

# ADA Benchmarking *Data & Analytics*

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**Reliance Standard Life Insurance  
Matrix Absence Management**

- Introduction to accommodation data analytics
  - Large data set of 120,000 employees
  - Kaiser Permanente of Washington
- Benefits of a well designed accommodation program
- Compare large data set with single employer's data
- What we have learned
- Predicting accommodation activity
- Questions & Answers

- Organizational Overview
- Before and After: Accommodations at Kaiser
  - Approvals: then and now
  - HR staff implications
  - FMLA to Accommodation transitions
  - Cultural impacts
- 3<sup>rd</sup> party impacts
- Value of having data

# ADA Accommodation Data: An Inaugural Benchmark Analysis

## Highlights

Matrix Absence Management has unveiled the first credible benchmarking and data analysis of the employer experience related to the Americans with Disabilities Act (ADA). The statistical analysis is based on a review of more than 4,300 accommodation requests collected over a time period of at least 12 months from employers representing a universe of 120,000 employees.

What follows is a sample of the insights obtained. This data release is important to growing understanding of disability standards made more stringent by the Americans with Disabilities Act Amendments Act of 2009 (ADAAA), leading to operational effectiveness and compliance.

### Analysis

The objective was to analyze and report ADA related metrics for the industry's first comprehensive analysis.

The following were key objectives:

- ▶ Define a set of key metrics applicable to evaluating an ADA management program
- ▶ Provide the first broad market ADA benchmarks to assist in program assessment
- ▶ Determine the impact of age and gender on the volume and types of accommodations requested: leave, physical, work schedule, job function, environmental or cognitive
- ▶ Analyze accommodations by time periods and identify trends and variability over time
- ▶ Quantify average duration of different accommodation requests and identify patterns related to accommodations with high duration
- ▶ Analyze the relationship between FMLA incidence and ADA leave requests

This analysis was done over a period of 12 months.

*For the purposes of this analysis an "Event" is defined as a request for accommodation consideration.*

*An "Accommodation" is the specific type of accommodation needed. As you will see there are often multiple accommodation requests associated with one event.*

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# Incidence Benchmark

## Event Incidence Overall

**2.47/100**

3 clients exceed that with incidence of 6/100, 8/100 and 9/100.

## Accommodations per Event – Actual

**4333/2411 = 1.79**

## Accommodations per Event – Projected

**5182/2935 = 1.77**

An “Event” is defined as a request for accommodation consideration. As you will see there can be multiple accommodation requests associated with one event.

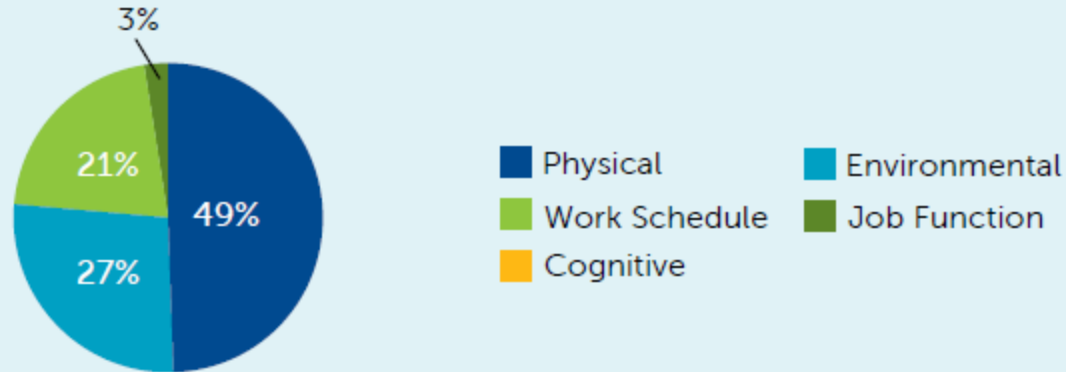
An “Accommodation” is the specific type of accommodation needed.

<b>Total Events</b>	<b>145</b>
<b>Total Accommodations</b>	<b>274</b>
<b>Average Accommodation per Event</b>	<b>1.89</b>
<b>Headcount</b>	<b>6,500</b>
<b>Event Incidence Actual</b> (10 months)	<b>1.89%</b>
<b>Event Incidence Projected</b> (annualized)	<b>2.27</b>

# Accommodation Statistics

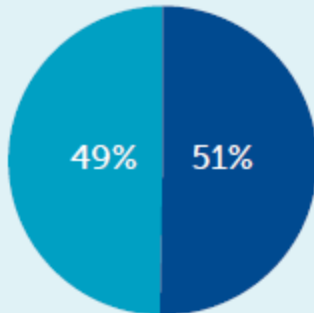
## Percentages of Non-Leave Accommodation

Types (Actual – not projected)



