have been processed from Illinois; 1,420 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Illinois ranks 7th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 6,345 of the calls received from Illinois have been cases. That is, 57% of the callers from Illinois have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Illinois during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	182	93-94	828
90-91	253	94-95	859
91-92	614	95-96	776
92-93	775	96-97	986
		97-98	1,072
Total		6,345	

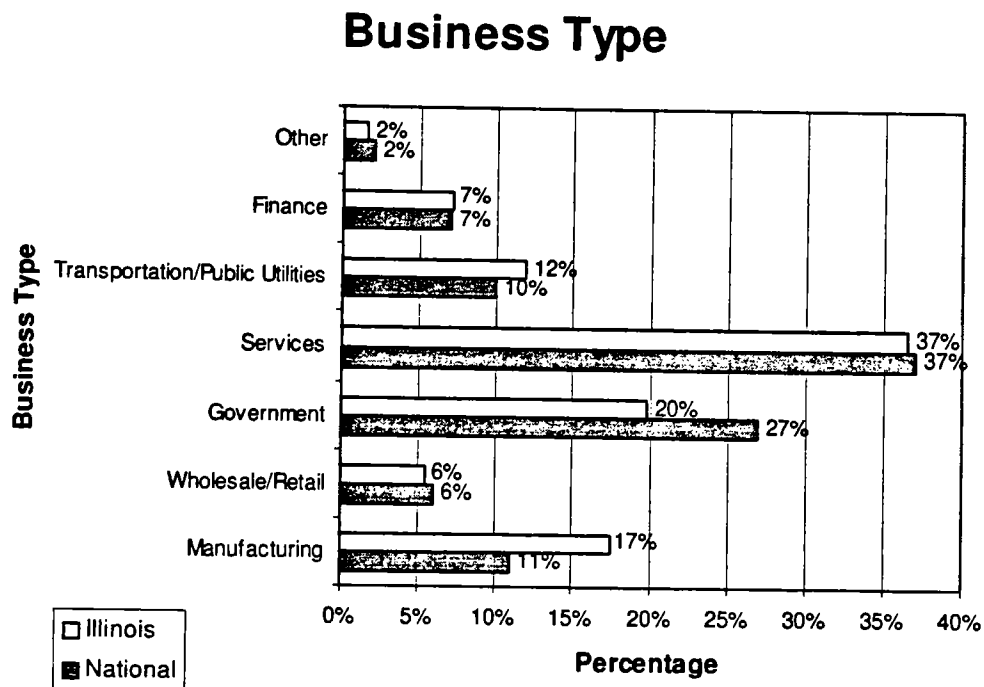
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Illinois as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Illinois	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	65%	64%
• <i>Improved productivity or comfort</i>	13%	13%
• <i>Training</i>	4%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	4%	4%
• <i>Individual seeking employment</i>	13%	13%
Other	1%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Illinois with those nationally:



Disability Type

Another key aspect of the cases handled by JAN staff from Illinois was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Illinois to those nationally:

Disability Type	Illinois	Nationally
• Motor Impairments	45%	41%
• Neurological Impairments	22%	19%
• Sensory Impairments	21%	17%
• Behavioral Impairments	5%	7%
• Other	7%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Indiana State Profile

1998 Report



President's Committee on Employment
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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Indiana Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

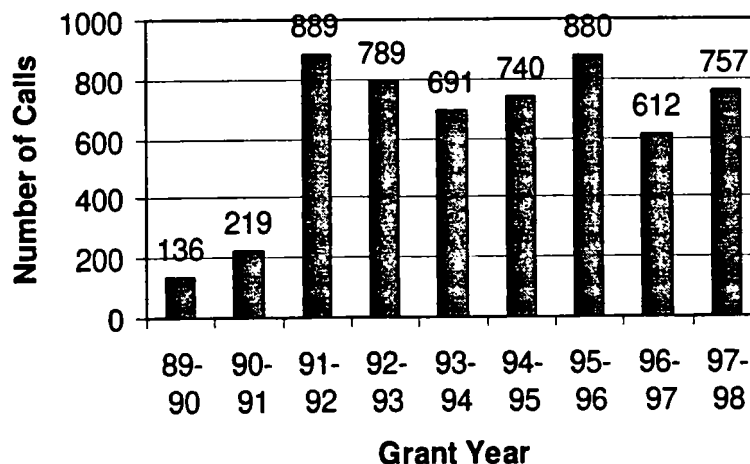
The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 348,348 (out of 3.5 million) Indiana residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 5,713 calls have been processed from Indiana; 757 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Indiana ranks 18th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

Number of Calls Processed from Indiana



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 3,442 of the calls received from Indiana have been cases. That is, 60% of the callers from Indiana have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Indiana during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	86	93-94	400
90-91	119	94-95	456
91-92	432	95-96	486
92-93	350	96-97	537
		97-98	576
Total		3,442	

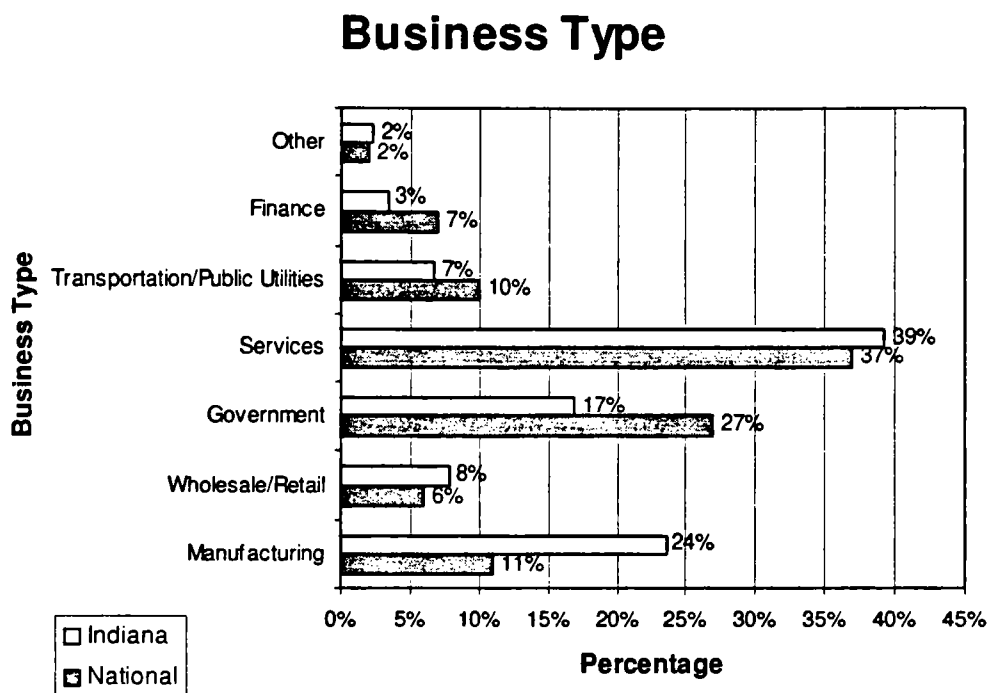
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Indiana as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Indiana	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	68%	64%
• <i>Improved productivity or comfort</i>	10%	13%
• <i>Training</i>	4%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	6%	4%
• <i>Individual seeking employment</i>	11%	13%
Other	1%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Indiana with those nationally:



Disability Type

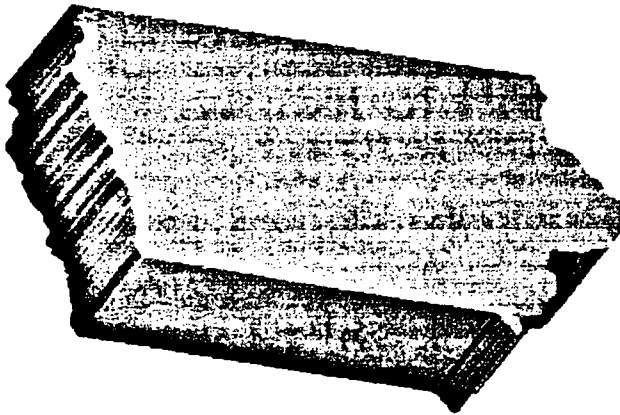
Another key aspect of the cases handled by JAN staff from Indiana was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Indiana to those nationally:

Disability Type	Indiana	Nationally
• Motor Impairments	45%	41%
• Neurological Impairments	19%	19%
• Sensory Impairments	22%	17%
• Behavioral Impairments	6%	7%
• Other	8%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Iowa ***State Profile***

1998 Report



President's Committee on Employment
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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Iowa Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

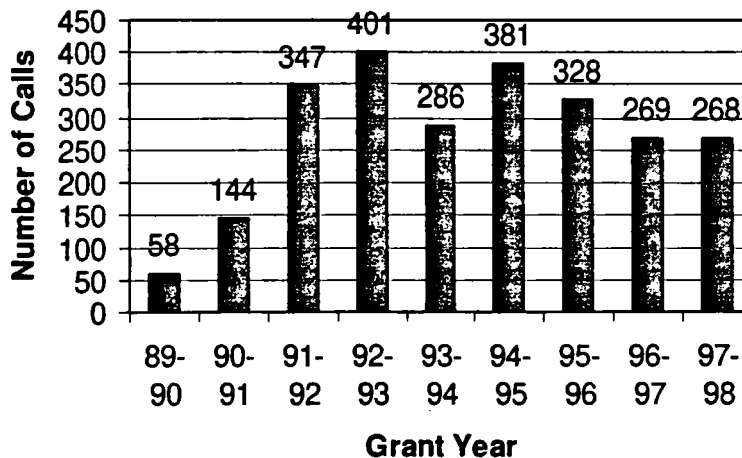
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Calls

According to the U.S. Census Bureau, there are 152,642 (out of 1.7 million) Iowa residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 2,482 calls have been processed from Iowa; 268 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Iowa ranks 32nd in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

Number of Calls Processed from Iowa



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 1,549 of the calls received from Iowa have been cases. That is, 62% of the callers from Iowa have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Iowa during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	26	93-94	157
90-91	83	94-95	215
91-92	184	95-96	198
92-93	188	96-97	242
		97-98	256
Total		1,549	

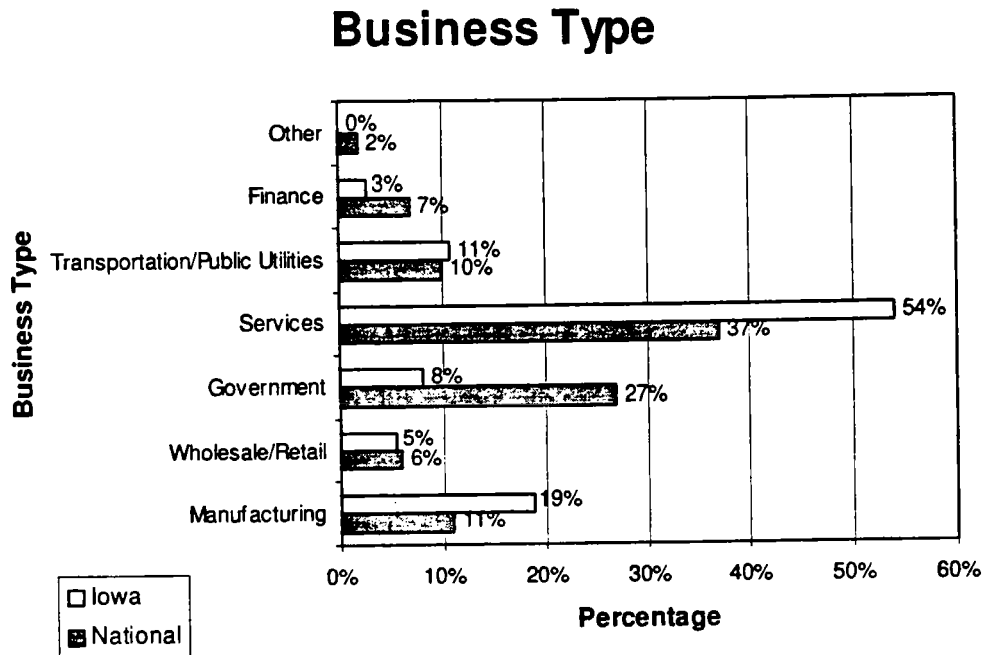
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Iowa as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Iowa	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	67%	64%
• <i>Improved productivity or comfort</i>	12%	13%
• <i>Training</i>	3%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	8%	4%
• <i>Individual seeking employment</i>	10%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Iowa with those nationally:



Disability Type

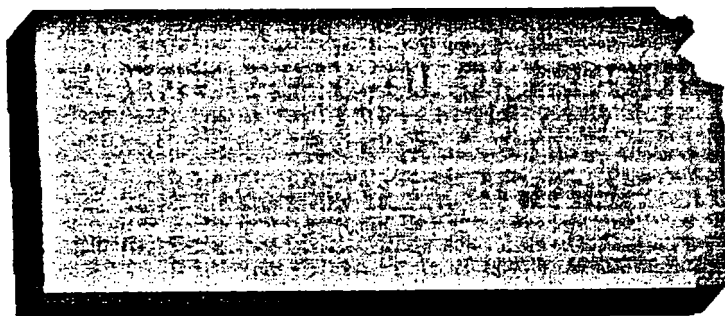
Another key aspect of the cases handled by JAN staff from Iowa was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Iowa to those nationally:

Disability Type	Iowa	Nationally
• Motor Impairments	57%	41%
• Neurological Impairments	17%	19%
• Sensory Impairments	16%	17%
• Behavioral Impairments	6%	7%
• Other	4%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Kansas State Profile

1998 Report



President's Committee on Employment
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1-800-526-7234 or
1-800-ADA-WORK in the
United States (Voice /TDD)

Website:
<http://janweb.icdi.wvu.edu>



A Report on the State of Kansas Usage of the Job Accommodation Network

A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

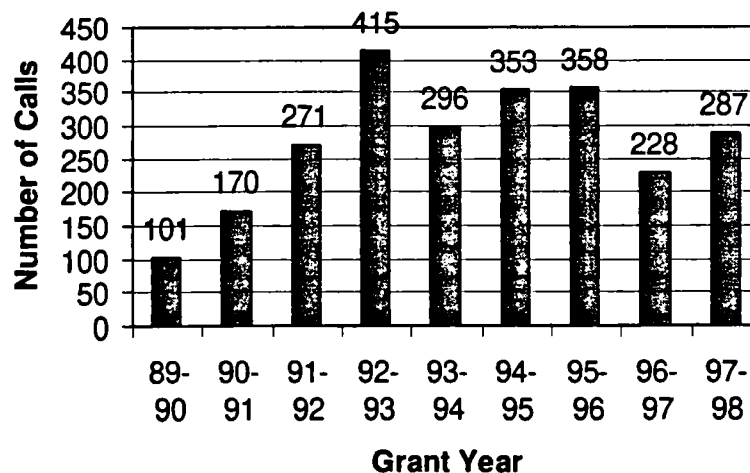
The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 133,110 (out of 1.5 million) Kansas residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 2,479 calls have been processed from Kansas; 287 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Kansas ranks 31st in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

Number of Calls Processed from Kansas



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 1,578 of the calls received from Kansas have been cases. That is, 64% of the callers from Kansas have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Kansas during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	61	93-94	177
90-91	88	94-95	199
91-92	148	95-96	195
92-93	182	96-97	275
		97-98	253
Total		1,578	

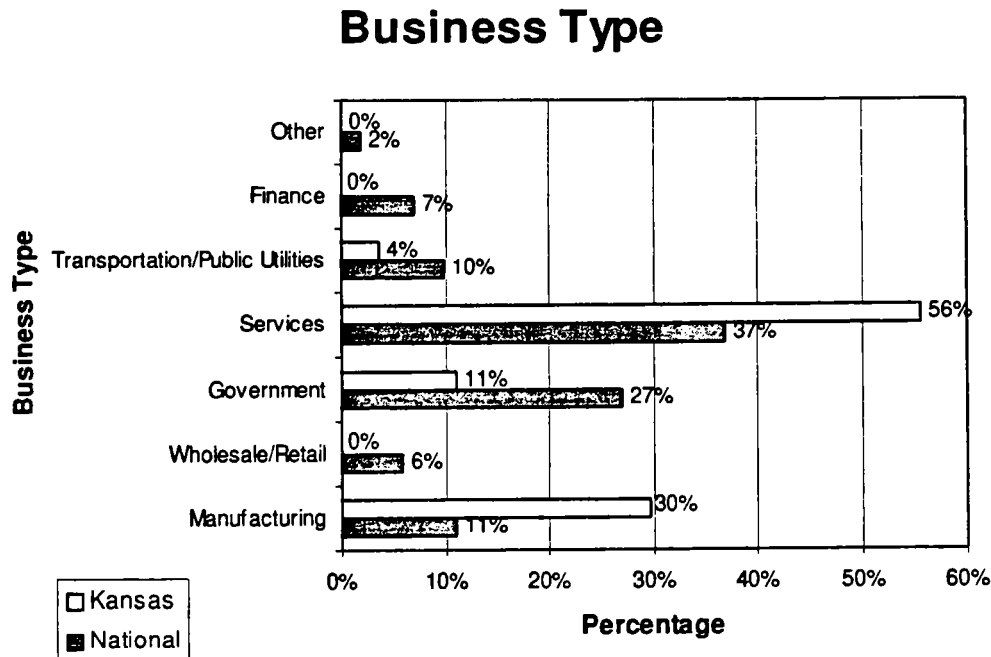
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Kansas as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Kansas	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	62%	64%
• <i>Improved productivity or comfort</i>	17%	13%
• <i>Training</i>	4%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	4%	4%
• <i>Individual seeking employment</i>	13%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Kansas with those nationally:



Disability Type

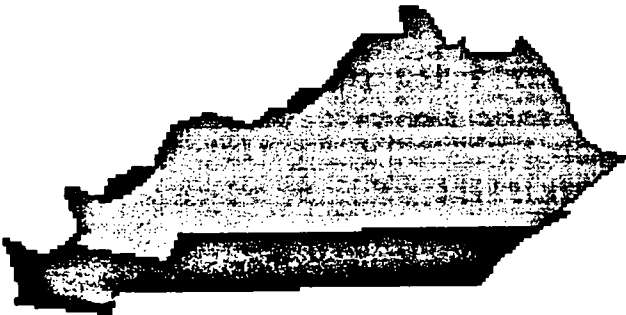
Another key aspect of the cases handled by JAN staff from Kansas was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Kansas to those nationally:

Disability Type	Kansas	Nationally
• Motor Impairments	38%	41%
• Neurological Impairments	30%	19%
• Sensory Impairments	20%	17%
• Behavioral Impairments	4%	7%
• Other	8%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Kentucky State Profile

1998 Report



President's Committee on Employment
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A Report on the State of Kentucky Usage of the Job Accommodation Network

A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

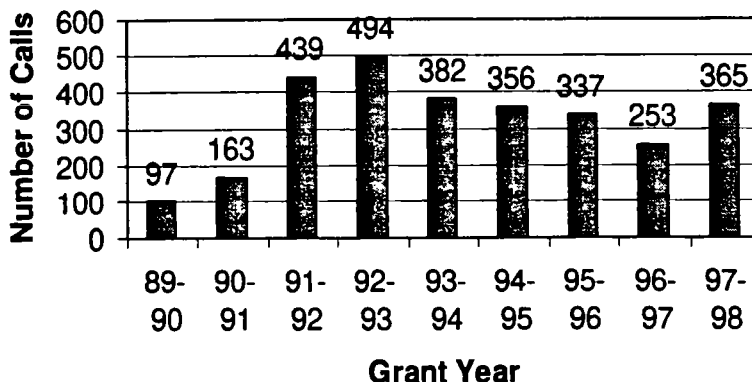
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When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 309,758 (out of 2.3 million) Kentucky residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 2,886 calls have been processed from Kentucky; 365 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Kentucky ranks 29th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
Kentucky**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 1,678 of the calls received from Kentucky have been cases. That is, 58% of the callers from Kentucky have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Kentucky during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	54	93-94	196
90-91	51	94-95	204
91-92	190	95-96	219
92-93	190	96-97	277
		97-98	297
Total		1,678	

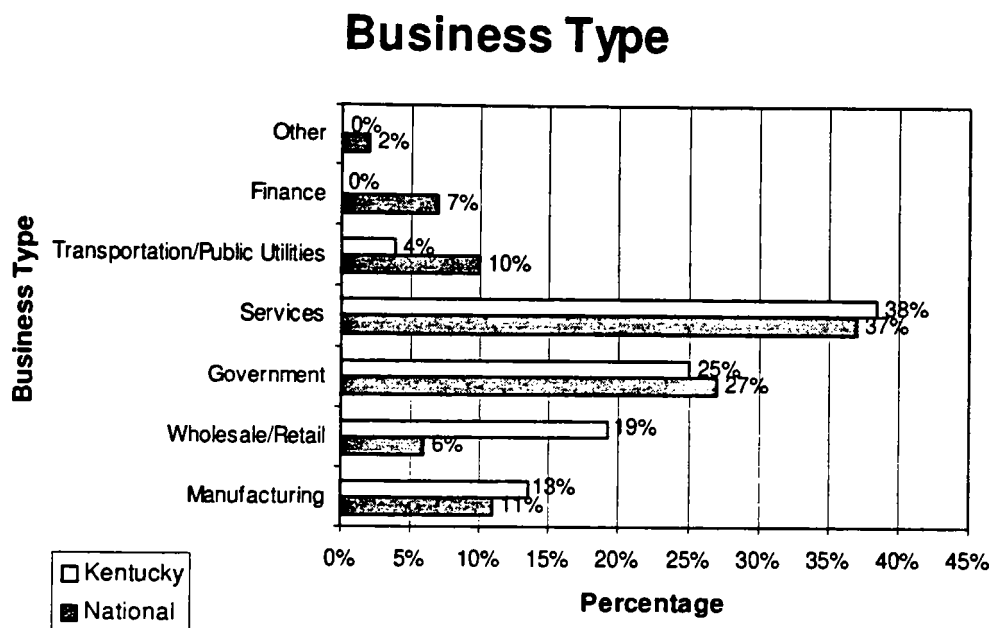
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Kentucky as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Kentucky	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	70%	64%
• <i>Improved productivity or comfort</i>	15%	13%
• <i>Training</i>	2%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	4%	4%
• <i>Individual seeking employment</i>	9%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Kentucky with those nationally:



Disability Type

Another key aspect of the cases handled by JAN staff from Kentucky was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Kentucky to those nationally:

Disability Type	Kentucky	Nationally
• Motor Impairments	44%	41%
• Neurological Impairments	23%	19%
• Sensory Impairments	7%	17%
• Behavioral Impairments	13%	7%
• Other	13%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Louisiana State Profile

1998 Report



President's Committee on Employment
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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Louisiana Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

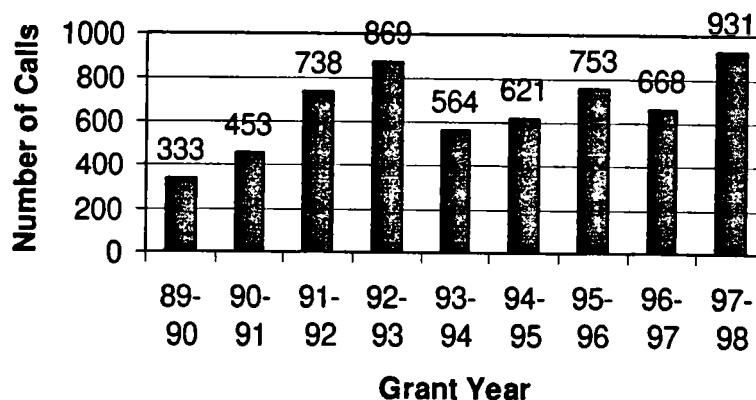
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Calls

According to the U.S. Census Bureau, there are 344,183 (out of 2.6 million) Louisiana residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 5,930 calls have been processed from Louisiana; 931 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Louisiana ranks 13th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
Louisiana**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 3,065 of the calls received from Louisiana have been cases. That is, 52% of the callers from Louisiana have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Louisiana during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	87	93-94	313
90-91	90	94-95	349
91-92	230	95-96	372
92-93	317	96-97	592
		97-98	715
Total		3,065	

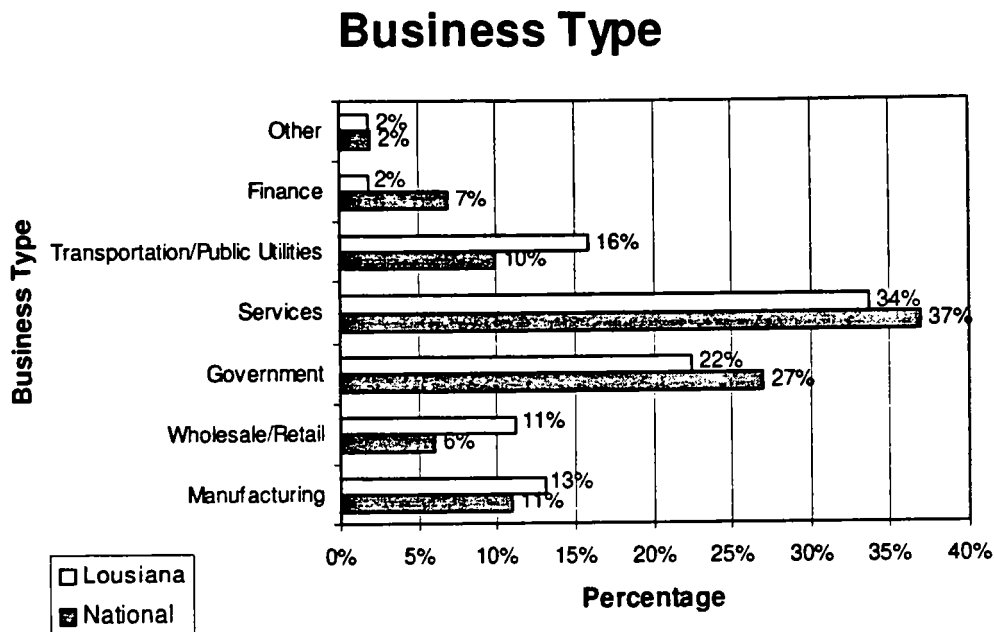
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Louisiana as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Louisiana	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	72%	64%
• <i>Improved productivity or comfort</i>	11%	13%
• <i>Training</i>	3%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	4%	4%
• <i>Individual seeking employment</i>	10%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Louisiana with those nationally:



Disability Type

Another key aspect of the cases handled by JAN staff from Louisiana was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Louisiana to those nationally:

Disability Type	Louisiana	Nationally
• Motor Impairments	51%	41%
• Neurological Impairments	17%	19%
• Sensory Impairments	16%	17%
• Behavioral Impairments	10%	7%
• Other	6%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Maine State Profile

1998 Report



President's Committee on Employment
of People with Disabilities
Job Accommodation Network
918 Chestnut Ridge Road
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WVU PO Box 6080
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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Maine Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

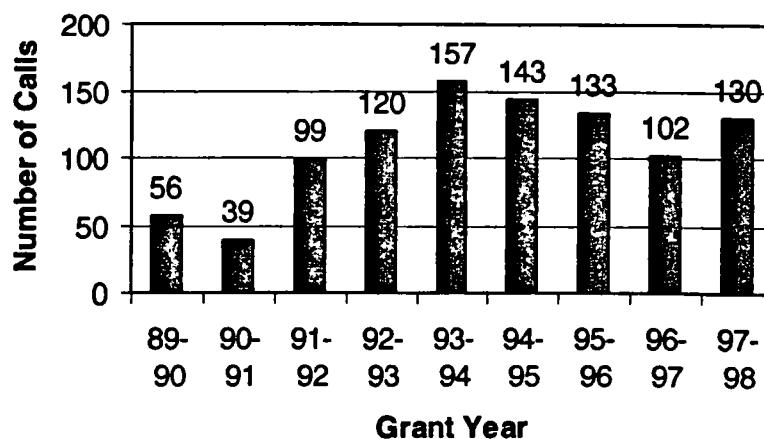
The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 88,479 (out of 773,000) Maine residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 979 calls have been processed from Maine; 130 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Maine ranks 43rd in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

Number of Calls Processed from Maine



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 718 of the calls received from Maine have been cases. That is, 73% of the callers from Maine have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Maine during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	50	93-94	114
90-91	31	94-95	88
91-92	59	95-96	82
92-93	80	96-97	112
		97-98	102
Total		718	

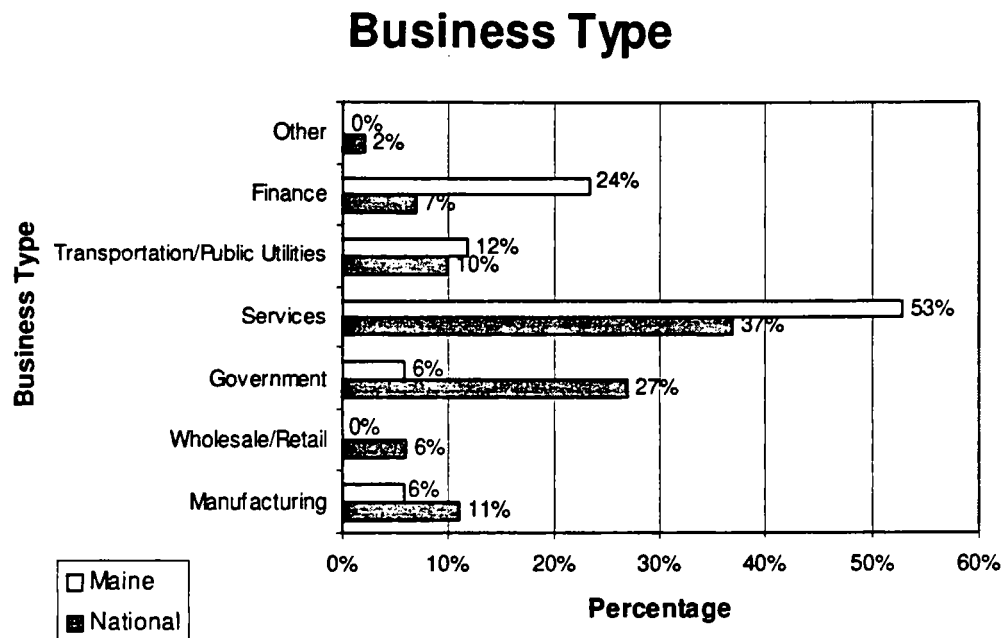
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Maine as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Maine	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	67%	64%
• <i>Improved productivity or comfort</i>	12%	13%
• <i>Training</i>	0%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	9%	4%
• <i>Individual seeking employment</i>	12%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Maine with those nationally:



Disability Type

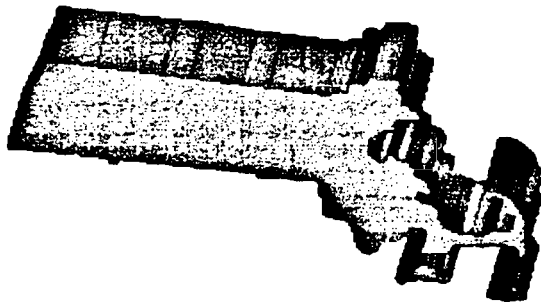
Another key aspect of the cases handled by JAN staff from Maine was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Maine to those nationally:

Disability Type	Maine	Nationally
• Motor Impairments	29%	41%
• Neurological Impairments	26%	19%
• Sensory Impairments	19%	17%
• Behavioral Impairments	12%	7%
• Other	14%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Massachusetts State Profile

1998 Report



President's Committee on Employment
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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Massachusetts Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

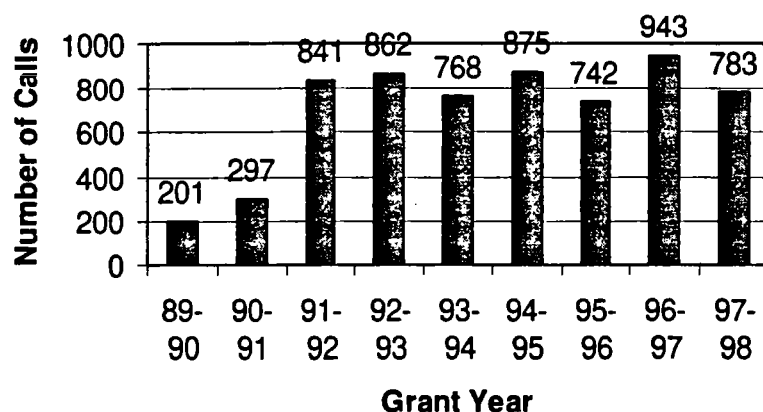
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When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 352,550 (out of 3.9 million) Massachusetts residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 6,312 calls have been processed from Massachusetts; 783 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Massachusetts ranks 17th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
Massachusetts**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 3,575 of the calls received from Massachusetts have been cases. That is, 57% of the callers from Massachusetts have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Massachusetts during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	136	93-94	404
90-91	162	94-95	470
91-92	403	95-96	407
92-93	387	96-97	591
		97-98	615
Total		3,575	

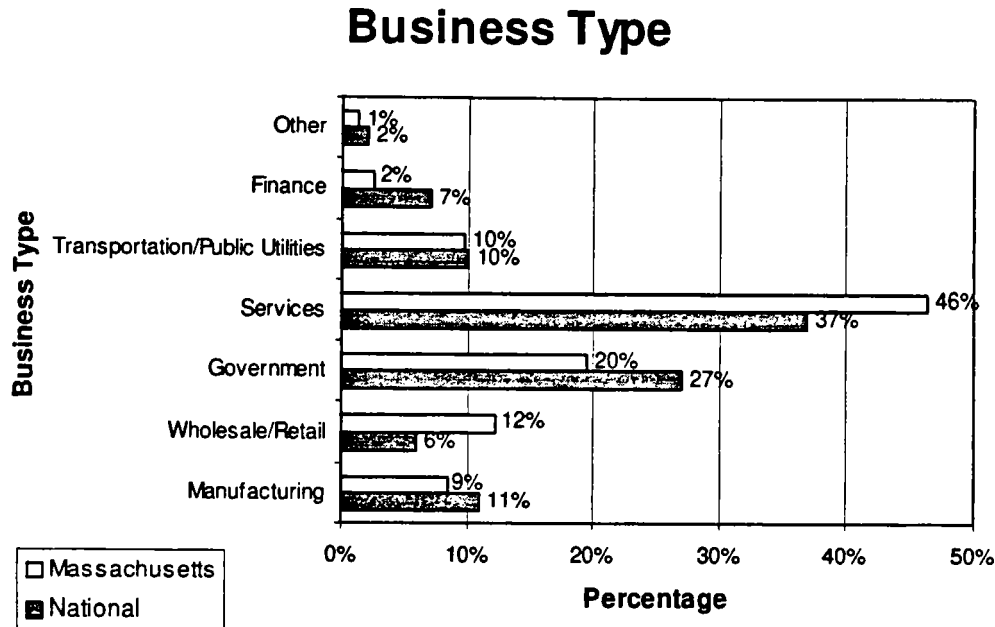
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Massachusetts as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Massachusetts	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	60%	64%
• <i>Improved productivity or comfort</i>	15%	13%
• <i>Training</i>	6%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	5%	4%
• <i>Individual seeking employment</i>	14%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Massachusetts with those nationally:



Disability Type

Another key aspect of the cases handled by JAN staff from Massachusetts was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Massachusetts to those nationally:

Disability Type	Massachusetts	Nationally
• Motor Impairments	38%	41%
• Neurological Impairments	25%	19%
• Sensory Impairments	18%	17%
• Behavioral Impairments	14%	7%
• Other	5%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Maryland State Profile

1998 Report



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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Maryland Usage of the Job Accommodation Network

A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

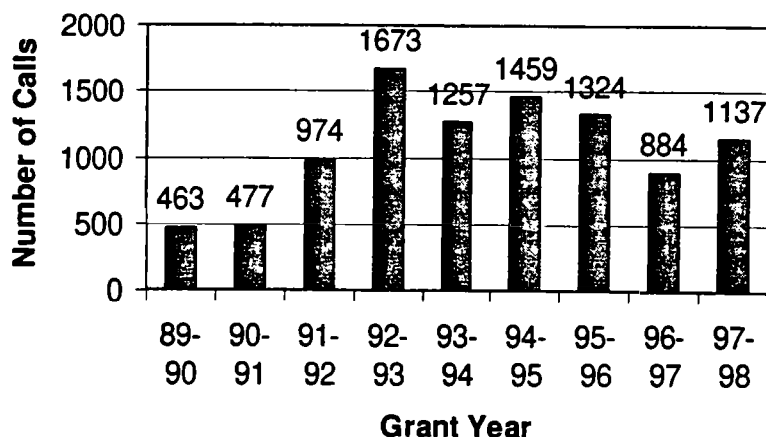
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Calls

According to the U.S. Census Bureau, there are 304,000 (out of 3.1 million) Maryland residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 9,648 calls have been processed from Maryland; 1,137 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Maryland ranks 11th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

Number of Calls Processed from Maryland



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 5,000 of the calls received from Maryland have been cases. That is, 52% of the callers from Maryland have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Maryland during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	196	93-94	561
90-91	198	94-95	759
91-92	458	95-96	669
92-93	635	96-97	714
		97-98	810
Total		5,000	

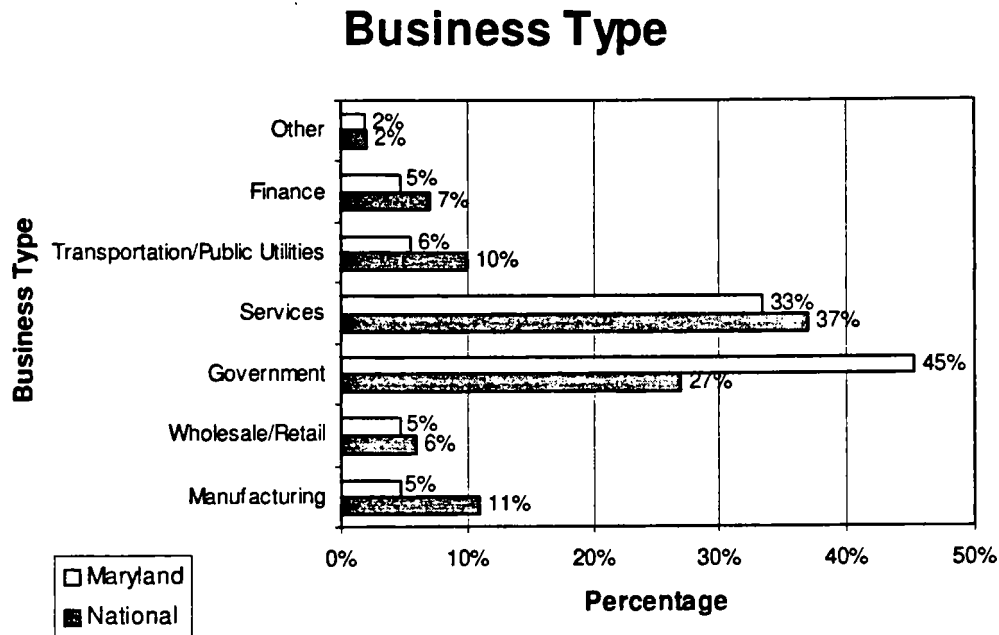
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Maryland as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Maryland	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	62%	64%
• <i>Improved productivity or comfort</i>	16%	13%
• <i>Training</i>	6%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	3%	4%
• <i>Individual seeking employment</i>	12%	13%
Other	1%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Maryland with those nationally:



Disability Type

Another key aspect of the cases handled by JAN staff from Maryland was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Maryland to those nationally:

Disability Type	Maryland	Nationally
• Motor Impairments	43%	41%
• Neurological Impairments	26%	19%
• Sensory Impairments	18%	17%
• Behavioral Impairments	8%	7%
• Other	5%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Michigan State Profile

1998 Report



President's Committee on Employment
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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Michigan Usage of the Job Accommodation Network

A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

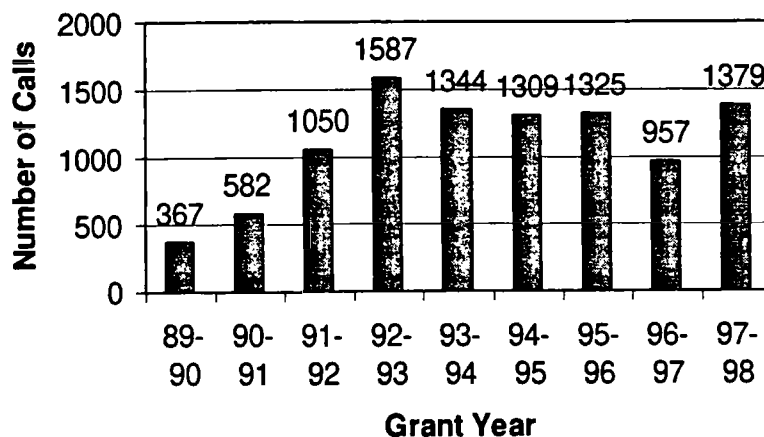
The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 658,000 (out of 5.9 million) Michigan residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 9,900 calls have been processed from Michigan; 1,379 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Michigan ranks 9th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

Number of Calls Processed from Michigan



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 6,153 of the calls received from Michigan have been cases. That is, 62% of the callers from Michigan have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Michigan during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	248	93-94	740
90-91	323	94-95	764
91-92	594	95-96	799
92-93	726	96-97	955
		97-98	1,004
Total		6,153	

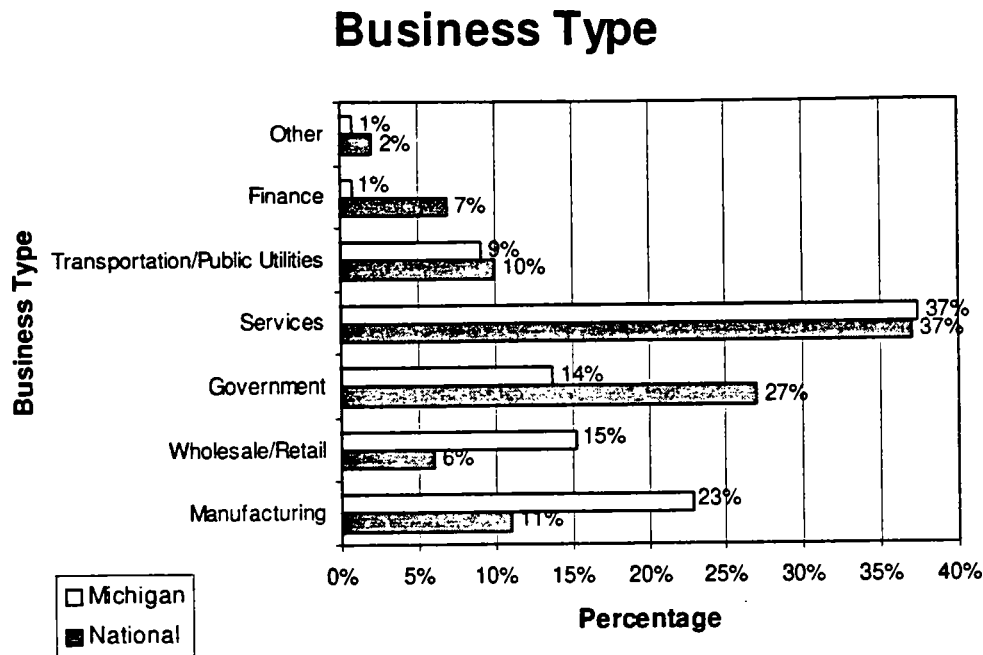
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Michigan as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Michigan	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	65%	64%
• <i>Improved productivity or comfort</i>	11%	13%
• <i>Training</i>	3%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	7%	4%
• <i>Individual seeking employment</i>	14%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Michigan with those nationally:



Disability Type

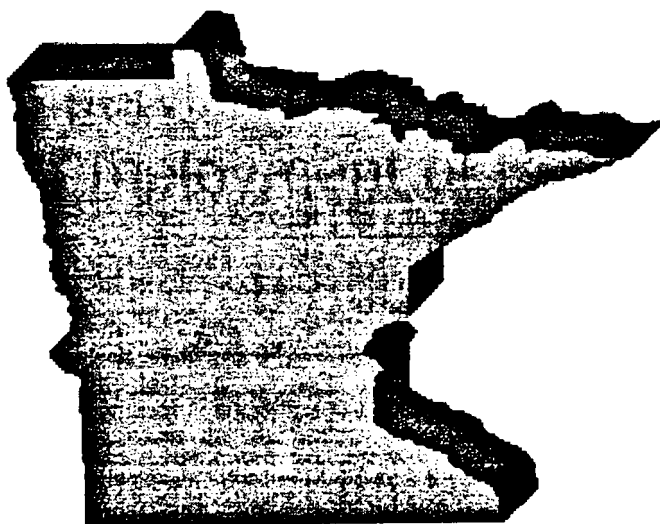
Another key aspect of the cases handled by JAN staff from Michigan was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Michigan to those nationally:

Disability Type	Michigan	Nationally
• Motor Impairments	50%	41%
• Neurological Impairments	19%	19%
• Sensory Impairments	15%	17%
• Behavioral Impairments	9%	7%
• Other	7%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Minnesota State Profile

1998 Report

President's Committee on Employment
of People with Disabilities
Job Accommodation Network
918 Chestnut Ridge Road
Suite 1
WVU PO Box 6080
Morgantown, WV 26506-6080

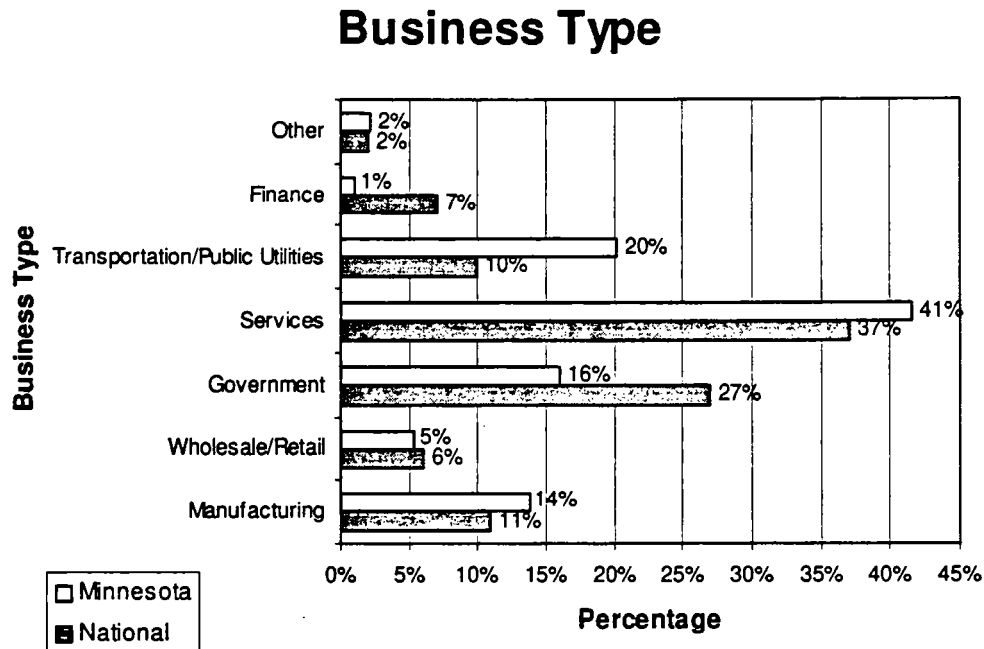


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JAN
JOB ACCOMMODATION NETWORK