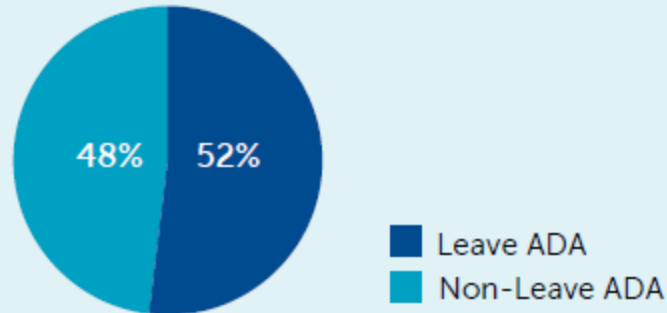
## Annualized Accommodations

5182



## Accommodations

(Actual – not projected) 4333





Leave of Absence 121 (44.16%)

Non-Leave of Absence 153 (55.84%)

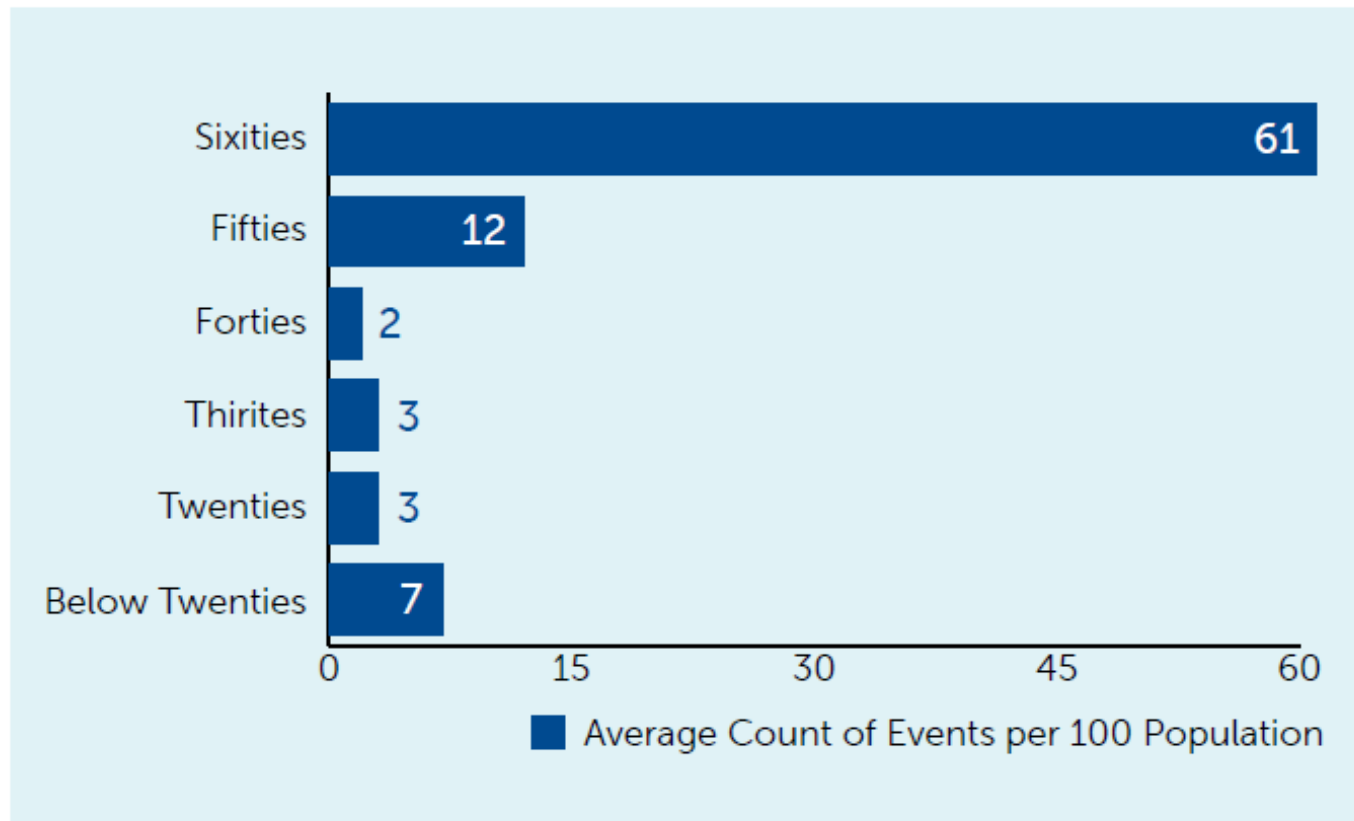
Non Leave Accommodation Types

Physical: 86 (31.39%) Work Schedule: 29 (10.58%)