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Minnesota with those nationally:



Disability Type

Another key aspect of the cases handled by JAN staff from Minnesota was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Minnesota to those nationally:

Disability Type	Minnesota	Nationally
• Motor Impairments	46%	41%
• Neurological Impairments	22%	19%
• Sensory Impairments	18%	17%
• Behavioral Impairments	7%	7%
• Other	7%	16%

Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 3,891 of the calls received from Minnesota have been cases. That is, 66% of the callers from Minnesota have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Minnesota during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	95	93-94	516
90-91	123	94-95	493
91-92	373	95-96	518
92-93	447	96-97	630
		97-98	696
Total		3,891	

Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Minnesota as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Minnesota	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	60%	64%
• <i>Improved productivity or comfort</i>	19%	13%
• <i>Training</i>	5%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	6%	4%
• <i>Individual seeking employment</i>	10%	13%
Other	0%	2%

A Report on the State of Minnesota Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

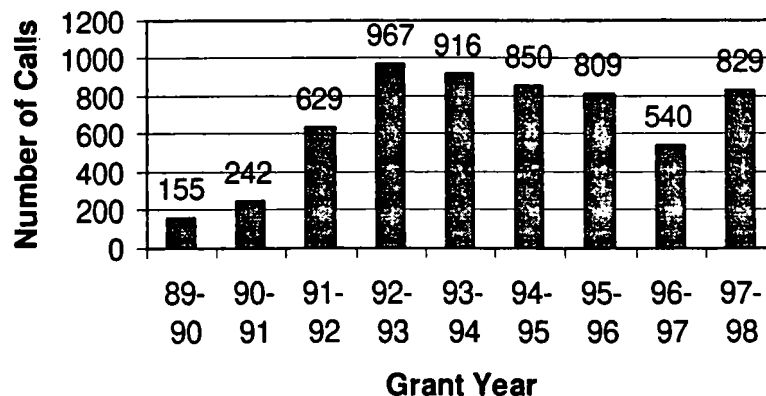
The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 237,731 (out of 2.8 million) Minnesota residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 5,937 calls have been processed from Minnesota; 829 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Minnesota ranks 16th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
Minnesota**



A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Mississippi State Profile

1998 Report

President's Committee on Employment
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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Mississippi Usage of the Job Accommodation Network

A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

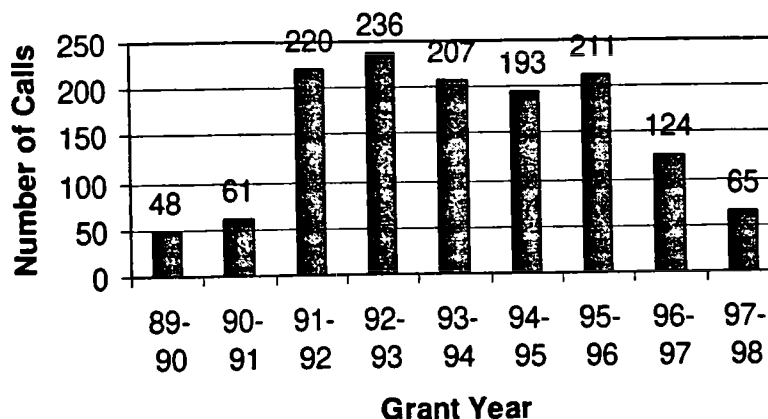
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When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 222,506 (out of 1.6 million) Mississippi residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 1,365 calls have been processed from Mississippi; 65 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Mississippi ranks 51st in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
Mississippi**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 859 of the calls received from Mississippi have been cases. That is, 63% of the callers from Mississippi have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Mississippi during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	29	93-94	122
90-91	31	94-95	107
91-92	76	95-96	106
92-93	111	96-97	128
		97-98	149
Total		859	

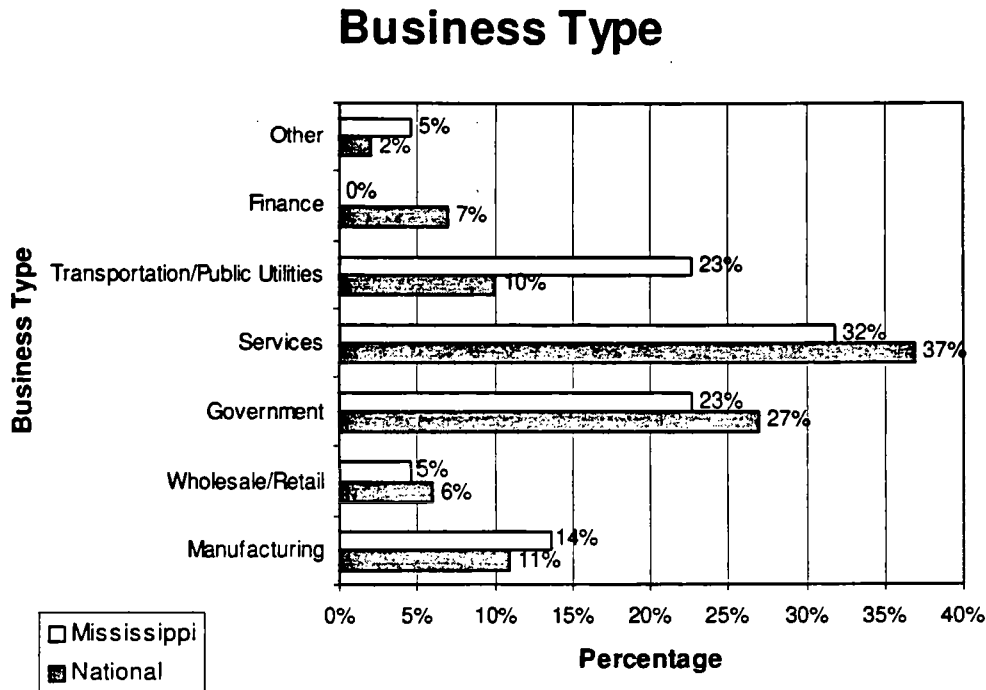
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Mississippi as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Mississippi	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	58%	64%
• <i>Improved productivity or comfort</i>	13%	13%
• <i>Training</i>	10%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	6%	4%
• <i>Individual seeking employment</i>	13%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Mississippi with those nationally:



Disability Type

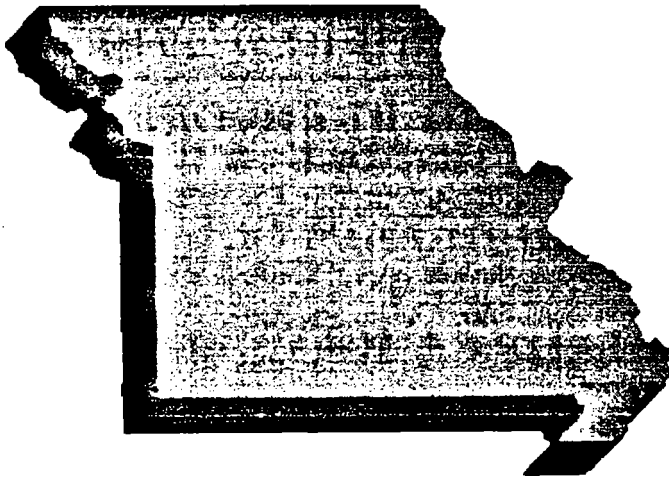
Another key aspect of the cases handled by JAN staff from Mississippi was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Mississippi to those nationally:

Disability Type	Mississippi	Nationally
• Motor Impairments	50%	41%
• Neurological Impairments	20%	19%
• Sensory Impairments	12%	17%
• Behavioral Impairments	8%	7%
• Other	10%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Missouri State Profile

1998 Report



President's Committee on Employment
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A Report on the State of Missouri Usage of the Job Accommodation Network

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(October 1, 1997 - September 30, 1998)

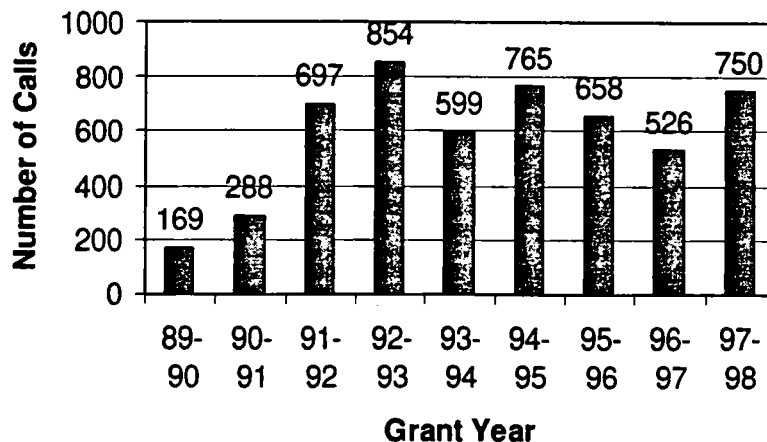
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Calls

According to the U.S. Census Bureau, there are 332,316 (out of 3.2 million) Missouri residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 5,306 calls have been processed from Missouri; 750 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Missouri ranks 19th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

Number of Calls Processed from Missouri



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 3,312 of the calls received from Missouri have been cases. That is, 62% of the callers from Missouri have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Missouri during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	99	93-94	342
90-91	139	94-95	399
91-92	335	95-96	393
92-93	418	96-97	606
		97-98	581
Total		3,312	

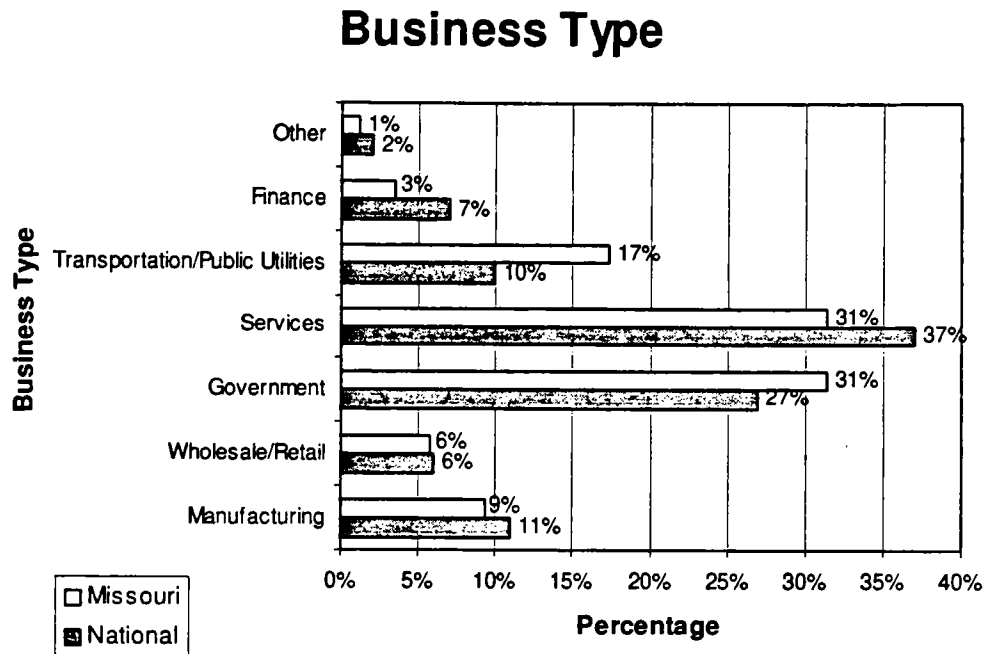
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Missouri as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Missouri	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	60%	64%
• <i>Improved productivity or comfort</i>	16%	13%
• <i>Training</i>	4%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	5%	4%
• <i>Individual seeking employment</i>	14%	13%
Other	1%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Missouri with those nationally:



Disability Type

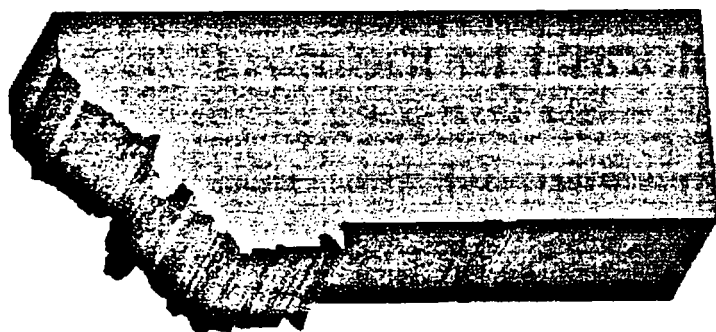
Another key aspect of the cases handled by JAN staff from Missouri was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Missouri to those nationally:

Disability Type	Missouri	Nationally
• Motor Impairments	49%	41%
• Neurological Impairments	22%	19%
• Sensory Impairments	16%	17%
• Behavioral Impairments	5%	7%
• Other	8%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Montana State Profile

1998 Report



President's Committee on Employment
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A Report on the State of Montana Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

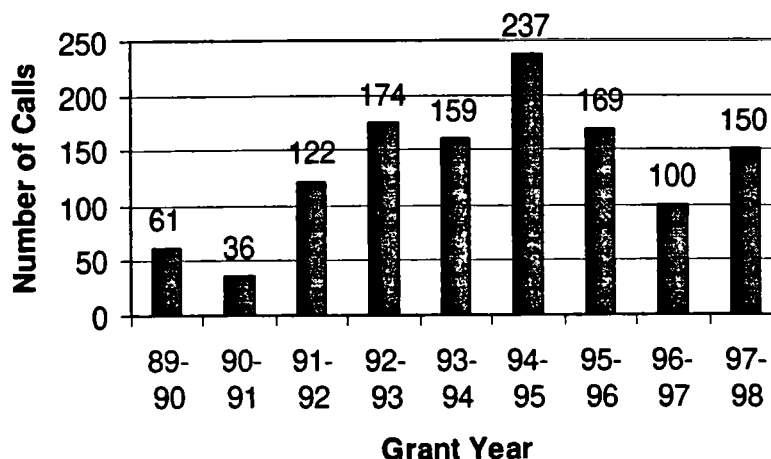
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Calls

According to the U.S. Census Bureau, there are 52,192 (out of 485,000) Montana residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 1,208 calls have been processed from Montana; 150 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Montana ranks 39th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

Number of Calls Processed from Montana



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 816 of the calls received from Montana have been cases. That is, 68% of the callers from Montana have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Montana during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	52	93-94	86
90-91	27	94-95	143
91-92	50	95-96	120
92-93	82	96-97	118
		97-98	138
Total		816	

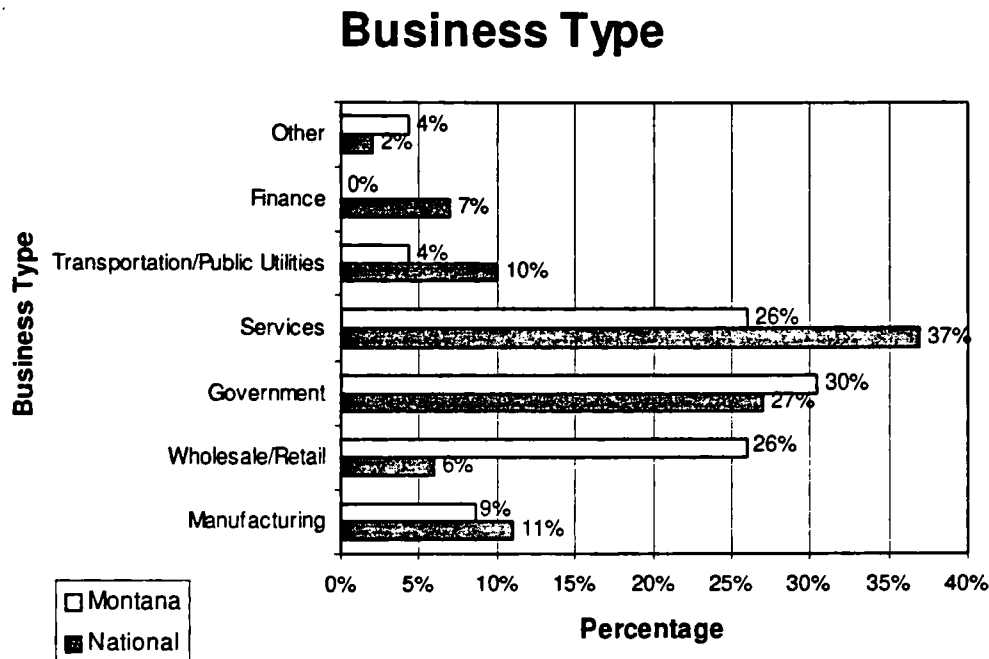
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Montana as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Montana	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	70%	64%
• <i>Improved productivity or comfort</i>	10%	13%
• <i>Training</i>	4%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	8%	4%
• <i>Individual seeking employment</i>	8%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Montana with those nationally:



Disability Type

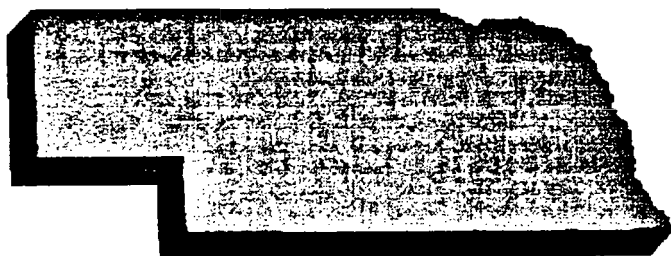
Another key aspect of the cases handled by JAN staff from Montana was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Montana to those nationally:

Disability Type	Montana	Nationally
• Motor Impairments	42%	41%
• Neurological Impairments	19%	19%
• Sensory Impairments	25%	17%
• Behavioral Impairments	2%	7%
• Other	12%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Nebraska State Profile

1998 Report



President's Committee on Employment
of People with Disabilities
Job Accommodation Network
918 Chestnut Ridge Road
Suite 1
WVU PO Box 6080
Morgantown, WV 26506-6080

1-800-526-7234 or
1-800-ADA-WORK in the
United States (Voice /TDD)
Website:
<http://janweb.icdi.wvu.edu>

JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Nebraska Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

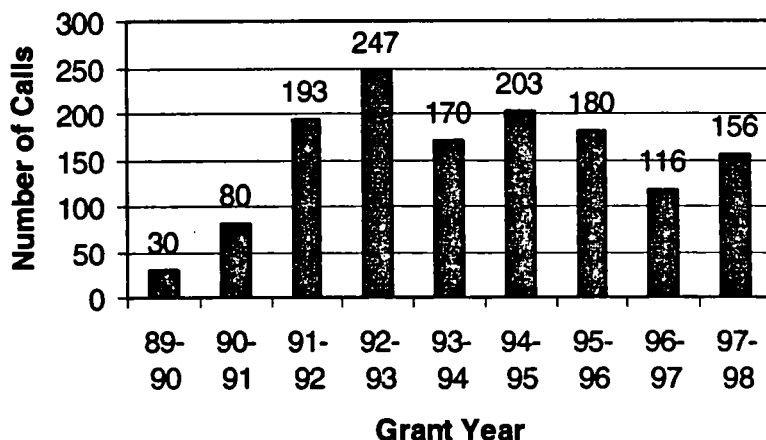
The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 80,382 (out of 950,000) Nebraska residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 1,375 calls have been processed from Nebraska; 156 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Nebraska ranks 38th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
Nebraska**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 904 of the calls received from Nebraska have been cases. That is, 66% of the callers from Nebraska have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Nebraska during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	25	93-94	91
90-91	41	94-95	126
91-92	102	95-96	103
92-93	115	96-97	146
		97-98	155
Total		904	

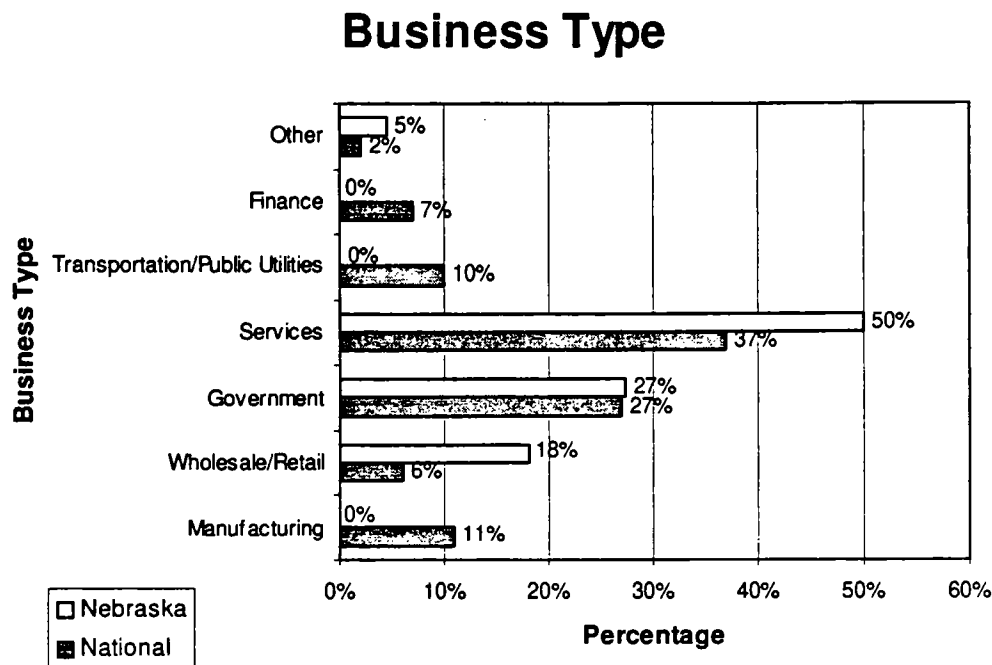
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Nebraska as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Nebraska	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	62%	64%
• <i>Improved productivity or comfort</i>	18%	13%
• <i>Training</i>	9%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	3%	4%
• <i>Individual seeking employment</i>	8%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Nebraska with those nationally:



Disability Type

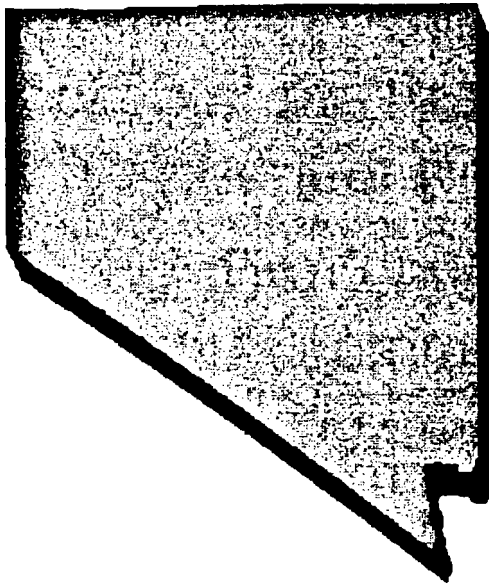
Another key aspect of the cases handled by JAN staff from Nebraska was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Nebraska to those nationally:

Disability Type	Nebraska	Nationally
• Motor Impairments	48%	41%
• Neurological Impairments	15%	19%
• Sensory Impairments	17%	17%
• Behavioral Impairments	12%	7%
• Other	8%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Nevada State Profile

1998 Report



President's Committee on Employment
of People with Disabilities
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1-800-526-7234 or
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A Report on the State of Nevada Usage of the Job Accommodation Network

A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

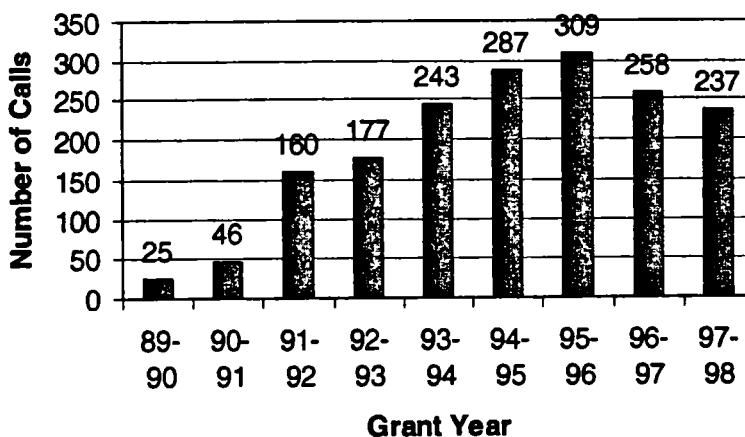
The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 81,043 (out of 788,000) Nevada residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 1,742 calls have been processed from Nevada; 237 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Nevada ranks 34th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
Nevada**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 1,113 of the calls received from Nevada have been cases. That is, 64% of the callers from Nevada have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Nevada during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	15	93-94	122
90-91	19	94-95	141
91-92	79	95-96	157
92-93	94	96-97	266
		97-98	220
Total		1,113	

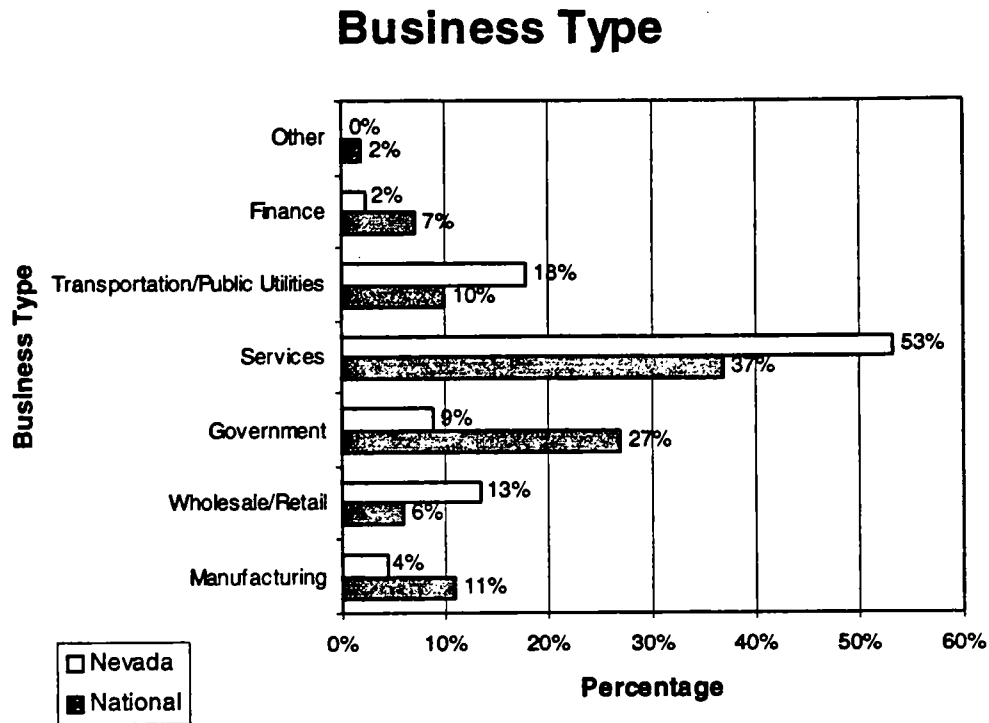
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Nevada as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Nevada	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	69%	64%
• <i>Improved productivity or comfort</i>	17%	13%
• <i>Training</i>	1%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	6%	4%
• <i>Individual seeking employment</i>	7%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Nevada with those nationally:



Disability Type

Another key aspect of the cases handled by JAN staff from Nevada was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Nevada to those nationally:

Disability Type	Nevada	Nationally
• Motor Impairments	45%	41%
• Neurological Impairments	24%	19%
• Sensory Impairments	6%	17%
• Behavioral Impairments	12%	7%
• Other	13%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



New Hampshire State Profile

1998 Report



President's Committee on Employment
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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of New Hampshire Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

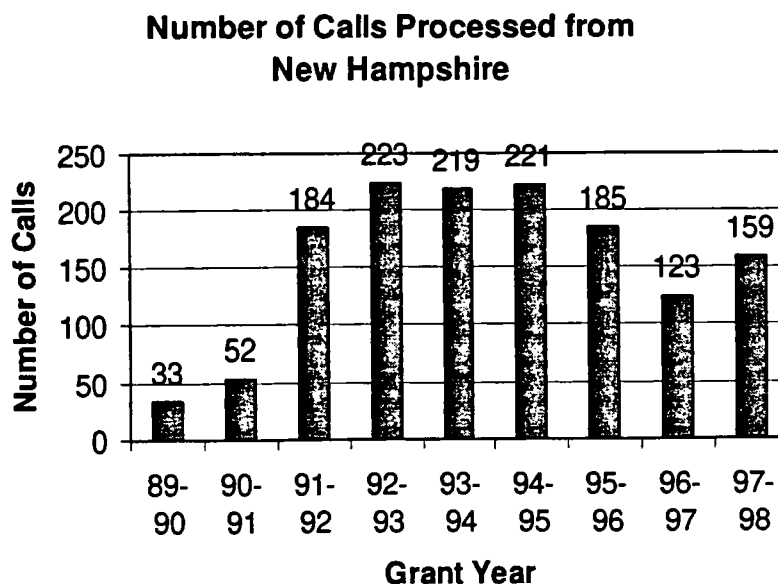
(October 1, 1997 - September 30, 1998)

The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

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Calls

According to the U.S. Census Bureau, there are 61,026 (out of 726,000) New Hampshire residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 1,399 calls have been processed from New Hampshire; 159 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), New Hampshire ranks 37th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 874 of the calls received from New Hampshire have been cases. That is, 62% of the callers from New Hampshire have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from New Hampshire during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	23	93-94	125
90-91	21	94-95	129
91-92	88	95-96	114
92-93	106	96-97	123
		97-98	145
Total		874	

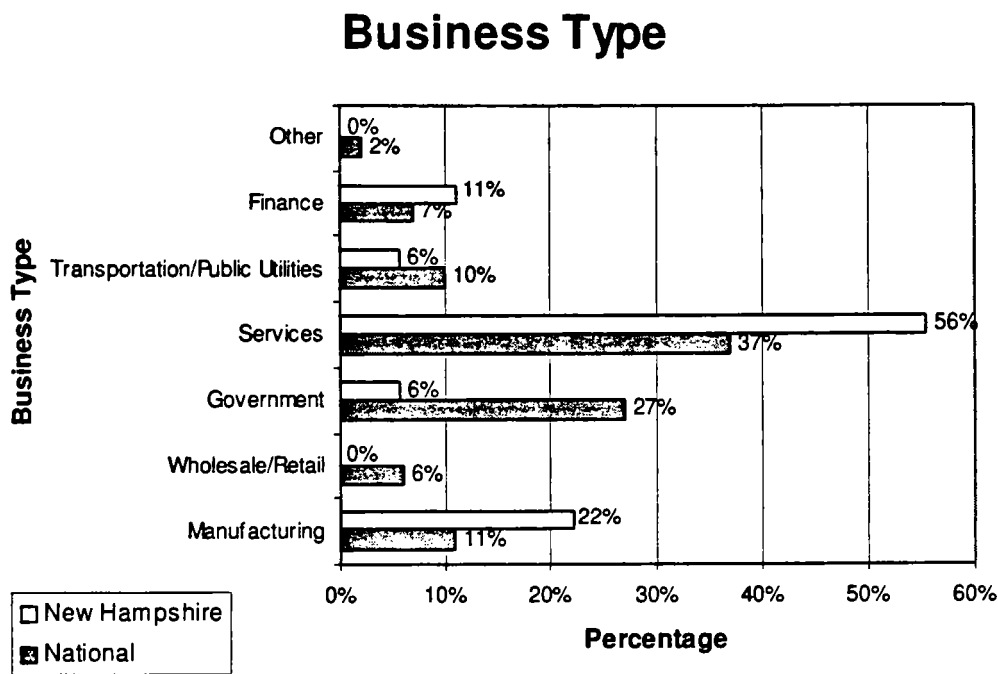
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of New Hampshire as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	New Hampshire	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	78%	64%
• <i>Improved productivity or comfort</i>	14%	13%
• <i>Training</i>	4%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	0%	4%
• <i>Individual seeking employment</i>	4%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from New Hampshire with those nationally:



Disability Type

Another key aspect of the cases handled by JAN staff from New Hampshire was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from New Hampshire to those nationally:

Disability Type	New Hampshire	Nationally
• Motor Impairments	40%	41%
• Neurological Impairments	26%	19%
• Sensory Impairments	17%	17%
• Behavioral Impairments	6%	7%
• Other	11%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



New Jersey State Profile

1998 Report



President's Committee on Employment
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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of New Jersey Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

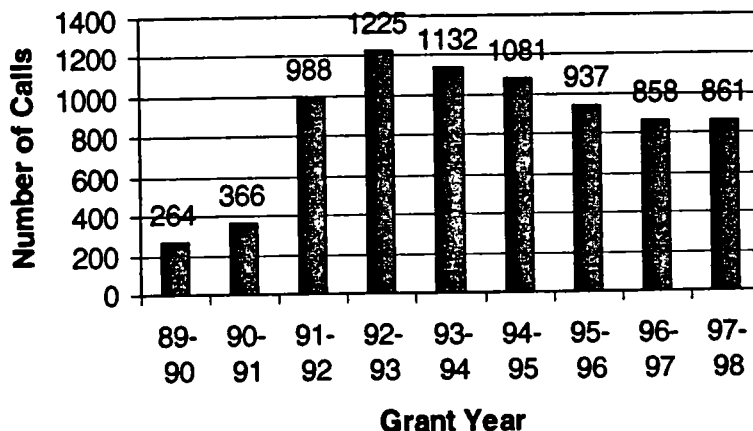
The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 451,000 (out of 5.0 million) New Jersey residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 7,712 calls have been processed from New Jersey; 861 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), New Jersey ranks 15th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
New Jersey**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 4,322 of the calls received from New Jersey have been cases. That is, 56% of the callers from New Jersey have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from New Jersey during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	144	93-94	572
90-91	166	94-95	574
91-92	475	95-96	474
92-93	562	96-97	616
		97-98	739
Total		4,322	

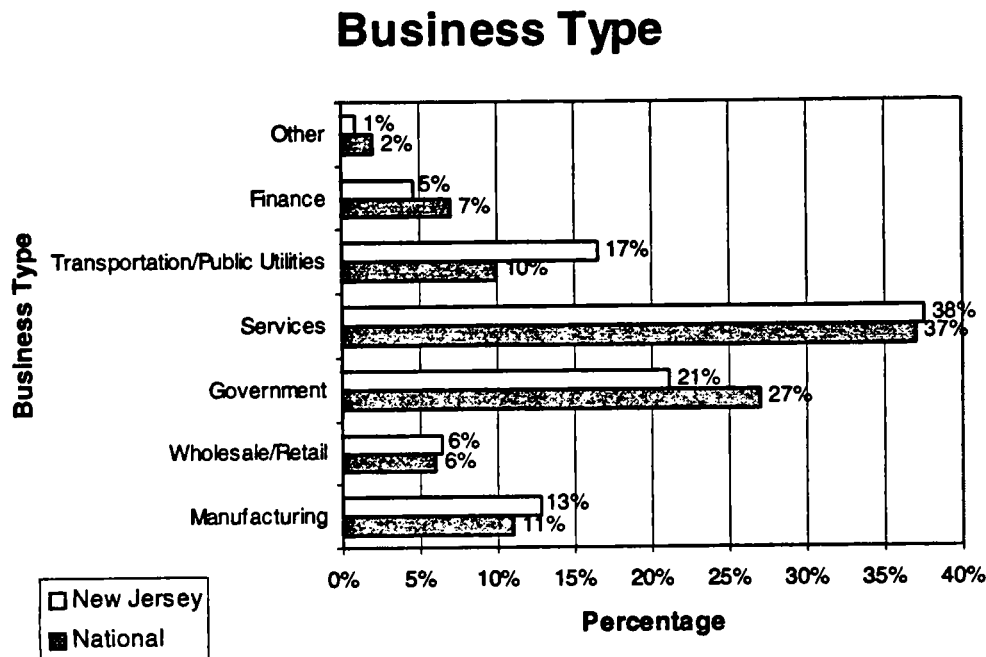
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of New Jersey as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	New Jersey	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	68%	64%
• <i>Improved productivity or comfort</i>	13%	13%
• <i>Training</i>	4%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	3%	4%
• <i>Individual seeking employment</i>	12%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from New Jersey with those nationally:



Disability Type

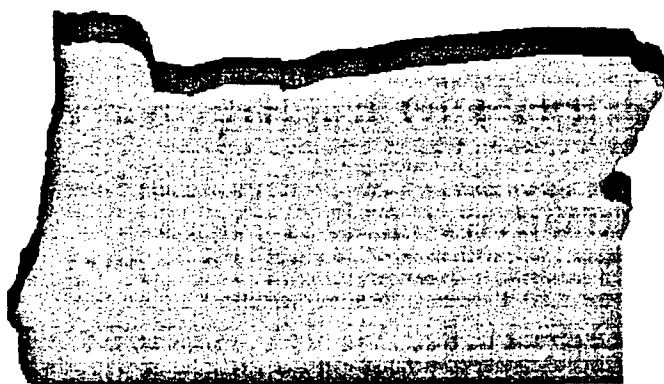
Another key aspect of the cases handled by JAN staff from New Jersey was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from New Jersey to those nationally:

Disability Type	New Jersey	Nationally
• Motor Impairments	41%	41%
• Neurological Impairments	25%	19%
• Sensory Impairments	18%	17%
• Behavioral Impairments	7%	7%
• Other	9%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Oregon State Profile

1998 Report

President's Committee on Employment
of People with Disabilities
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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Oregon Usage of the Job Accommodation Network

A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

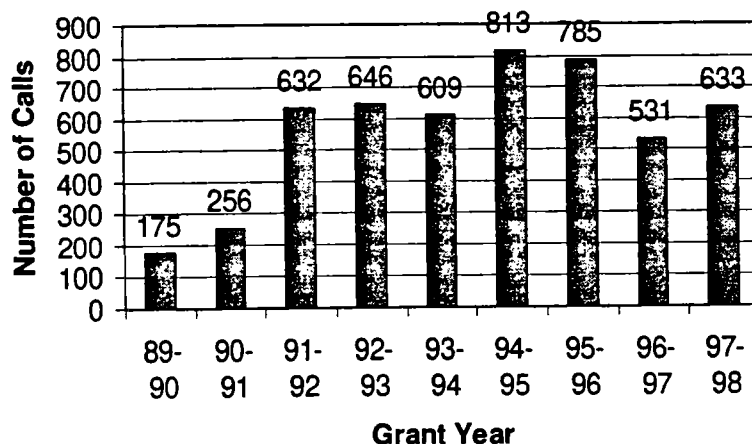
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Calls

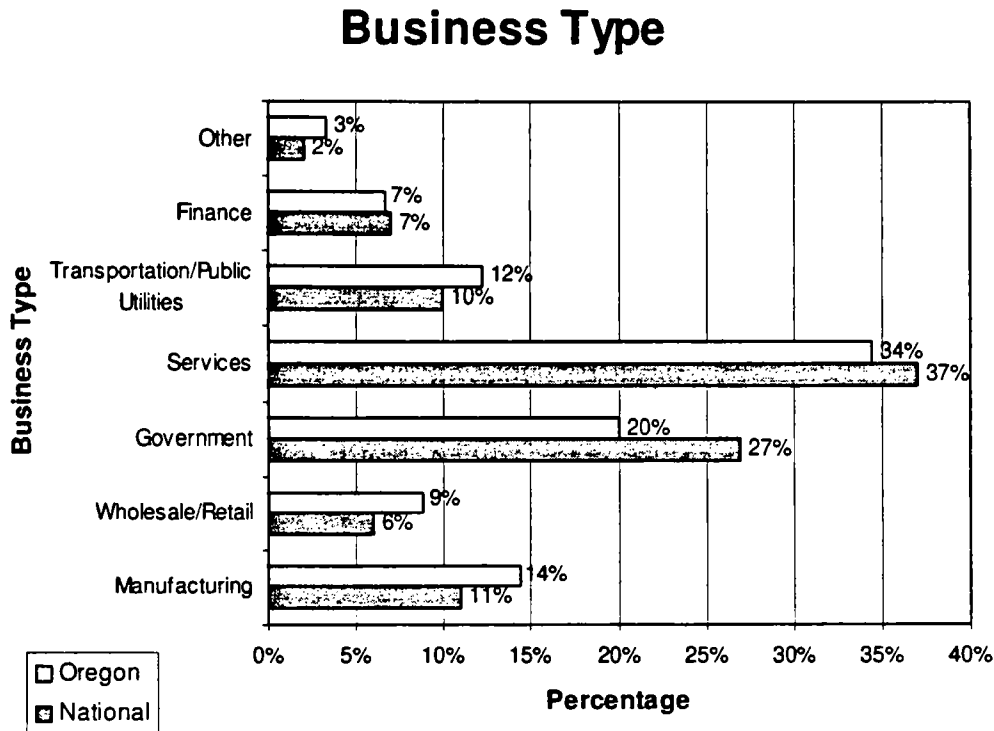
According to the U.S. Census Bureau, there are 201,434 (out of 1.8 million) Oregon residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 5,080 calls have been processed from Oregon; 633 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Oregon ranks 24th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
Oregon**



Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Oregon with those nationally:



Disability Type

Another key aspect of the cases handled by JAN staff from Oregon was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Oregon to those nationally:

Disability Type	Oregon	Nationally
• Motor Impairments	52%	41%
• Neurological Impairments	17%	19%
• Sensory Impairments	16%	17%
• Behavioral Impairments	7%	7%
• Other	8%	16%

Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 3,252 of the calls received from Oregon have been cases. That is, 64% of the callers from Oregon have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Oregon during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	90	93-94	314
90-91	147	94-95	525
91-92	303	95-96	476
92-93	283	96-97	561
		97-98	553
Total		3,252	

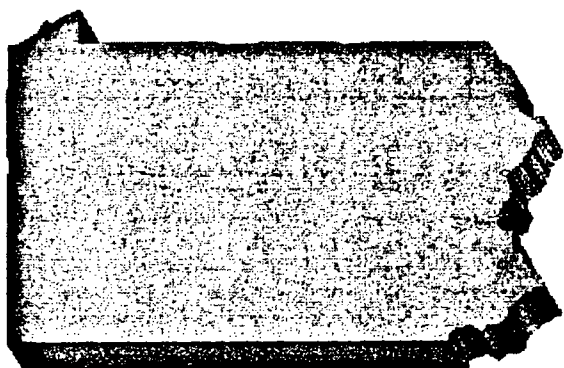
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Oregon as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Oregon	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	62%	64%
• <i>Improved productivity or comfort</i>	19%	13%
• <i>Training</i>	3%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	4%	4%
• <i>Individual seeking employment</i>	11%	13%
Other	1%	2%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Pennsylvania State Profile

1998 Report



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A Report on the State of Pennsylvania Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

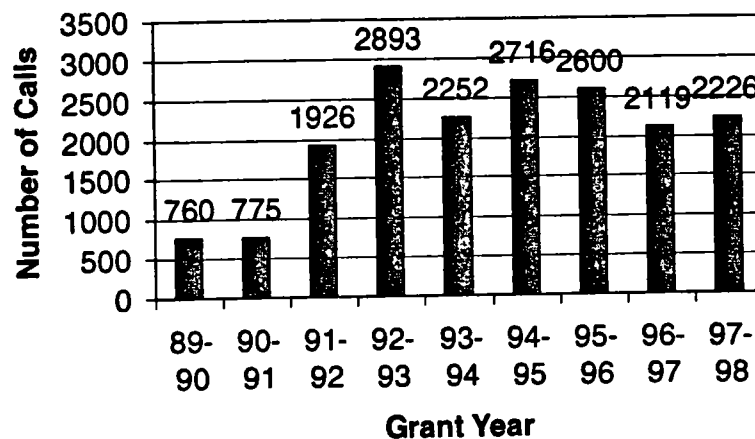
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Calls

According to the U.S. Census Bureau, there are 766,000 (out of 7.5 million) Pennsylvania residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 18,267 calls have been processed from Pennsylvania; 2,226 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Pennsylvania ranks 2nd in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
Pennsylvania**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 9,341 of the calls received from Pennsylvania have been cases. That is, 51% of the callers from Pennsylvania have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Pennsylvania during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	290	93-94	1,131
90-91	326	94-95	1,285
91-92	882	95-96	1,280
92-93	1,161	96-97	1,406
		97-98	1,580
Total		9,341	

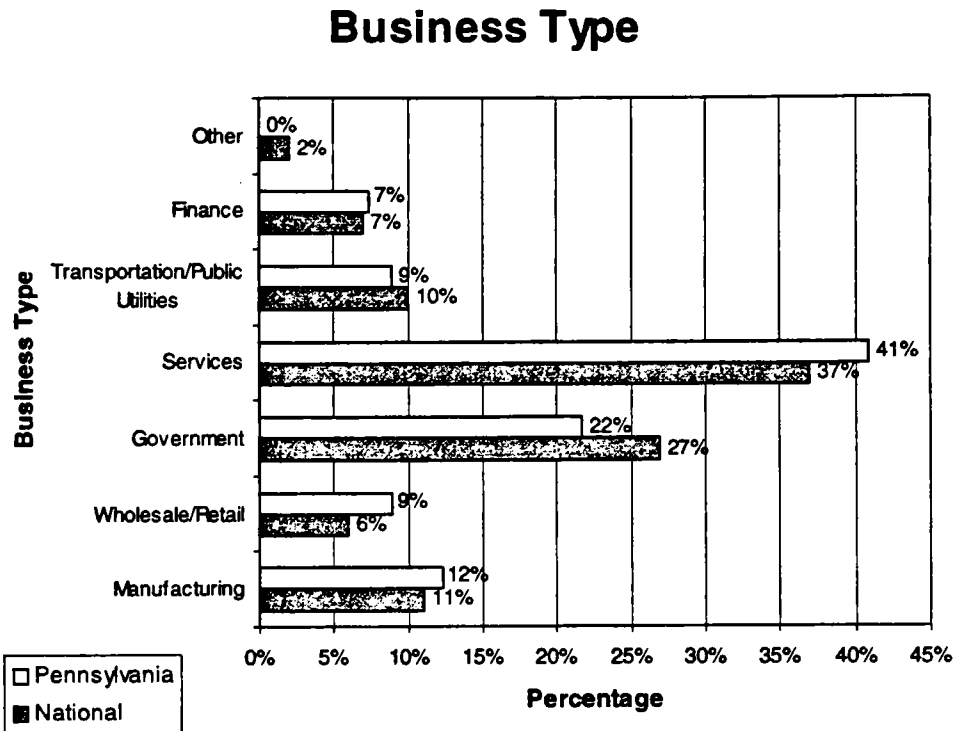
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Pennsylvania as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Pennsylvania	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	67%	64%
• <i>Improved productivity or comfort</i>	13%	13%
• <i>Training</i>	5%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	4%	4%
• <i>Individual seeking employment</i>	11%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Pennsylvania with those nationally:



Disability Type

Another key aspect of the cases handled by JAN staff from Pennsylvania was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Pennsylvania to those nationally:

Disability Type	Pennsylvania	Nationally
• Motor Impairments	46%	41%
• Neurological Impairments	22%	19%
• Sensory Impairments	18%	17%
• Behavioral Impairments	6%	7%
• Other	8%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Rhode Island State Profile

1998 Report

President's Committee on Employment
of People with Disabilities
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1-800-526-7234 or
1-800-ADA-WORK in the
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Website:

<http://janweb.icdi.wvu.edu>



JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Rhode Island Usage of the Job Accommodation Network

A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

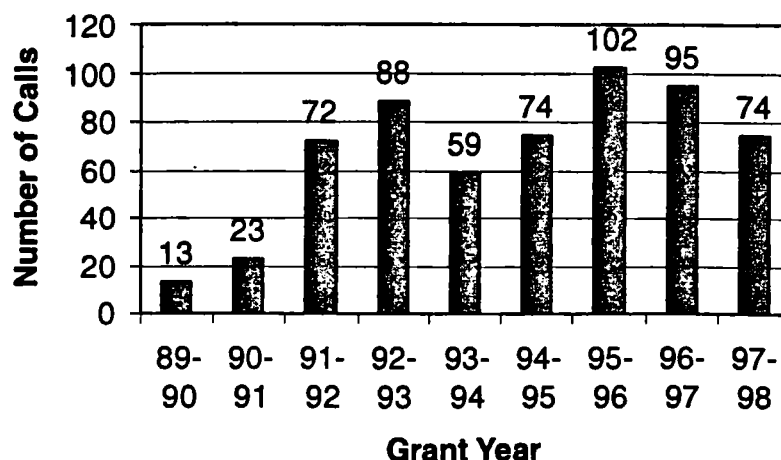
The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 66,937 (out of 639,00) Rhode Island residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 600 calls have been processed from Rhode Island; 74 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Rhode Island ranks 49th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
Rhode Island**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 353 of the calls received from Rhode Island have been cases. That is, 59% of the callers from Rhode Island have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Rhode Island during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	5	93-94	37
90-91	13	94-95	47
91-92	44	95-96	50
92-93	44	96-97	61
		97-98	52
Total		353	

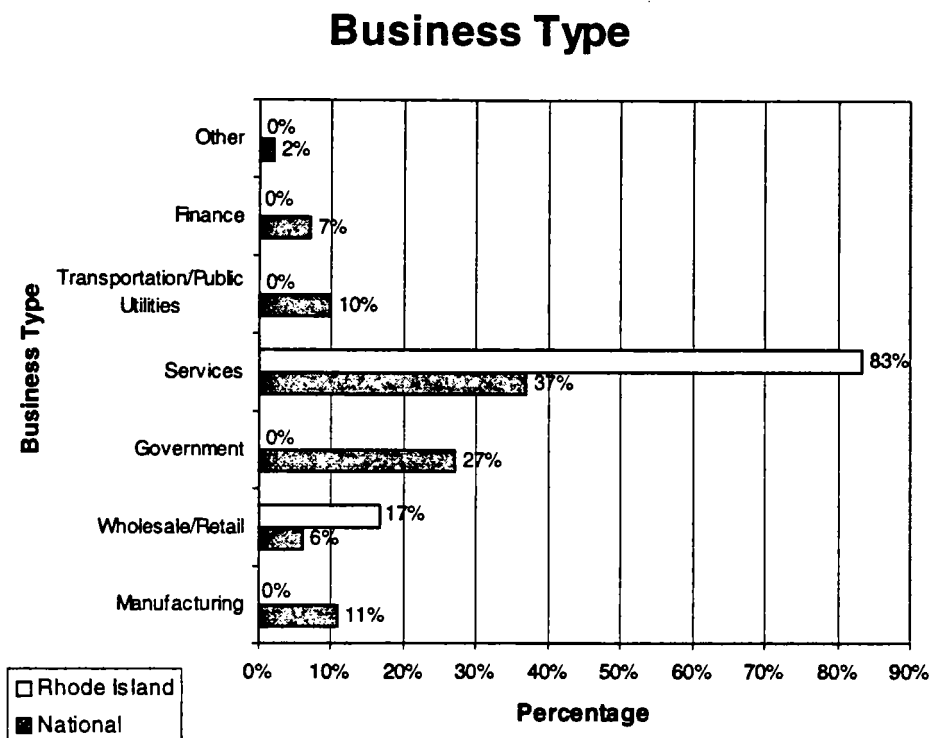
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Rhode Island as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Rhode Island	Nationally
Accommodations Requested for Current Employees		
• Retention	50%	64%
• Improved productivity or comfort	27%	13%
• Training	5%	4%
Accommodations Requested for Prospective Employees		
• Company desiring to hire individual	0%	4%
• Individual seeking employment	18%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Rhode Island with those nationally:



Disability Type

Another key aspect of the cases handled by JAN staff from Rhode Island was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Rhode Island to those nationally:

Disability Type	Rhode Island	Nationally
• Motor Impairments	25%	41%
• Neurological Impairments	19%	19%
• Sensory Impairments	31%	17%
• Behavioral Impairments	19%	7%
• Other	6%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



South Carolina State Profile

1998 Report

President's Committee on Employment
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1-800-526-7234 or
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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of South Carolina Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

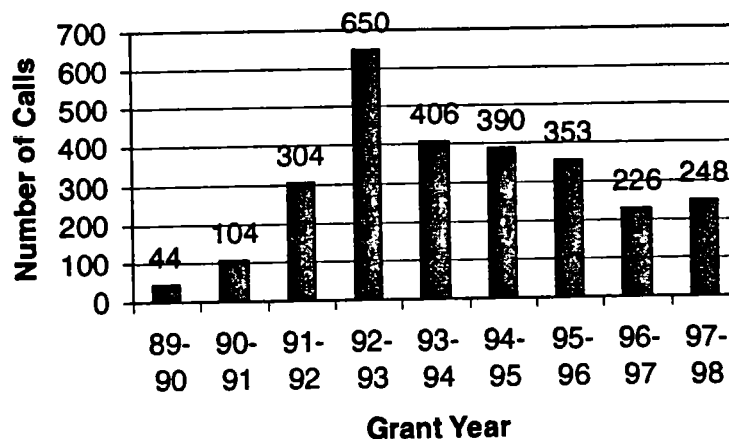
The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 269,092 (out of 2.2 million) South Carolina residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 2,725 calls have been processed from South Carolina; 248 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), South Carolina ranks 33rd in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
South Carolina**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 1,424 of the calls received from South Carolina have been cases. That is, 52% of the callers from South Carolina have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from South Carolina during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	27	93-94	201
90-91	44	94-95	203
91-92	132	95-96	159
92-93	229	96-97	214
		97-98	215
Total		1,424	

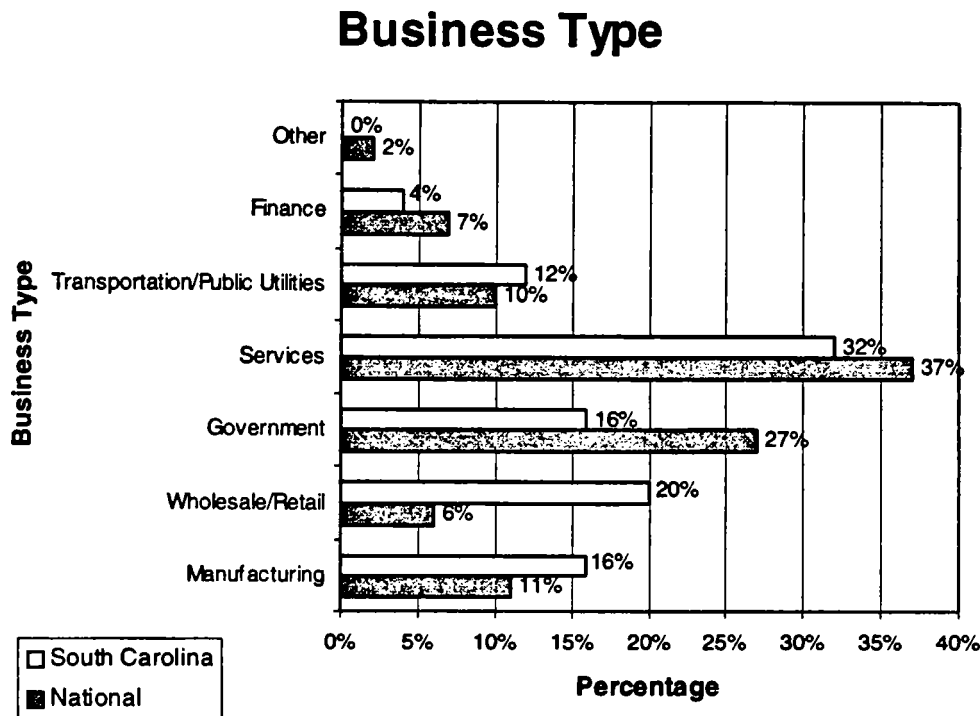
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of South Carolina as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	South Carolina	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	66%	64%
• <i>Improved productivity or comfort</i>	7%	13%
• <i>Training</i>	2%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	10%	4%
• <i>Individual seeking employment</i>	14%	13%
Other	1%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from South Carolina with those nationally:



Disability Type

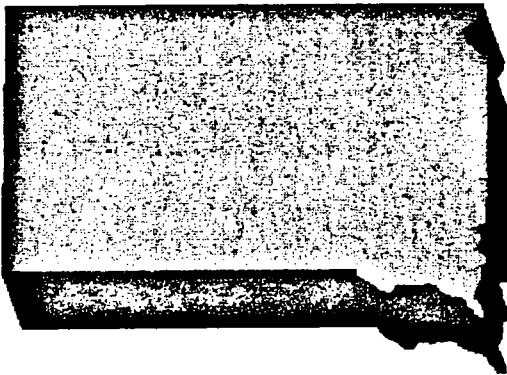
Another key aspect of the cases handled by JAN staff from South Carolina was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from South Carolina to those nationally:

Disability Type	South Carolina	Nationally
• Motor Impairments	47%	41%
• Neurological Impairments	22%	19%
• Sensory Impairments	17%	17%
• Behavioral Impairments	8%	7%
• Other	6%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



South Dakota State Profile

1998 Report



President's Committee on Employment
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A Report on the State of South Dakota Usage of the Job Accommodation Network

A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

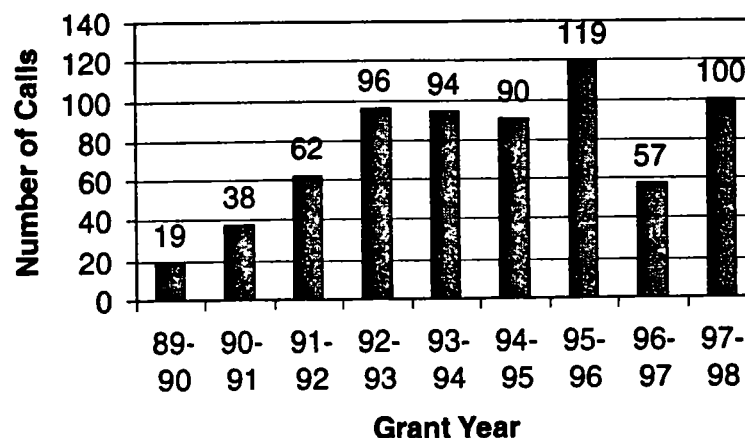
The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 36,465 (out of 404,000) South Dakota residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 675 calls have been processed from South Dakota; 100 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), South Dakota ranks 45th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
South Dakota**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 419 of the calls received from South Dakota have been cases. That is, 62% of the callers from South Dakota have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from South Dakota during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	12	93-94	69
90-91	17	94-95	55
91-92	37	95-96	53
92-93	41	96-97	45
		97-98	90
Total		419	

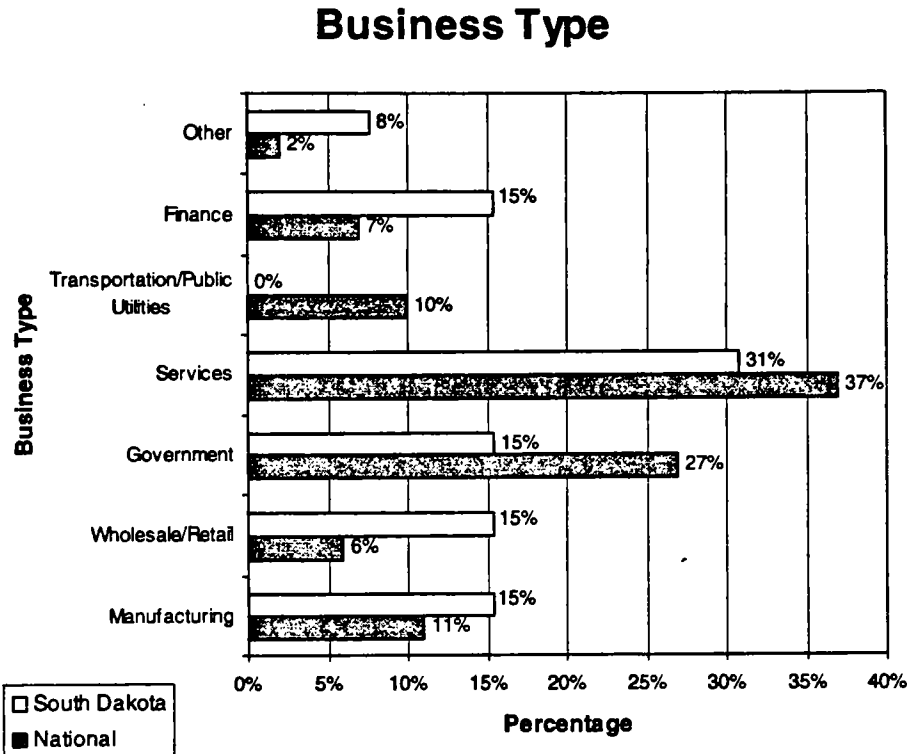
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of South Dakota as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	South Dakota	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	66%	64%
• <i>Improved productivity or comfort</i>	11%	13%
• <i>Training</i>	3%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	3%	4%
• <i>Individual seeking employment</i>	17%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from South Dakota with those nationally:



Disability Type

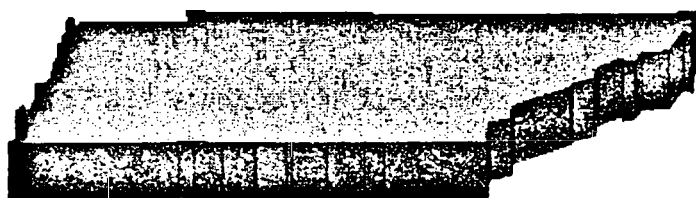
Another key aspect of the cases handled by JAN staff from South Dakota was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from South Dakota to those nationally:

Disability Type	South Dakota	Nationally
• Motor Impairments	34%	41%
• Neurological Impairments	26%	19%
• Sensory Impairments	13%	17%
• Behavioral Impairments	16%	7%
• Other	11%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Tennessee State Profile

1998 Report



President's Committee on Employment
of People with Disabilities
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A Report on the State of Tennessee Usage of the Job Accommodation Network

A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

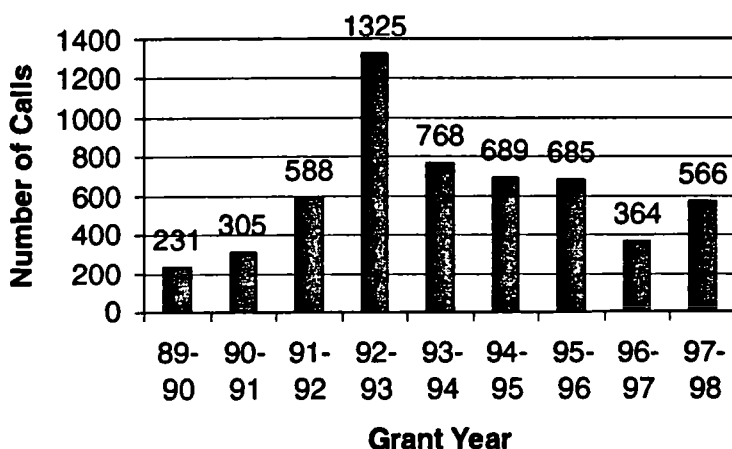
The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 367,000 (out of 3.1 million) Tennessee residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 5,521 calls have been processed from Tennessee; 566 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Tennessee ranks 26th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
Tennessee**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 2,929 of the calls received from Tennessee have been cases. That is, 53% of the callers from Tennessee have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Tennessee during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	116	93-94	410
90-91	126	94-95	354
91-92	274	95-96	380
92-93	448	96-97	373
		97-98	448
Total		2,929	

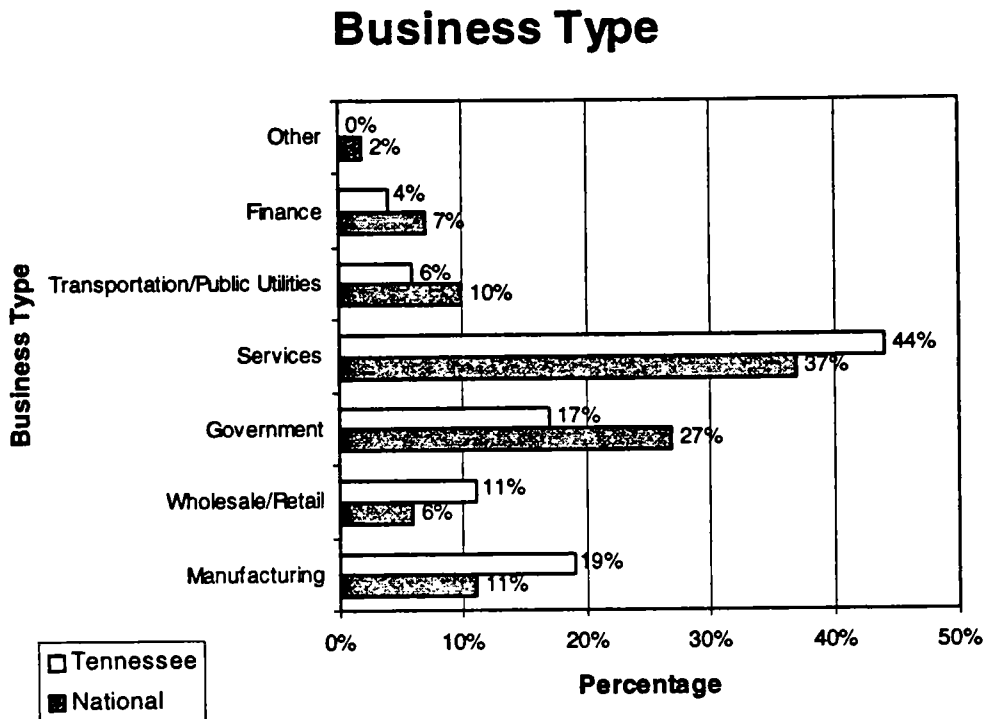
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Tennessee as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Tennessee	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	74%	64%
• <i>Improved productivity or comfort</i>	10%	13%
• <i>Training</i>	0%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	3%	4%
• <i>Individual seeking employment</i>	13%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Tennessee with those nationally:



Disability Type

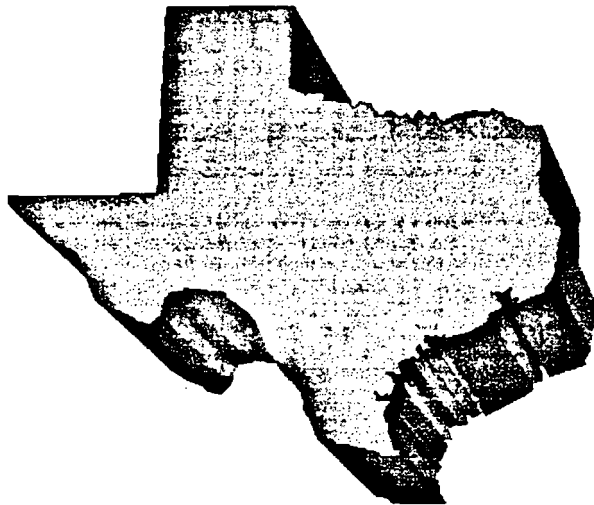
Another key aspect of the cases handled by JAN staff from Tennessee was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Tennessee to those nationally:

Disability Type	Tennessee	Nationally
• Motor Impairments	41%	41%
• Neurological Impairments	26%	19%
• Sensory Impairments	18%	17%
• Behavioral Impairments	8%	7%
• Other	7%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Texas ***State Profile***

1998 Report



President's Committee on Employment
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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Texas Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

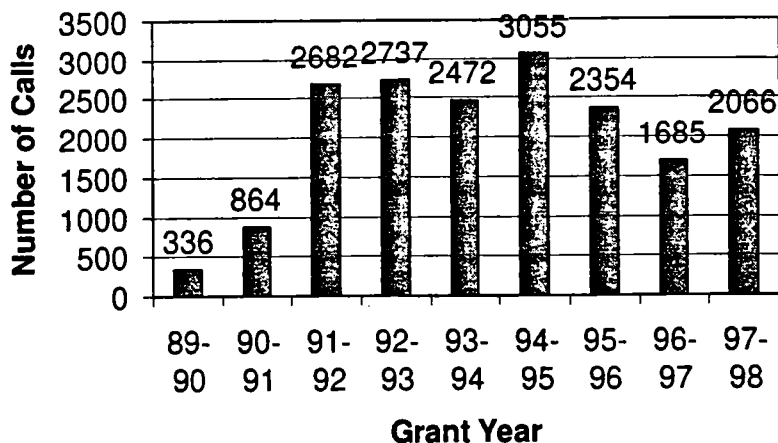
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When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 1.1 million (out of 10.7 million) Texas residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 18,251 calls have been processed from Texas; 2,066 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Texas ranks 4th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
Texas**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 11,188 of the calls received from Texas have been cases. That is, 61% of the callers from Texas have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Texas during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	226	93-94	1,409
90-91	441	94-95	1,710
91-92	1,385	95-96	1,368
92-93	1,176	96-97	1,646
		97-98	1,827
Total		11,188	