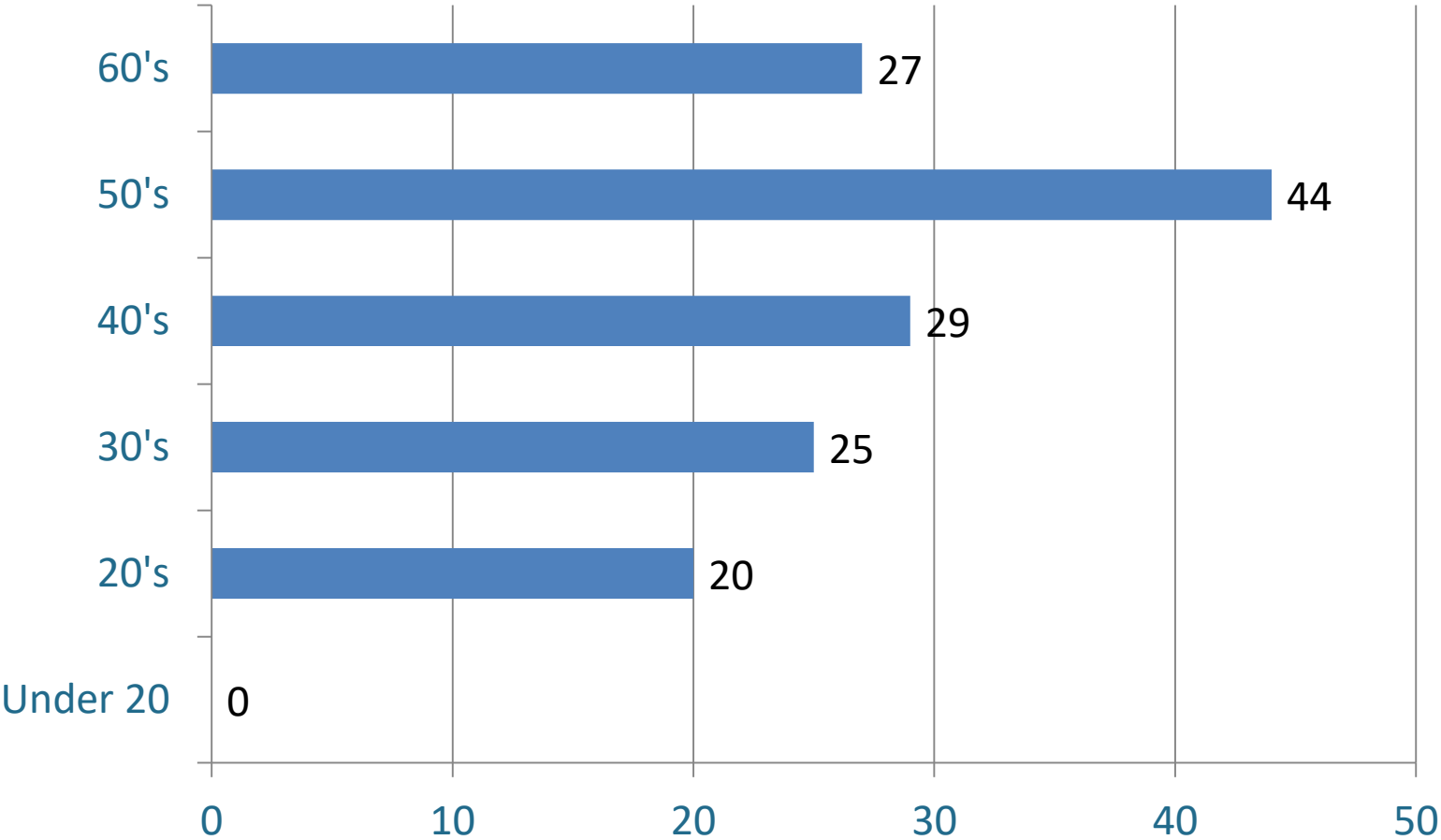
Environmental: 37 (13.5%) Job Function: 1 (.36%)

## Initial Request for Accommodation by Age Group

While the volume of events are higher for those in age groups thirties through fifties, the incidence per 100 is highest for those in the fifties and sixties.