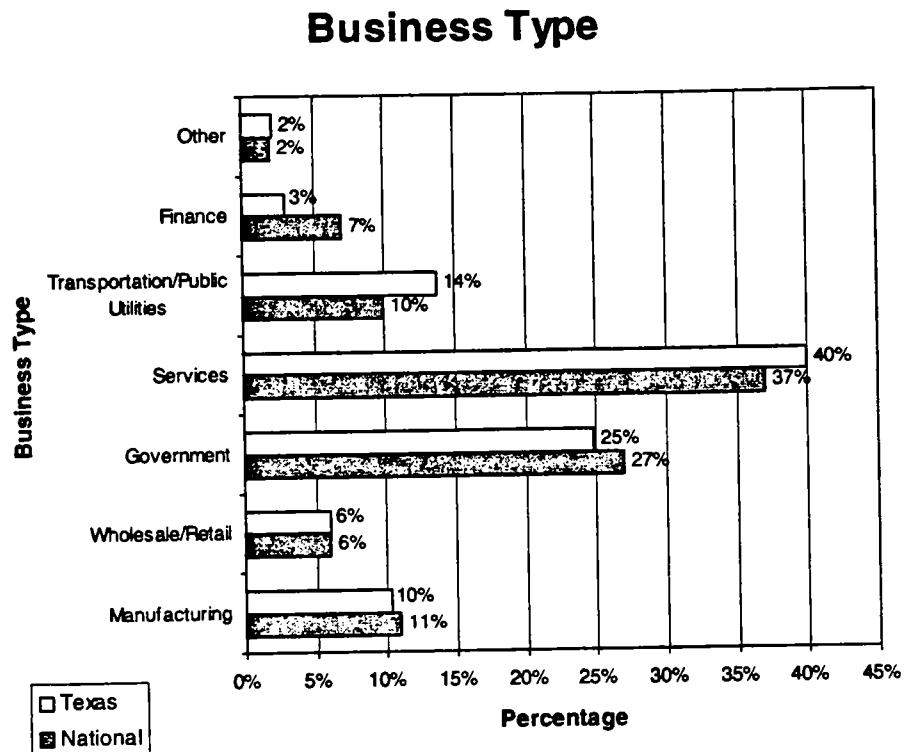
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Texas as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Texas	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	60%	64%
• <i>Improved productivity or comfort</i>	13%	13%
• <i>Training</i>	4%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	5%	4%
• <i>Individual seeking employment</i>	17%	13%
Other	1%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Texas with those nationally:



Disability Type

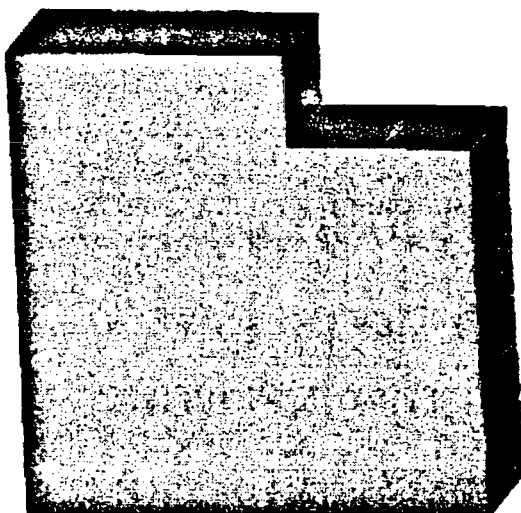
Another key aspect of the cases handled by JAN staff from Texas was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Texas to those nationally:

Disability Type	Texas	Nationally
• Motor Impairments	50%	41%
• Neurological Impairments	22%	19%
• Sensory Impairments	14%	17%
• Behavioral Impairments	7%	7%
• Other	7%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Utah ***State Profile***

1998 Report



President's Committee on Employment
of People with Disabilities
Job Accommodation Network
918 Chestnut Ridge Road
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WVU PO Box 6080
Morgantown, WV 26506-6080

1-800-526-7234 or
1-800-ADA-WORK in the
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Website:
<http://janweb.icdi.wvu.edu>



A Report on the State of Utah Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

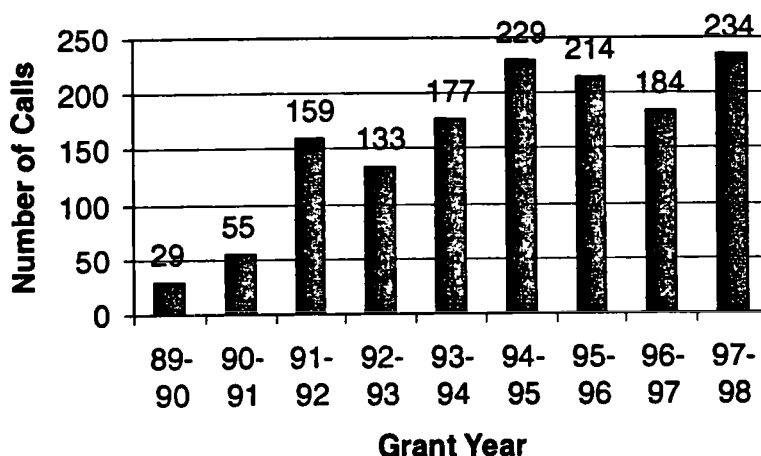
The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 83,898 (out of 991,000) Utah residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 1,414 calls have been processed from Utah; 234 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Utah ranks 35th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
Utah**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 976 of the calls received from Utah have been cases. That is, 69% of the callers from Utah have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Utah during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	22	93-94	104
90-91	26	94-95	144
91-92	71	95-96	143
92-93	68	96-97	203
		97-98	195
Total		976	

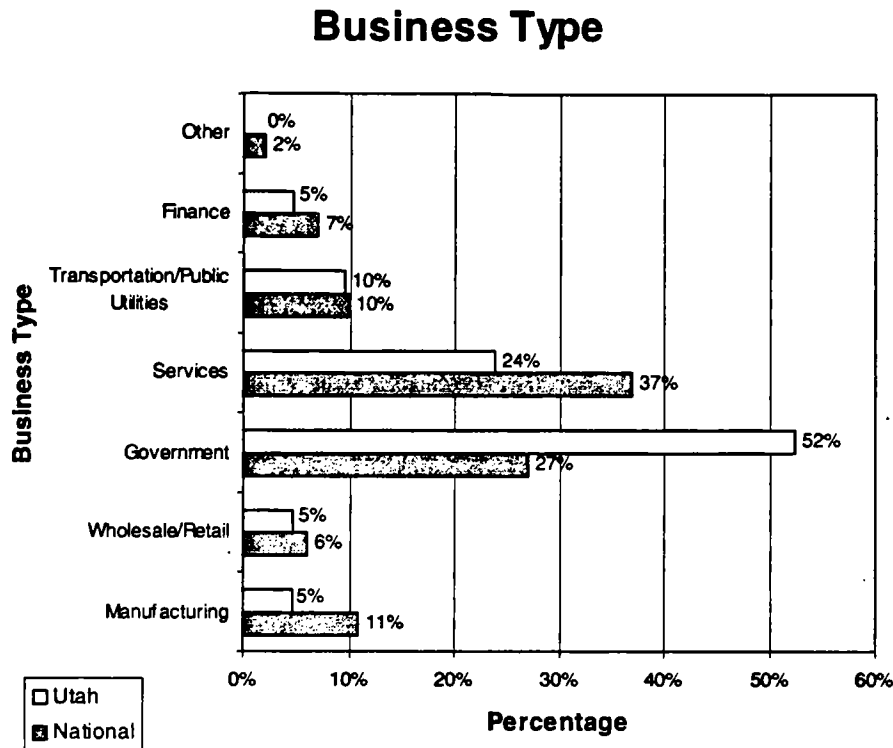
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Utah as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Utah	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	60%	64%
• <i>Improved productivity or comfort</i>	17%	13%
• <i>Training</i>	7%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	7%	4%
• <i>Individual seeking employment</i>	9%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Utah with those nationally:



Disability Type

Another key aspect of the cases handled by JAN staff from Utah was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Utah to those nationally:

Disability Type	Utah	Nationally
• Motor Impairments	47%	41%
• Neurological Impairments	14%	19%
• Sensory Impairments	21%	17%
• Behavioral Impairments	5%	7%
• Other	13%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Vermont State Profile

1998 Report



President's Committee on Employment
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1-800-526-7234 or
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Website:

<http://janweb.icdi.wvu.edu>

JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Vermont Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

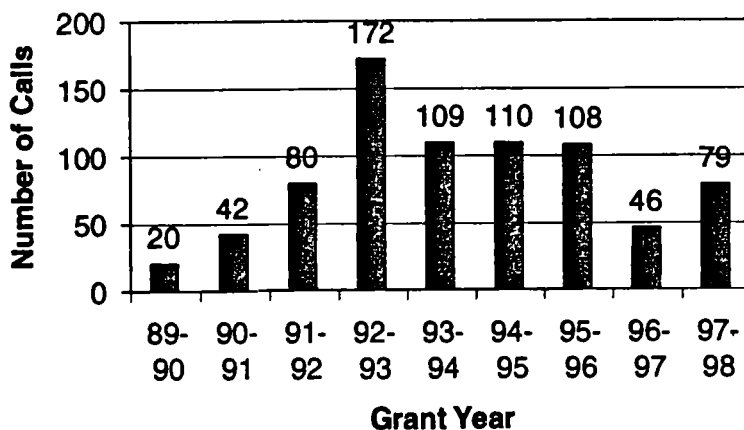
The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 31,627 (out of 366,000) Vermont residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 766 calls have been processed from Vermont; 79 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Vermont ranks 47th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
Vermont**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 424 of the calls received from Vermont have been cases. That is, 55% of the callers from Vermont have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Vermont during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	13	93-94	67
90-91	15	94-95	55
91-92	32	95-96	69
92-93	51	96-97	49
		97-98	73
Total		424	

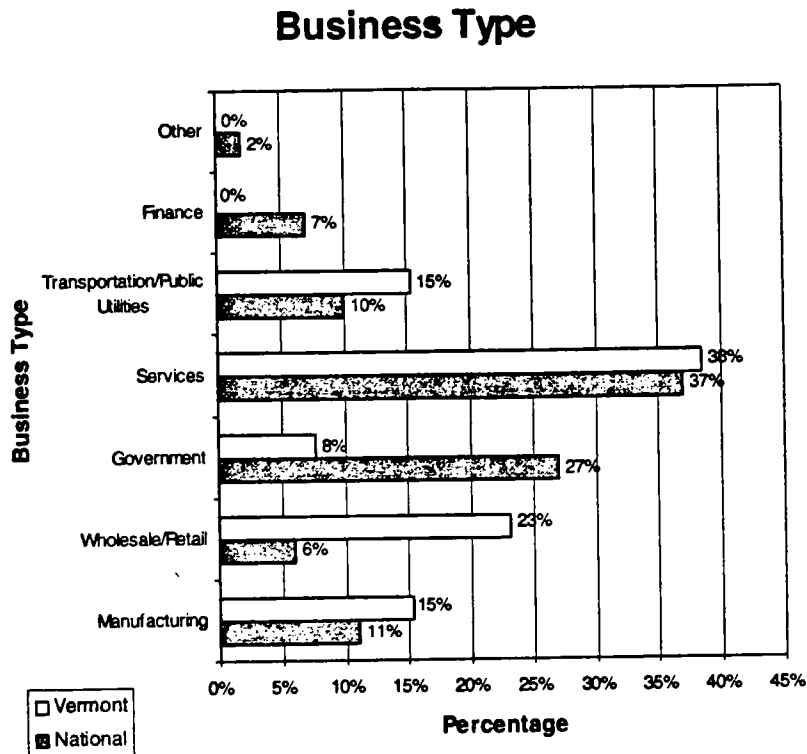
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Vermont as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Vermont	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	60%	64%
• <i>Improved productivity or comfort</i>	18%	13%
• <i>Training</i>	3%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	0%	4%
• <i>Individual seeking employment</i>	18%	13%
Other	1%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Vermont with those nationally:



Disability Type

Another key aspect of the cases handled by JAN staff from Vermont was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Vermont to those nationally:

Disability Type	Vermont	Nationally
• Motor Impairments	47%	41%
• Neurological Impairments	23%	19%
• Sensory Impairments	9%	17%
• Behavioral Impairments	6%	7%
• Other	15%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Virginia State Profile

1998 Report



President's Committee on Employment
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1-800-526-7234 or
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A Report on the State of Virginia Usage of the Job Accommodation Network

A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

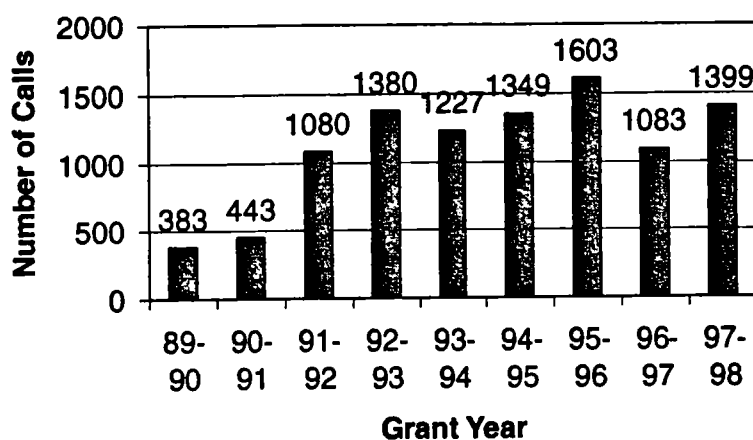
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Calls

According to the U.S. Census Bureau, there are 381,000 (out of 4.0 million) Virginia residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 9,947 calls have been processed from Virginia; 1,399 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Virginia ranks 8th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
Virginia**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 5,556 of the calls received from Virginia have been cases. That is, 56% of the callers from Virginia have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Virginia during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	202	93-94	604
90-91	195	94-95	679
91-92	503	95-96	662
92-93	552	96-97	930
		97-98	1,229
Total		5,556	

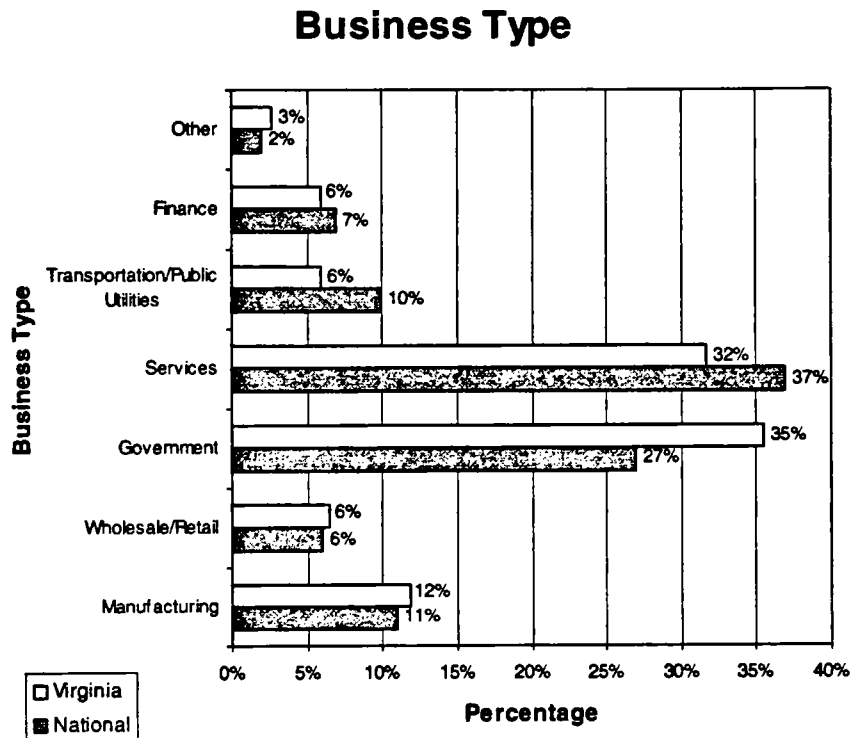
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Virginia as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Virginia	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	63%	64%
• <i>Improved productivity or comfort</i>	14%	13%
• <i>Training</i>	5%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	5%	4%
• <i>Individual seeking employment</i>	13%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Virginia with those nationally:



Disability Type

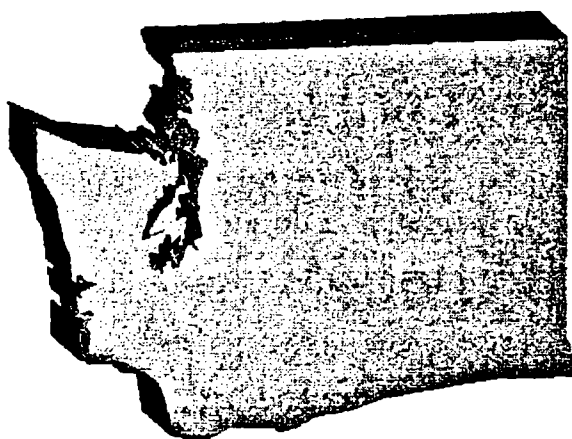
Another key aspect of the cases handled by JAN staff from Virginia was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Virginia to those nationally:

Disability Type	Virginia	Nationally
• Motor Impairments	38%	41%
• Neurological Impairments	28%	19%
• Sensory Impairments	17%	17%
• Behavioral Impairments	10%	7%
• Other	7%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Washington State Profile

1998 Report



President's Committee on Employment
of People with Disabilities
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1-800-526-7234 or
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Website:

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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Washington Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

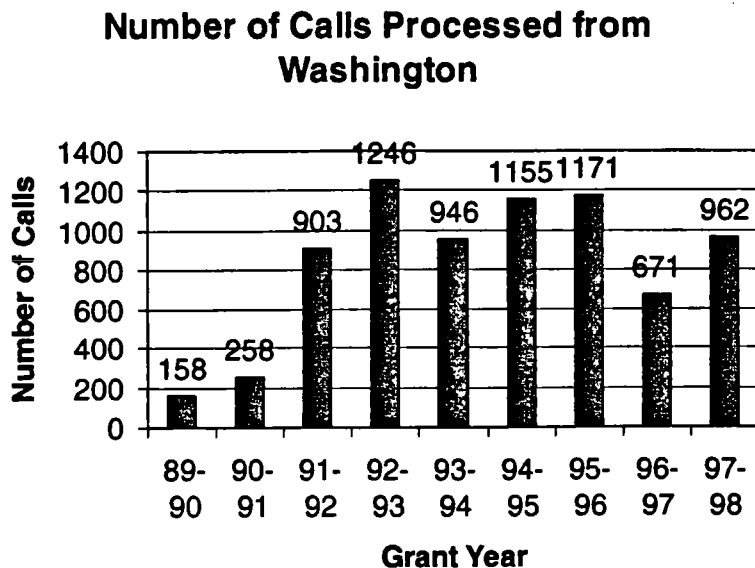
(October 1, 1997 - September 30, 1998)

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When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 319,565 (out of 3.1 million) Washington residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 7,470 calls have been processed from Washington; 962 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Washington ranks 12th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 4,707 of the calls received from Washington have been cases. That is, 63% of the callers from Washington have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Washington during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	99	93-94	570
90-91	145	94-95	686
91-92	435	95-96	646
92-93	553	96-97	714
		97-98	859
Total		4,707	

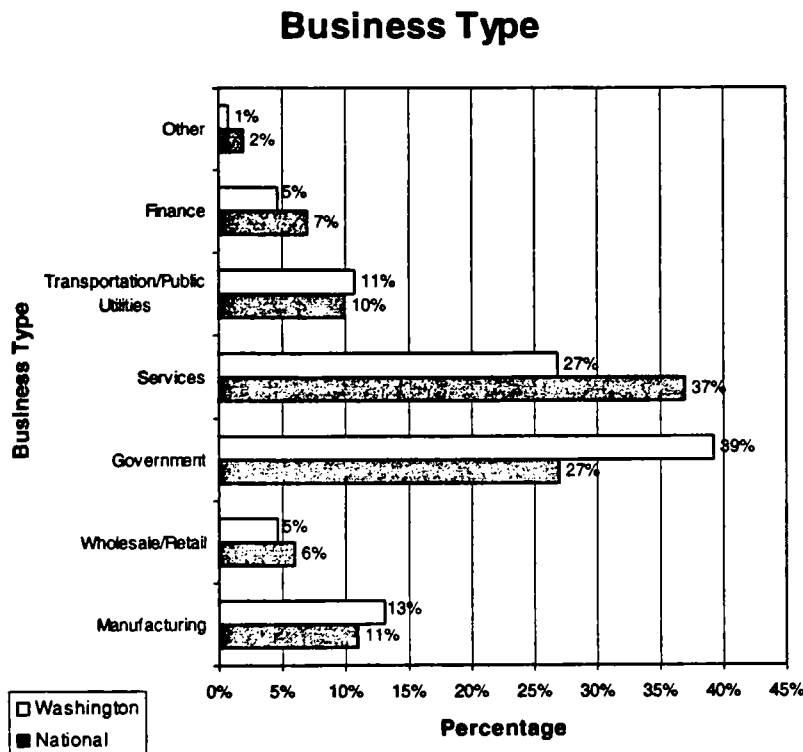
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Washington as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Washington	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	67%	64%
• <i>Improved productivity or comfort</i>	14%	13%
• <i>Training</i>	4%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	6%	4%
• <i>Individual seeking employment</i>	9%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Washington with those nationally:



Disability Type

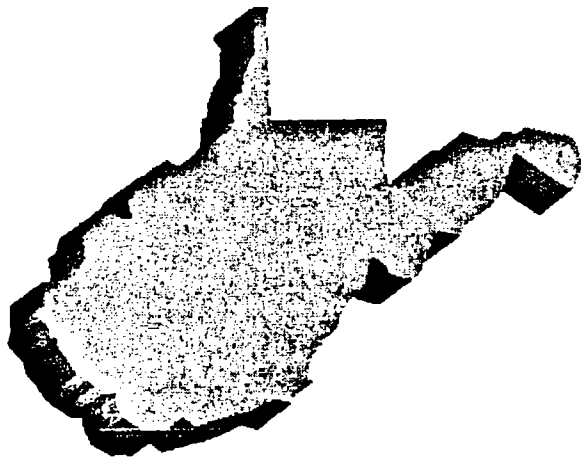
Another key aspect of the cases handled by JAN staff from Washington was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Washington to those nationally:

Disability Type	Washington	Nationally
• Motor Impairments	50%	41%
• Neurological Impairments	18%	19%
• Sensory Impairments	20%	17%
• Behavioral Impairments	7%	7%
• Other	5%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



West Virginia State Profile

1998 Report



President's Committee on Employment
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A Report on the State of West Virginia Usage of the Job Accommodation Network

A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

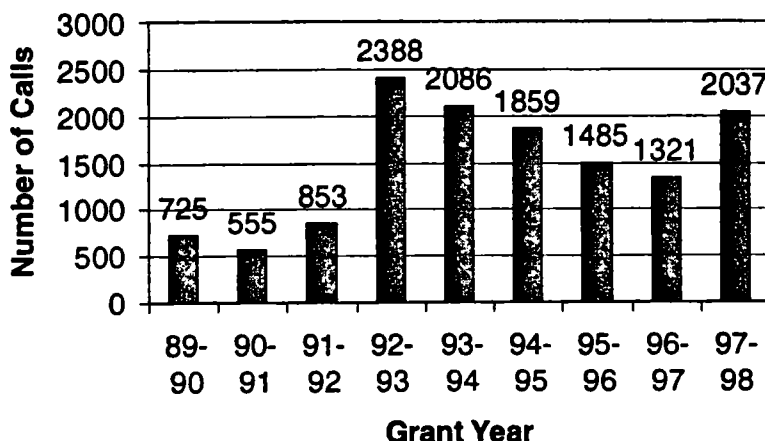
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Calls