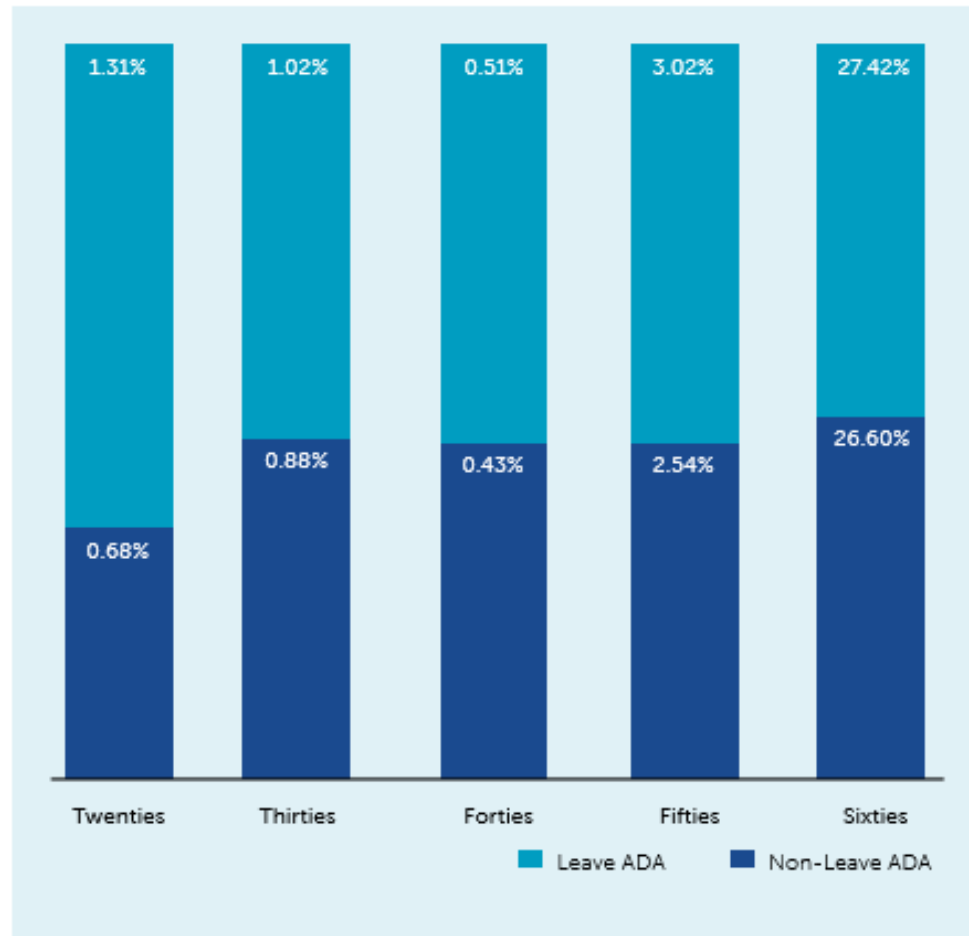
Kaiser by Age Group



# Accommodation by Age Group & Accommodation Type

## Overall Incidence by Accommodation Type (per 100) – By Age

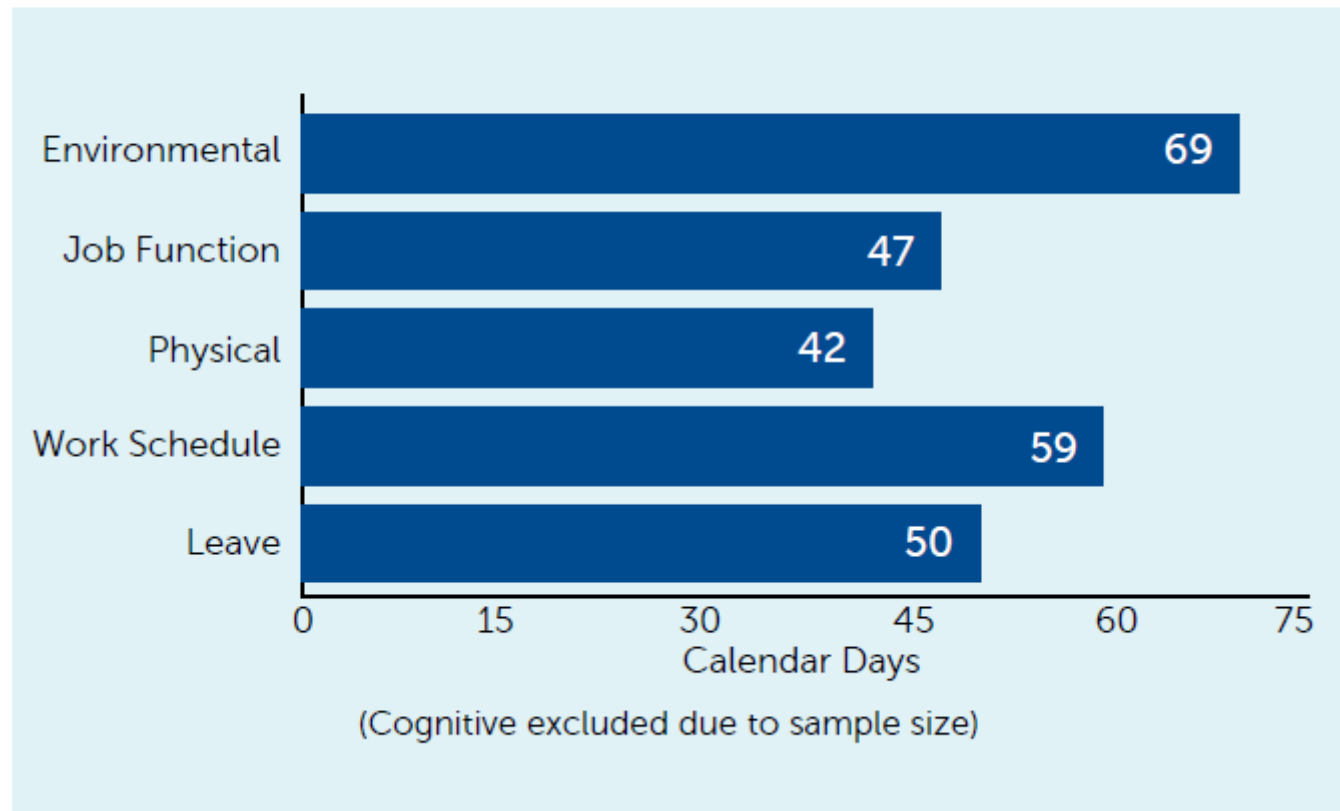
With the exception of those in their twenties, the percentage of Leave ADA vs. Non-Leave ADA claims, per 100, is fairly equal across our entire book of business. Lesson: If you're tracking only leave-related requests, you're not fully capturing half of your company's experience.



# Duration by Accommodation Type

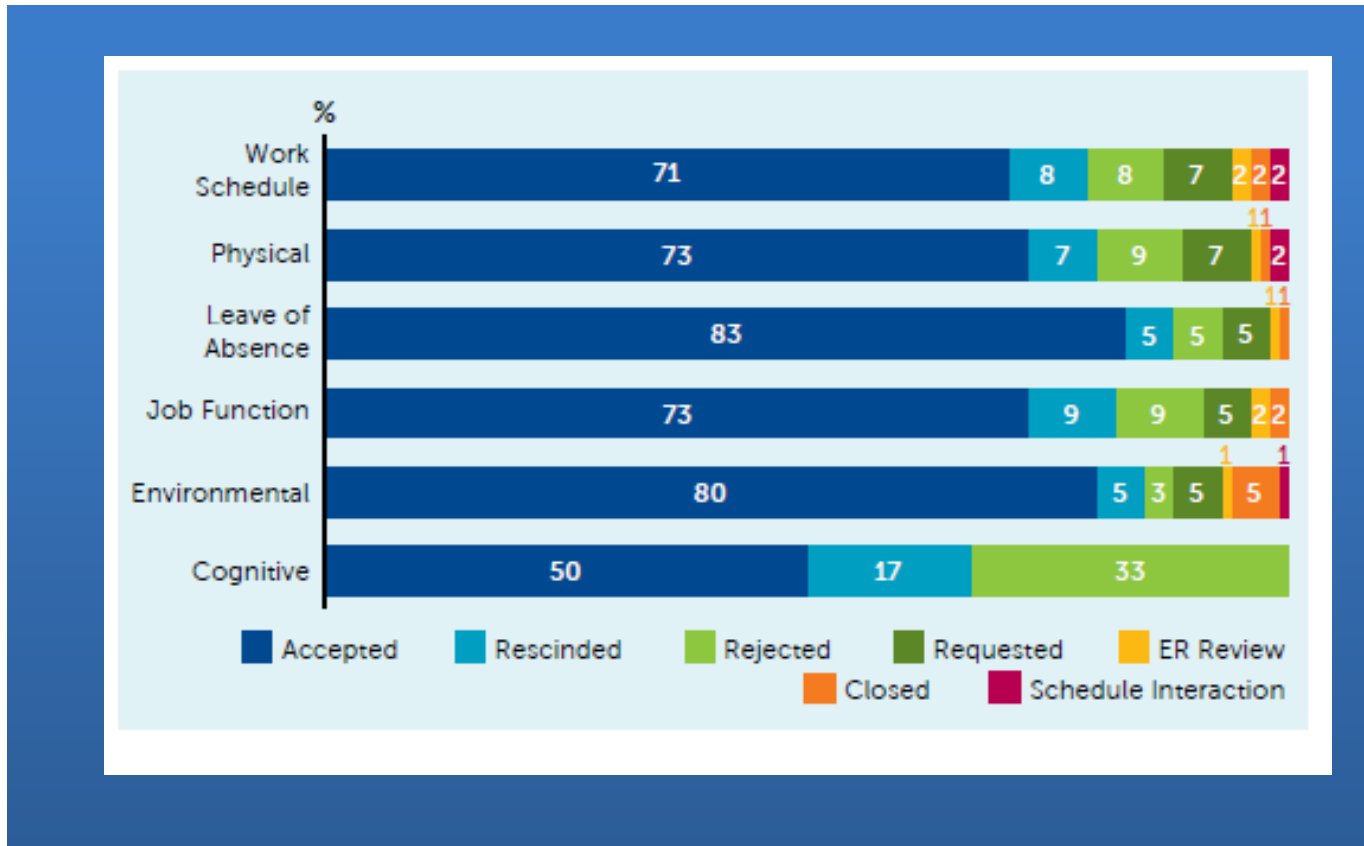
## Average Duration by Accommodation Type

While certain accommodations are considered permanent, average durations by type of accommodations are shown below.