According to the U.S. Census Bureau, there are 164,000 (out of 1.1 million) West Virginia residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 13,309 calls have been processed from West Virginia, 672 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), West Virginia ranks 5th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
West Virginia**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 4,286 of the calls received from West Virginia have been cases. That is, 32% of the callers from West Virginia have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from West Virginia during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	438	93-94	461
90-91	415	94-95	501
91-92	360	95-96	474
92-93	461	96-97	526
		97-98	650
Total		4,286	

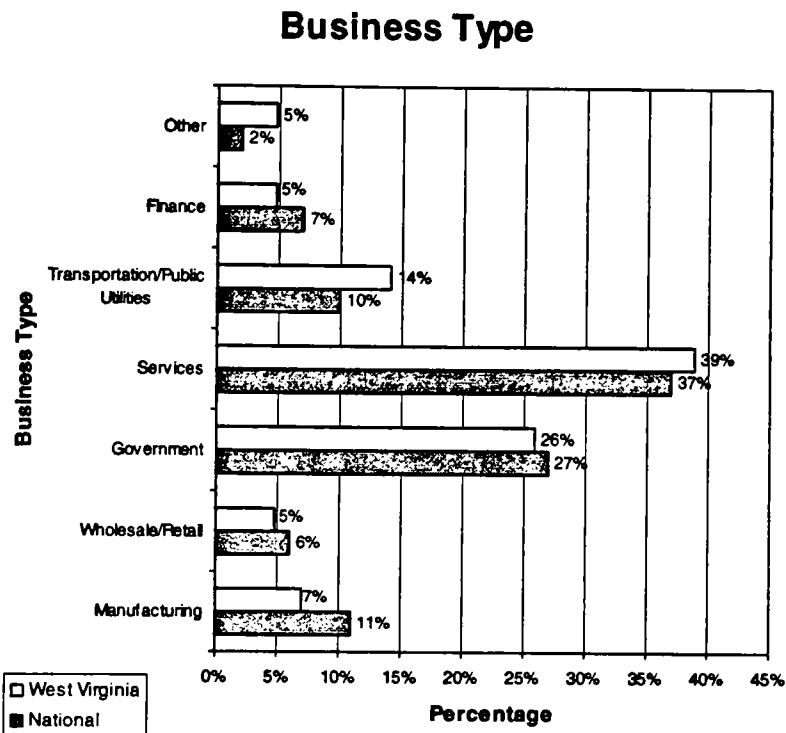
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of West Virginia as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	West Virginia	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	59%	65%
• <i>Improved productivity or comfort</i>	18%	13%
• <i>Training</i>	7%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	3%	4%
• <i>Individual seeking employment</i>	12%	13%
Other	1%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from West Virginia with those nationally:



Disability Type

Another key aspect of the cases handled by JAN staff from West Virginia was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from West Virginia to those nationally:

Disability Type	West Virginia	Nationally
• Motor Impairments	53%	41%
• Neurological Impairments	16%	19%
• Sensory Impairments	18%	17%
• Behavioral Impairments	7%	7%
• Other	6%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Wisconsin State Profile

1998 Report



President's Committee on Employment
of People with Disabilities
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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Wisconsin Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

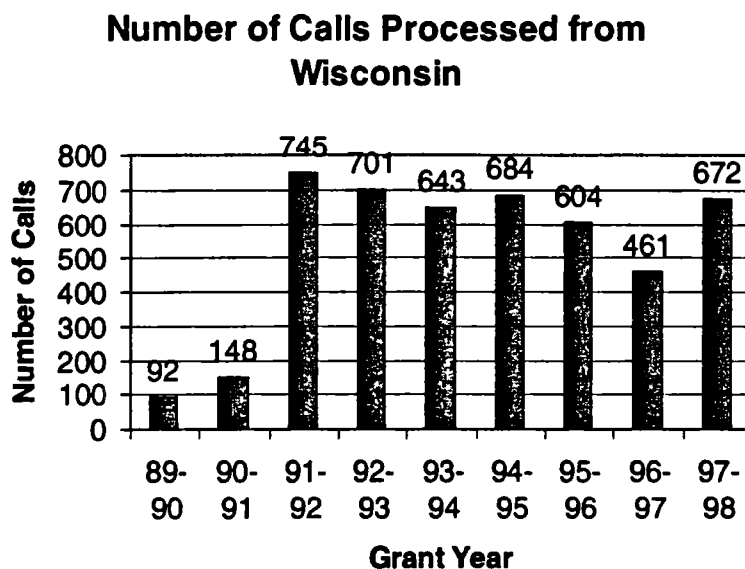
(October 1, 1997 - September 30, 1998)

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When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 264,141 (out of 3.0 million) Wisconsin residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 4,750 calls have been processed from Wisconsin; 672 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Wisconsin ranks 22nd in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 2,984 of the calls received from Wisconsin have been cases. That is, 63% of the callers from Wisconsin have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Wisconsin during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	62	93-94	363
90-91	80	94-95	386
91-92	323	95-96	359
92-93	330	96-97	474
		97-98	607
Total		2,984	

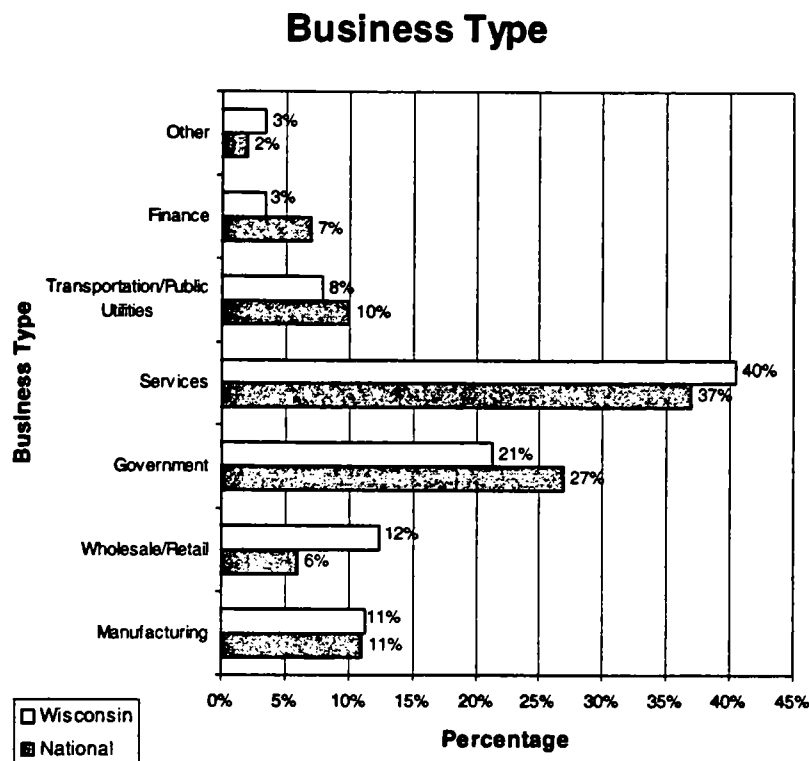
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Wisconsin as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Wisconsin	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	65%	64%
• <i>Improved productivity or comfort</i>	14%	13%
• <i>Training</i>	3%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	4%	4%
• <i>Individual seeking employment</i>	13%	13%
Other	1%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Wisconsin with those nationally:



Disability Type

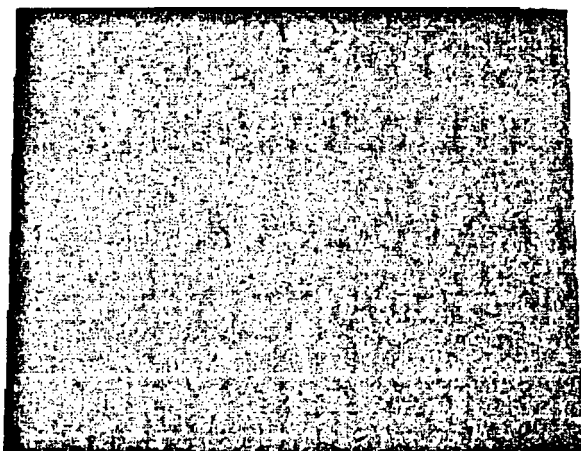
Another key aspect of the cases handled by JAN staff from Wisconsin was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Wisconsin to those nationally:

Disability Type	Wisconsin	Nationally
• Motor Impairments	42%	41%
• Neurological Impairments	24%	19%
• Sensory Impairments	20%	17%
• Behavioral Impairments	7%	7%
• Other	7%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Wyoming ***State Profile***

1998 Report



President's Committee on Employment
of People with Disabilities
Job Accommodation Network
918 Chestnut Ridge Road
Suite 1
WVU PO Box 6080
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1-800-526-7234 or
1-800-ADA-WORK in the
United States (Voice /TDD)
Website:
<http://janweb.icdi.wvu.edu>

JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Wyoming Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

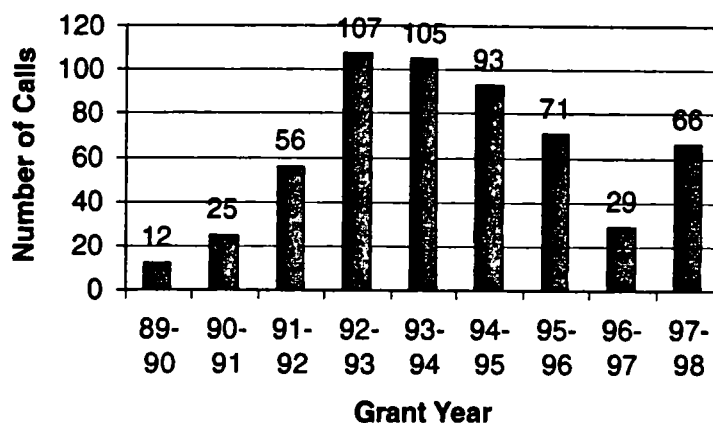
The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 23,016 (out of 279,000) Wyoming residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 564 calls have been processed from Wyoming; 66 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Wyoming ranks 50th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
Wyoming**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 348 of the calls received from Wyoming have been cases. That is, 62% of the callers from Wyoming have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Wyoming during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	8	93-94	56
90-91	12	94-95	50
91-92	28	95-96	53
92-93	51	96-97	29
		97-98	61
Total		348	

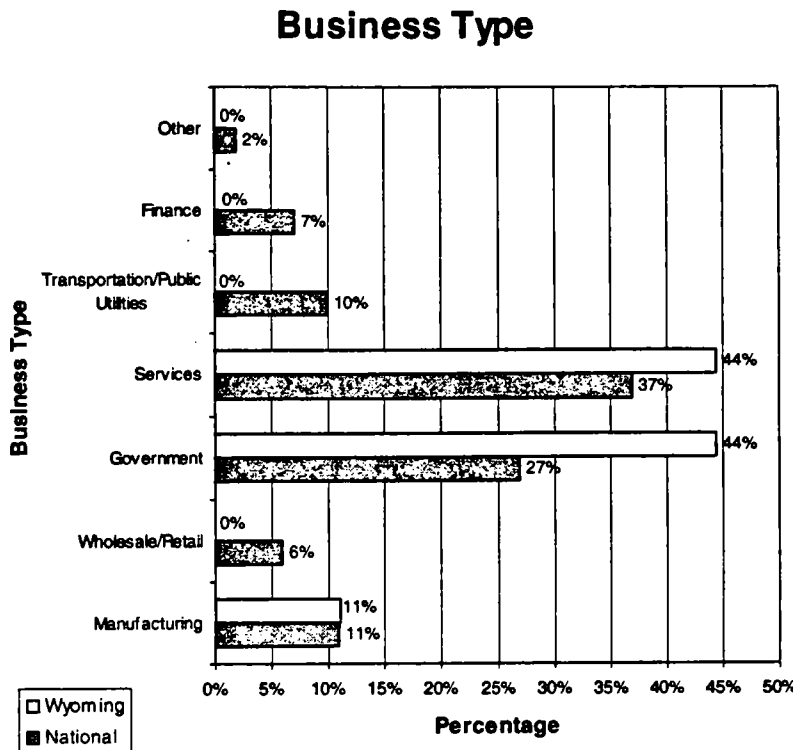
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Wyoming as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Wyoming	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	74%	64%
• <i>Improved productivity or comfort</i>	10%	13%
• <i>Training</i>	0%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	0%	4%
• <i>Individual seeking employment</i>	15%	13%
Other	1%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Wyoming with those nationally:



Disability Type

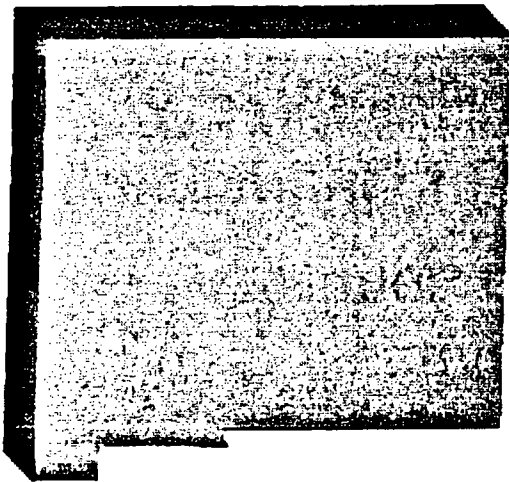
Another key aspect of the cases handled by JAN staff from Wyoming was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Wyoming to those nationally:

Disability Type	Wyoming	Nationally
• Motor Impairments	59%	41%
• Neurological Impairments	5%	19%
• Sensory Impairments	18%	17%
• Behavioral Impairments	18%	7%
• Other	0%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



New Mexico State Profile

1998 Report



President's Committee on Employment
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1-800-526-7234 or
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Website:
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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of New Mexico Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

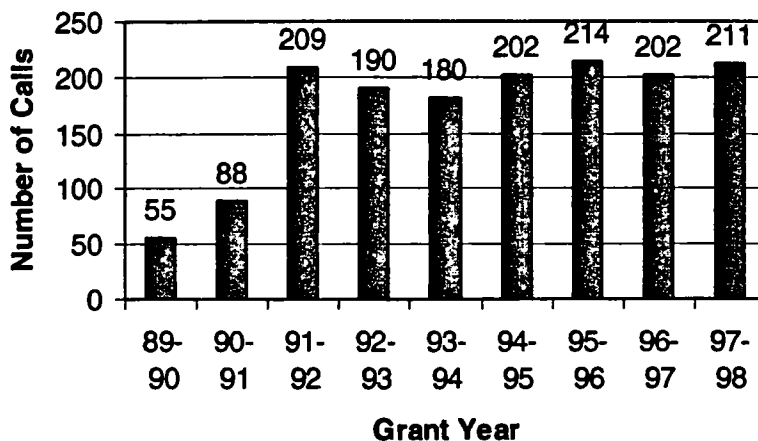
The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 102,590 (out of 928,000) New Mexico residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 1,551 calls have been processed from New Mexico; 211 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), New Mexico ranks 36th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
New Mexico**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 1,087 of the calls received from New Mexico have been cases. That is, 70% of the callers from New Mexico have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from New Mexico during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	41	93-94	134
90-91	52	94-95	133
91-92	128	95-96	141
92-93	99	96-97	149
		97-98	210
Total		1,087	

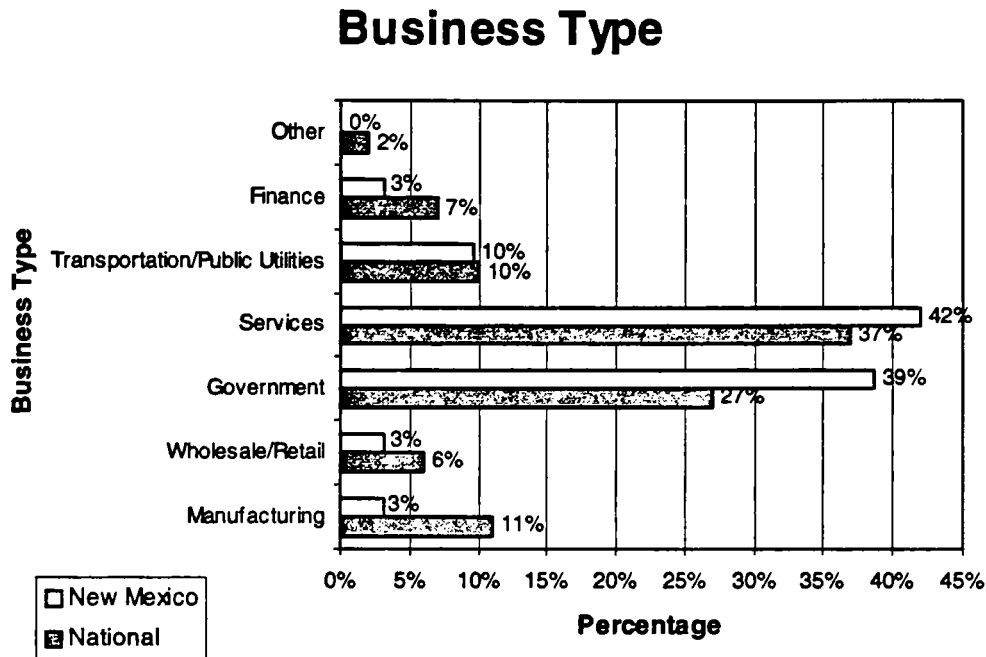
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of New Mexico as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	New Mexico	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	55%	64%
• <i>Improved productivity or comfort</i>	25%	13%
• <i>Training</i>	4%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	9%	4%
• <i>Individual seeking employment</i>	7%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from New Mexico with those nationally:



Disability Type

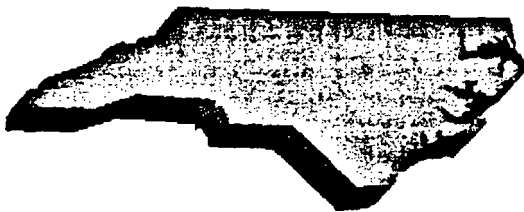
Another key aspect of the cases handled by JAN staff from New Mexico was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from New Mexico to those nationally:

Disability Type	New Mexico	Nationally
• Motor Impairments	47%	41%
• Neurological Impairments	20%	19%
• Sensory Impairments	16%	17%
• Behavioral Impairments	12%	7%
• Other	5%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



North Carolina State Profile

1998 Report



President's Committee on Employment
of People with Disabilities
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1-800-526-7234 or
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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of North Carolina Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

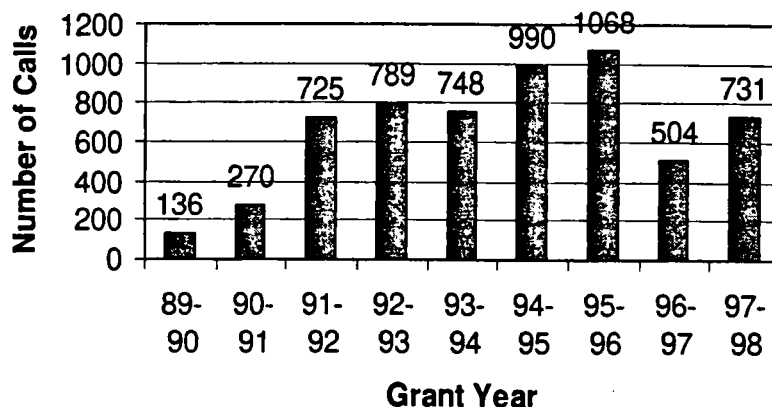
The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 476,005 (out of 4.2 million) North Carolina residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 5,961 calls have been processed from North Carolina; 731 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), North Carolina ranks 20th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
North Carolina**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 3,437 of the calls received from North Carolina have been cases. That is, 58% of the callers from North Carolina have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from North Carolina during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	78	93-94	368
90-91	104	94-95	504
91-92	384	95-96	495
92-93	355	96-97	543
		97-98	606
Total		3,437	

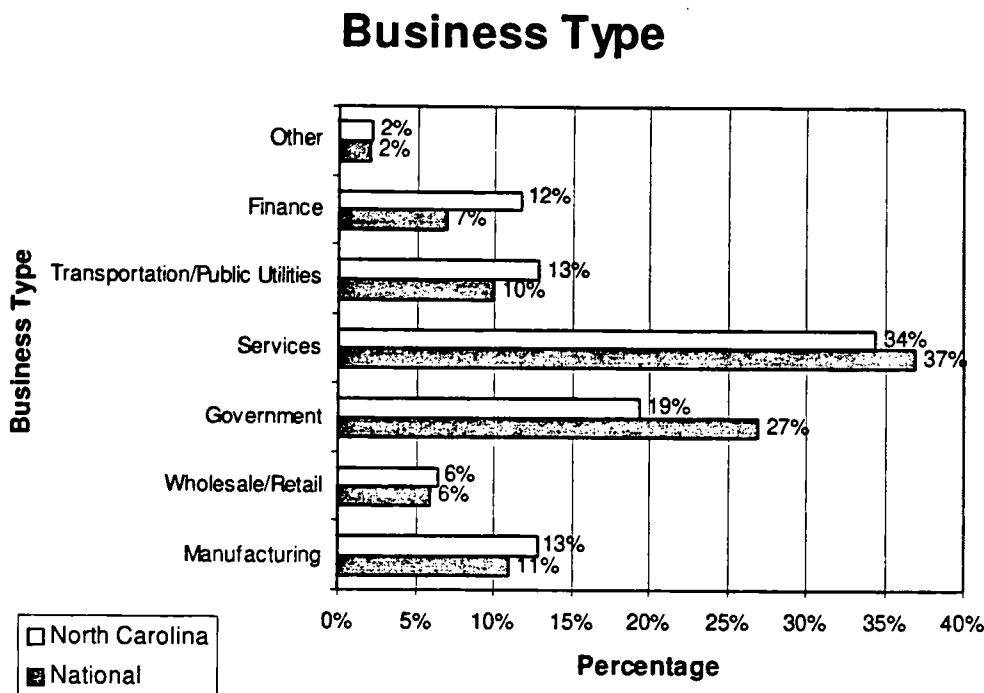
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of North Carolina as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	North Carolina	Nationally
Accommodations Requested for Current Employees		
• Retention	71%	64%
• Improved productivity or comfort	12%	13%
• Training	3%	4%
Accommodations Requested for Prospective Employees		
• Company desiring to hire individual	6%	4%
• Individual seeking employment	8%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from North Carolina with those nationally:



Disability Type

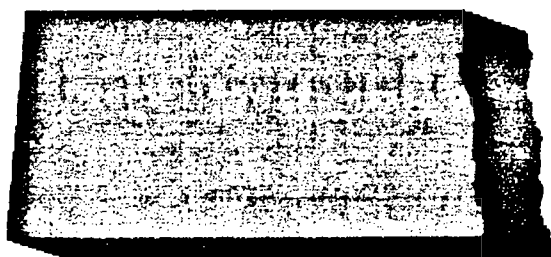
Another key aspect of the cases handled by JAN staff from North Carolina was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from North Carolina to those nationally:

Disability Type	North Carolina	Nationally
• Motor Impairments	54%	41%
• Neurological Impairments	18%	19%
• Sensory Impairments	9%	17%
• Behavioral Impairments	10%	7%
• Other	9%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



North Dakota State Profile

1998 Report

President's Committee on Employment
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1-800-526-7234 or
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A Report on the State of North Dakota Usage of the Job Accommodation Network A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

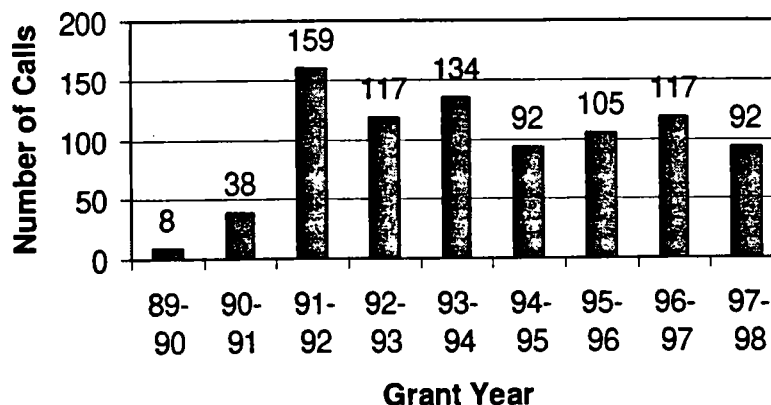
The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 29,946 (out of 377,000) North Dakota residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 862 calls have been processed from North Dakota; 92 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), North Dakota ranks 46th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
North Dakota**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 446 of the calls received from North Dakota have been cases. That is, 52% of the callers from North Dakota have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from North Dakota during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	6	93-94	69
90-91	12	94-95	47
91-92	49	95-96	50
92-93	44	96-97	82
		97-98	87
Total		446	

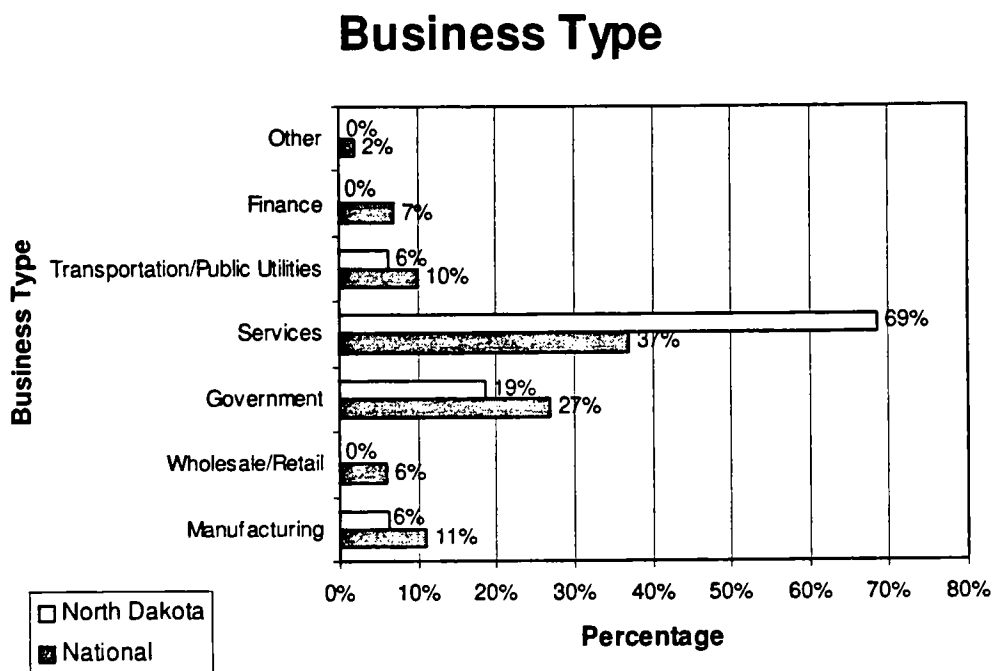
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of North Dakota as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	North Dakota	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	68%	64%
• <i>Improved productivity or comfort</i>	12%	13%
• <i>Training</i>	5%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	0%	4%
• <i>Individual seeking employment</i>	15%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from North Dakota with those nationally:



Disability Type

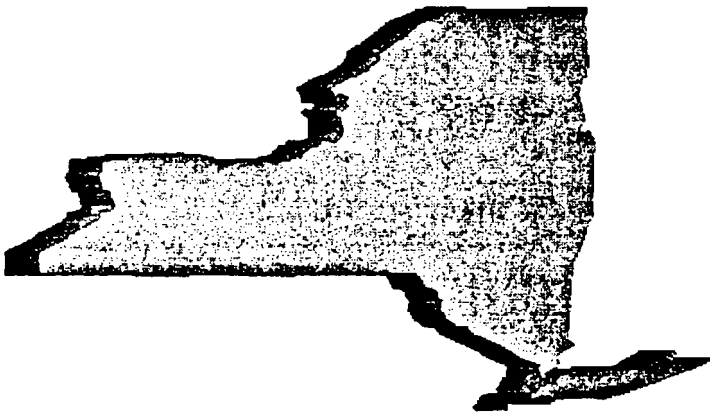
Another key aspect of the cases handled by JAN staff from North Dakota was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from North Dakota to those nationally:

Disability Type	North Dakota	Nationally
• Motor Impairments	60%	41%
• Neurological Impairments	17%	19%
• Sensory Impairments	3%	17%
• Behavioral Impairments	17%	7%
• Other	3%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



New York State Profile

1998 Report



President's Committee on Employment
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JAN
JOB ACCOMMODATION NETWORK

A Report on the State of New York Usage of the Job Accommodation Network

A service of the President's Committee on Employment of People with Disabilities

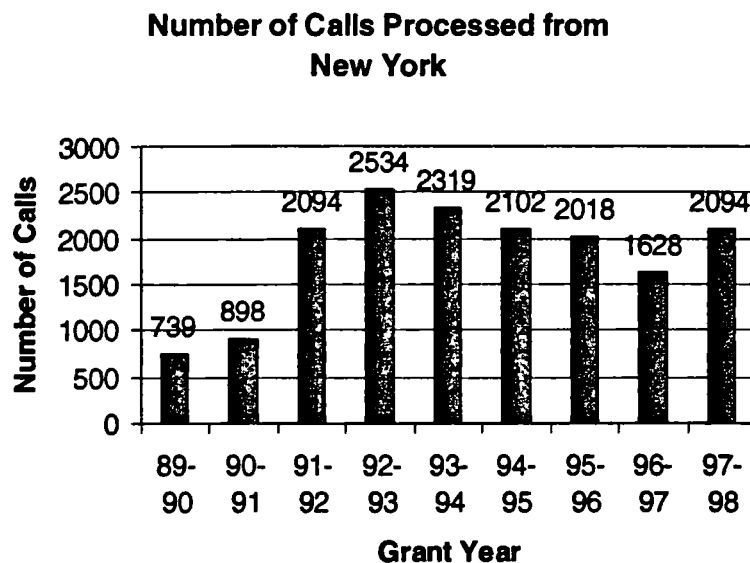
(October 1, 1997 - September 30, 1998)

The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 1.2 million (out of 11.6 million) New York residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 16,426 calls have been processed from New York; 2,094 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), New York ranks 3rd in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 9,389 of the calls received from New York have been cases. That is, 57% of the callers from New York have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from New York during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	439	93-94	1,161
90-91	425	94-95	1,070
91-92	988	95-96	1,041
92-93	1,109	96-97	1,510
		97-98	1,646
Total		9,389	

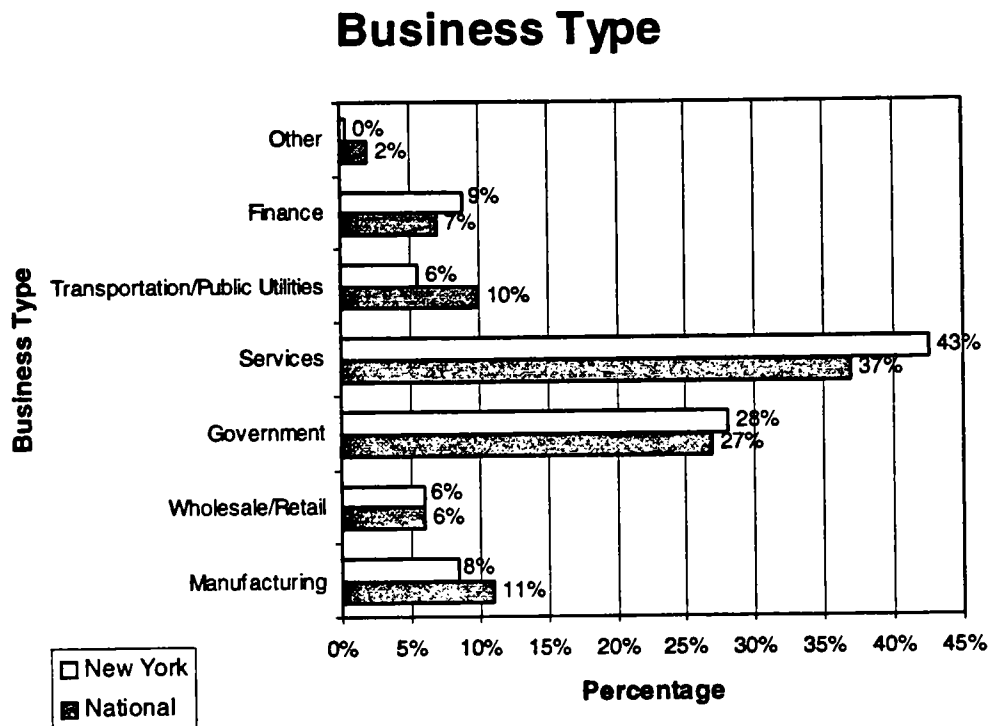
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of New York as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	New York	Nationally
Accommodations Requested for Current Employees		
• Retention	63%	64%
• Improved productivity or comfort	12%	13%
• Training	4%	4%
Accommodations Requested for Prospective Employees		
• Company desiring to hire individual	5%	4%
• Individual seeking employment	16%	13%
Other	0%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from New York with those nationally:



Disability Type

Another key aspect of the cases handled by JAN staff from New York was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from New York to those nationally:

Disability Type	New York	Nationally
• Motor Impairments	39%	41%
• Neurological Impairments	24%	19%
• Sensory Impairments	17%	17%
• Behavioral Impairments	12%	7%
• Other	8%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Ohio ***State Profile***

1998 Report



President's Committee on Employment
of People with Disabilities
Job Accommodation Network
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Suite 1

WVU PO Box 6080
Morgantown, WV 26506-6080

1-800-526-7234 or
1-800-ADA-WORK in the
United States (Voice /TDD)
Website:

<http://janweb.icdi.wvu.edu>

JAN
JOB ACCOMMODATION NETWORK

A Report on the State of Ohio Usage of the Job Accommodation Network

A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

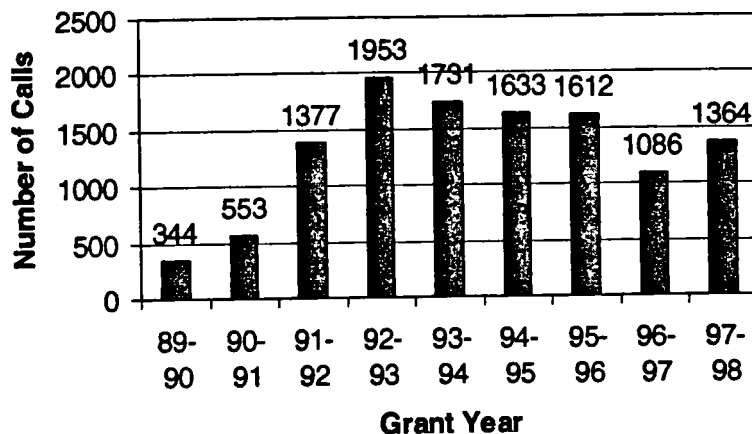
The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

According to the U.S. Census Bureau, there are 751,000 (out of 6.9 million) Ohio residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 11,653 calls have been processed from Ohio; 1,364 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Ohio ranks 10th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
Ohio**



Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 6,671 of the calls received from Ohio have been cases. That is, 57% of the callers from Ohio have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Ohio during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	194	93-94	958
90-91	231	94-95	837
91-92	676	95-96	811
92-93	810	96-97	1,011
		97-98	1,143
Total		6,671	

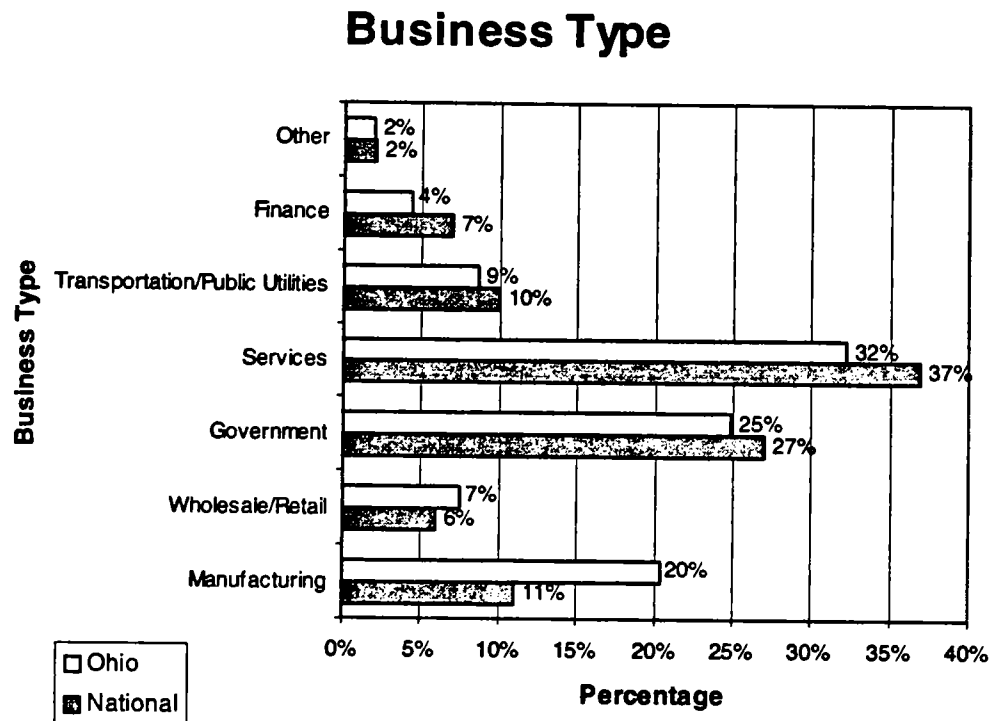
Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Ohio as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Ohio	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	63%	64%
• <i>Improved productivity or comfort</i>	14%	13%
• <i>Training</i>	4%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	5%	4%
• <i>Individual seeking employment</i>	13%	13%
Other	1%	2%

Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Ohio with those nationally:



Disability Type

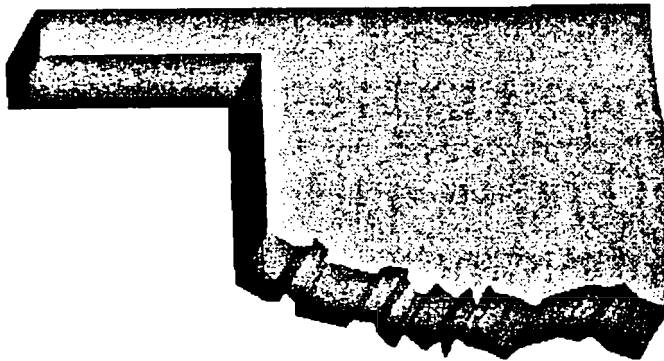
Another key aspect of the cases handled by JAN staff from Ohio was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Ohio to those nationally:

Disability Type	Ohio	Nationally
• Motor Impairments	45%	41%
• Neurological Impairments	22%	19%
• Sensory Impairments	16%	17%
• Behavioral Impairments	9%	7%
• Other	8%	16%

A Report on Usage of the Job Accommodation Network

A service of the President's Committee on
Employment of People with Disabilities



Oklahoma State Profile

1998 Report



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A Report on the State of Oklahoma Usage of the Job Accommodation Network

A service of the President's Committee on Employment of People with Disabilities

(October 1, 1997 - September 30, 1998)

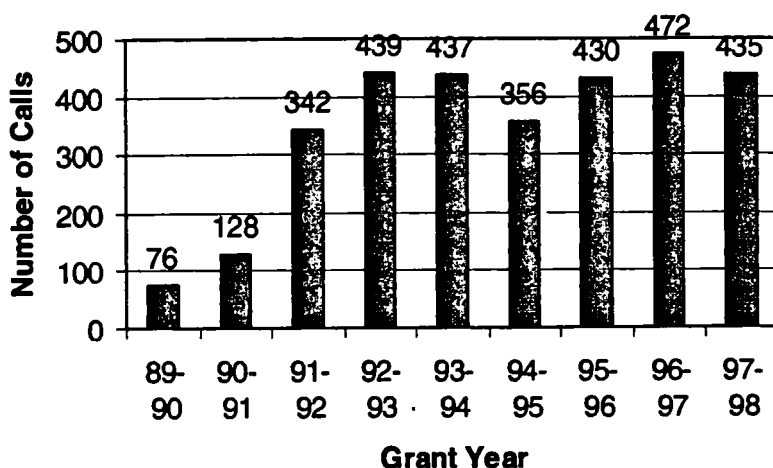
The Job Accommodation Network is a toll-free consulting service that provides information about job accommodations and the employability of people with disabilities. This information is provided at no charge to employers, rehabilitation professionals, and people with disabilities throughout the United States. Founded in 1983, JAN is a service of the President's Committee on Employment of People with Disabilities.

When JAN receives a call, a staff member quickly determines the caller's needs. Some callers request routine services, such as requesting brochures or obtaining the telephone number for a government agency. These callers are counted as an inquiry, but not as a case. Only those calls involving requests for specific accommodation and/or ADA information are counted as a "case." JAN's resources are targeted toward solving work-related problems in a way that meets the needs of the employer and the employee. All information is kept strictly confidential.

Calls

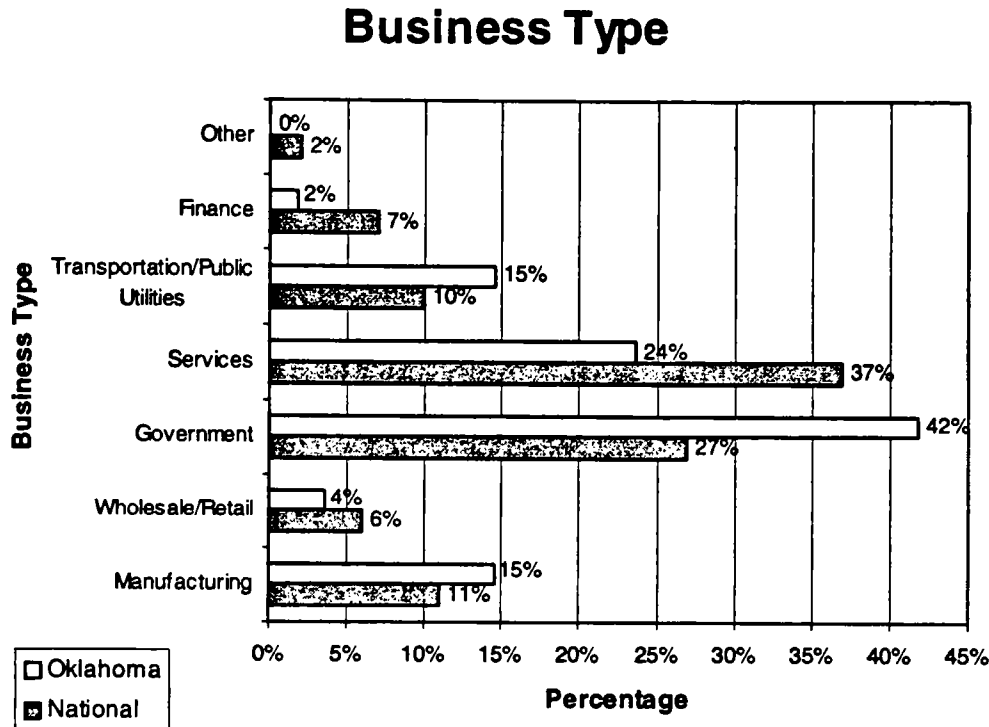
According to the U.S. Census Bureau, there are 229,970 (out of 1.9 million) Oklahoma residents between the ages of 16 and 64 who have a disability. Increasing numbers of these individuals, their employers, and the professionals who serve them have accessed the services of the Job Accommodation Network (JAN). Since October of 1989, 3,115 calls have been processed from Oklahoma; 435 during the last fiscal year. Among all states (including the District of Columbia and Puerto Rico), Oklahoma ranks 27th in its use of JAN from October '97 through September '98. The following figure shows the number of voice calls handled by the JAN consultants.

**Number of Calls Processed from
Oklahoma**



Business Type

But in what types of businesses were these jobs? The following chart compares the business type for the cases from Oklahoma with those nationally:



Disability Type

Another key aspect of the cases handled by JAN staff from Oklahoma was the type of disability for which the accommodation was requested. Disabling conditions included motor impairments (e.g., grasping, lifting, bending), sensory disorders (e.g., seeing, hearing, feeling), neurological impairments (e.g., spelling, organizing, remembering), behavioral impairments (e.g., controlling emotions, tolerating stress, behaving erratically), and other (e.g., sensitivity to airborne substances).

Comparing the types of disabilities to be accommodated of the cases from Oklahoma to those nationally:

Disability Type	Oklahoma	Nationally
• Motor Impairments	50%	41%
• Neurological Impairments	15%	19%
• Sensory Impairments	17%	17%
• Behavioral Impairments	13%	7%
• Other	5%	16%

Cases

A case is a call (or electronic inquiry) which requires the services of a JAN human factors consultant. These individuals are highly qualified with backgrounds in a variety of disability-related fields. The consultant interviews the caller in order to assess the specific job needs and provides the caller with comprehensive information. Cases involve requests for specific accommodation information, questions related to the ADA and its enforcement, and other complex questions raised by employers, people with disabilities, and service providers. Each case handled by a JAN consultant is recorded in JAN's computerized information system according to a number of variables.

Since the 89-90 grant year, 2,003 of the calls received from Oklahoma have been cases. That is, 64% of the callers from Oklahoma have requested specific accommodation and/or ADA-related information. The following table shows the number of cases handled from Oklahoma during each grant year, starting in 89-90.

Grant Year	Cases Handled	Grant Year	Cases Handled
89-90	40	93-94	224
90-91	59	94-95	204
91-92	173	95-96	242
92-93	175	96-97	476
		97-98	410
Total		2,003	

Career Progression

An important aspect of each case is the career progression of the individual with a disability. That is, why must the individual be accommodated? Is it to retain his/her job? To improve productivity or comfort? To work in another position? The career progression for cases received from the state of Oklahoma as compared to the national figures during the 1997-98 grant year are as follows:

Career Progression	Oklahoma	Nationally
Accommodations Requested for Current Employees		
• <i>Retention</i>	60%	64%
• <i>Improved productivity or comfort</i>	12%	13%
• <i>Training</i>	8%	4%
Accommodations Requested for Prospective Employees		
• <i>Company desiring to hire individual</i>	2%	4%
• <i>Individual seeking employment</i>	17%	13%
Other	1%	2%