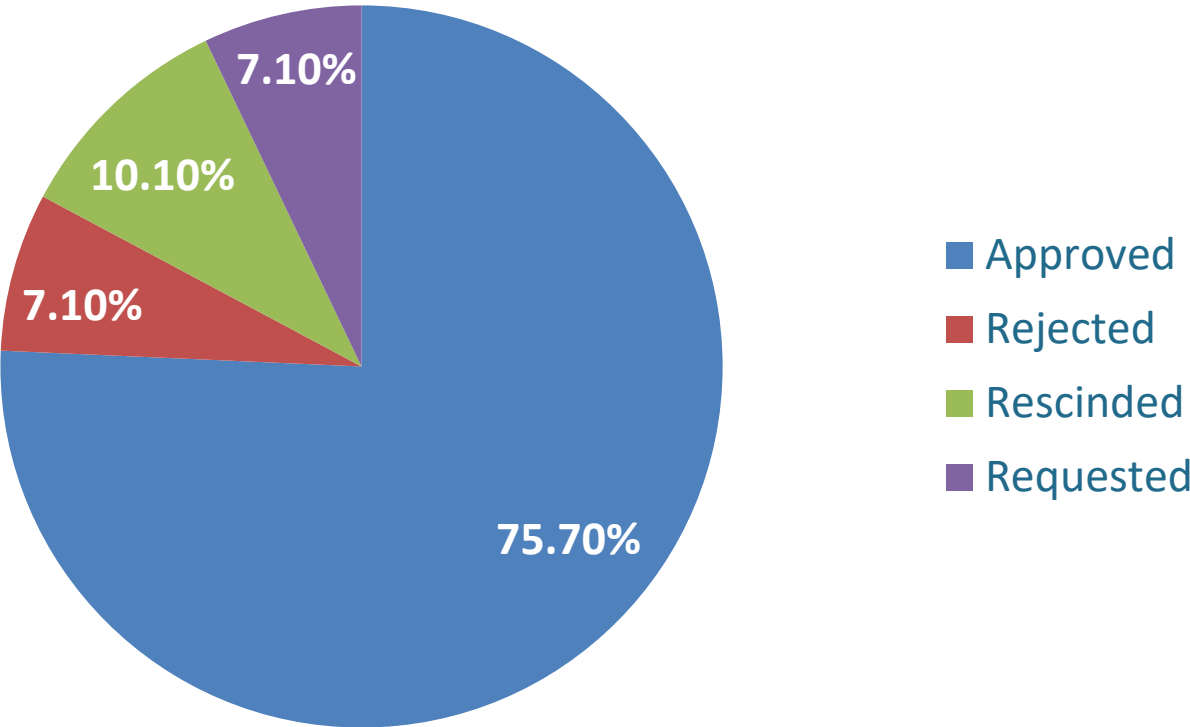


# Accommodation Outcomes

Accommodation outcomes ranked by outcome/disposition. Acceptance rates were high overall, while cognitive requests were approved only half the time.



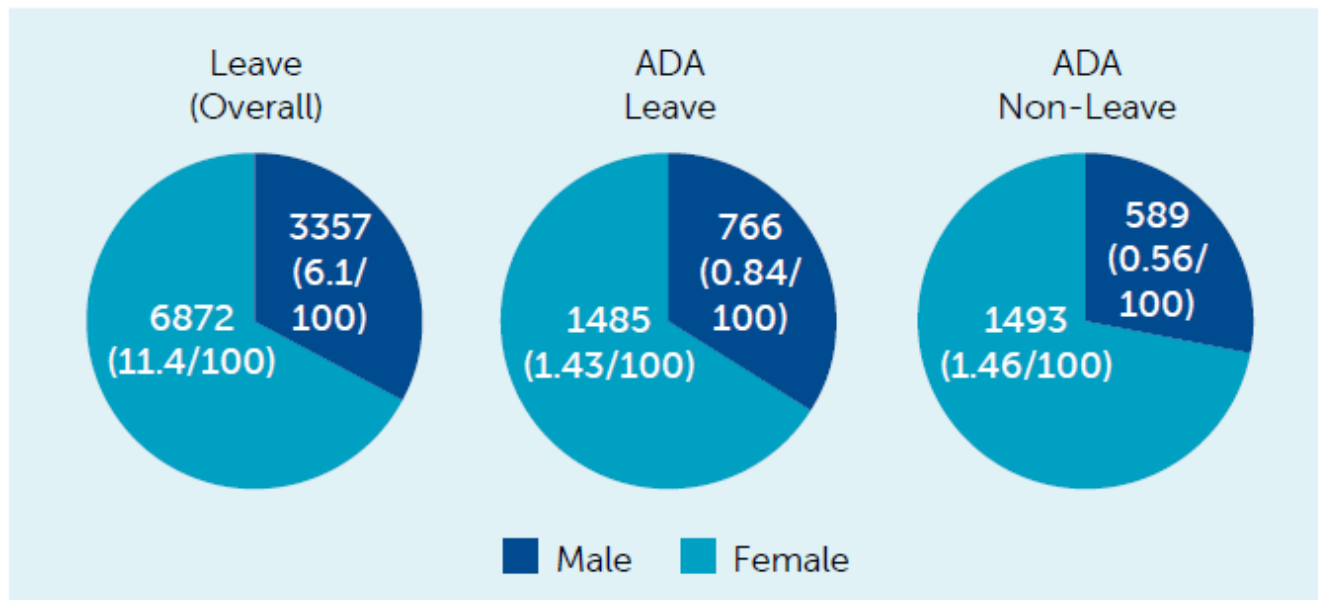
Accommodations



# Leave vs. Non-Leave Accommodations

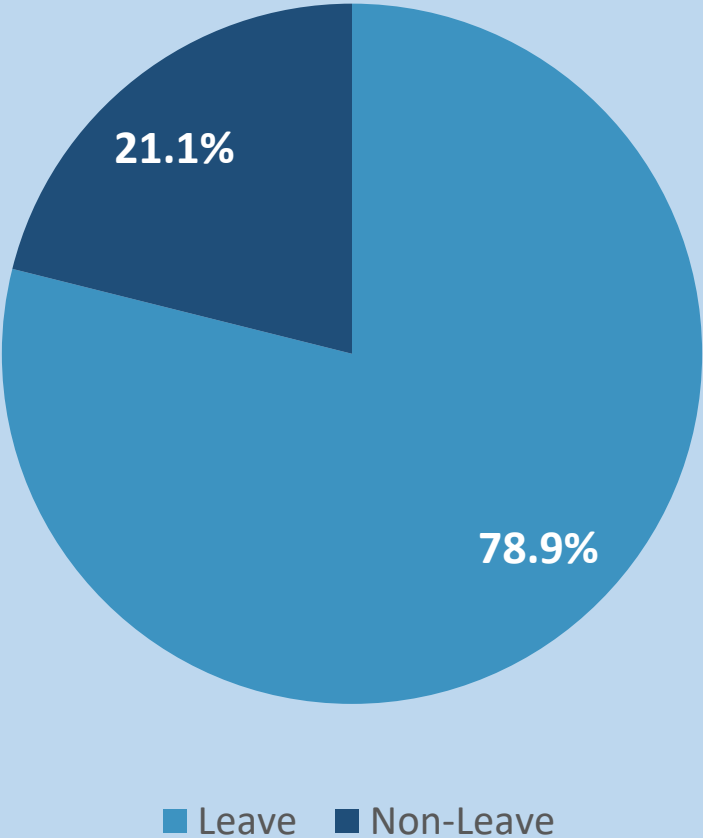
## Job Protected Absence vs. ADA Accommodations

For this study, 76% of all ADA Accommodations “begin” as a leave request. These may subsequently migrate into some other type of accommodation request as shown. When we look at the relationship of “job protected” leave (state/federal Family Leave), 57% of “all” accommodations were preceded by some form of job protected leave. Early indicators are that if you are an employer in an industry which has historically high FMLA incidence, there may be a direct correlation to ADA incidence. Interestingly the ADA incidence is not exclusive to leave only. This is an area we are going to be monitoring more closely.



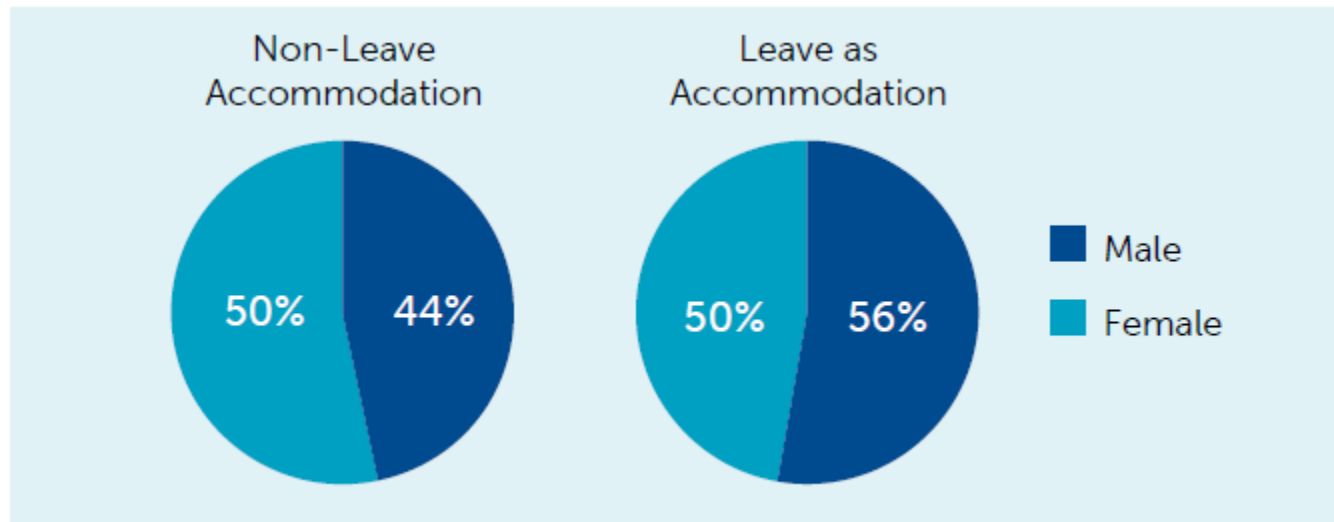


Accommodations Starting as Leave



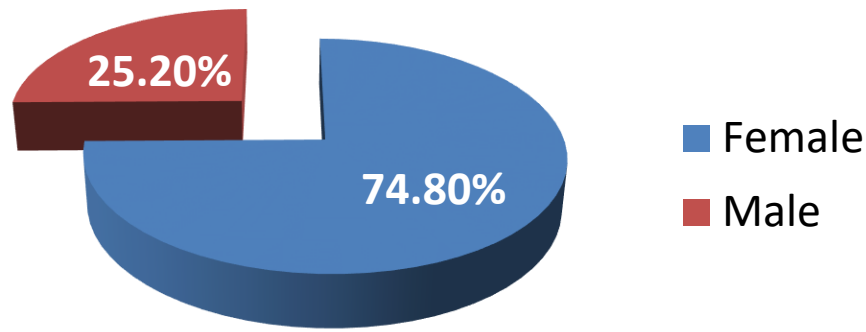
## Impact of Gender

The female population has historically driven Leave of Absence utilization overall. The same is true for ADA Accommodation requests, with females requesting roughly twice the number of accommodations (3/100 - female vs. 1.4/100 male). While females equally split their request between Leave and Non Leave Accommodations, males have a higher rate of Leave as an Accommodation requests. The distribution of accommodation types by gender is shown below.

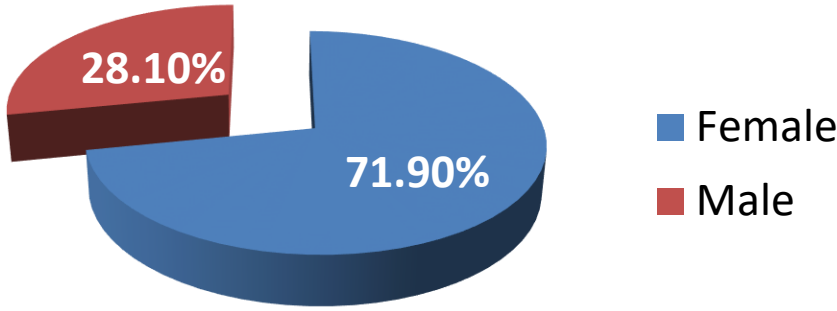


# Kaiser Foundation Health Plan of Washington

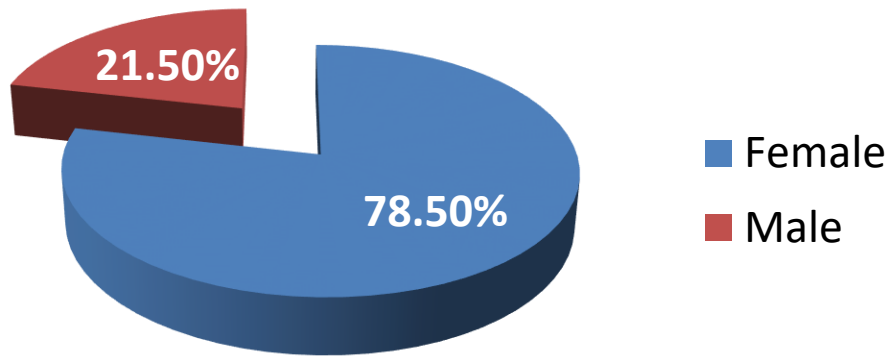
Overall



Non-Leave



Leave



## 2016 Benchmark Study

12 months / 120k lives



### Event Incidence Rate:

Average incidence of an accommodation request - 2.47 / 100

Clients are as high as 6/100 -- 9/100

### Percent of Accommodation – Leave vs. non-Leave Requested:

52% Leave ADA

48% Non-leave ADA

### Percent of Non Leave by Break Out:

Physical – 49%

Environmental – 27%

Work Schedule – 21%

Environmental - 19%

Cognitive – 0%

### Number of Accommodations Per Event:

Projected – 1.77 Accommodations Per Event

Actual – 1.79 Accommodations Per Event

# What Have We Learned



## ADA Advantage

### Our Observations

- Half of all ADA accommodations are related to a prior leave of absence
- Strict attendance policies spur more requests for absence accommodations
- A challenge: Help clients take a more thoughtful and strategic approach to accommodations - they have a legal obligations to do so!
- Process is helping to educate managers about possible extended leave after end of “job-protected” leave
- Each client is unique - start standard and morphs to unique service



# ADA Accommodation Calculator



# ADA Accommodation Calculator

The screenshot shows a web browser window with the URL `es-stgrapp1:8080/timebound/#/ADA`. The page is titled "Americans With Disability Act - Incidence Forecast". On the left, there is a sidebar with various icons. The main content area is divided into two columns. The left column contains a form titled "Enter the following" with the following fields: "Are you an existing client of Matrix Absence Management?" (with radio buttons for "Yes" and "No"), a dropdown menu showing "ABC CORPORATION", and a text input field for "SIC Code of your industry" with the value "3845 - Electromedical and Electr". A blue button labeled "Generate estimate" is at the bottom of the form. The right column contains the heading "The Americans with Disabilities Act" followed by two paragraphs of text explaining the Act. The footer of the page states "Copyright © 2014 - 2016 AC Infotech. All Rights Reserved."

Time Bound BI

es-stgrapp1:8080/timebound/#/ADA

80%

Search

eSERVICES Reporting  
Powered by Time Bound

HOME / ADA

### Americans With Disability Act - Incidence Forecast

#### Enter the following

Are you an existing client of Matrix Absence Management?

☒ Yes ☐ No

ABC CORPORATION

SIC Code of your industry.

3845 - Electromedical and Electr

Generate estimate

### The Americans with Disabilities Act

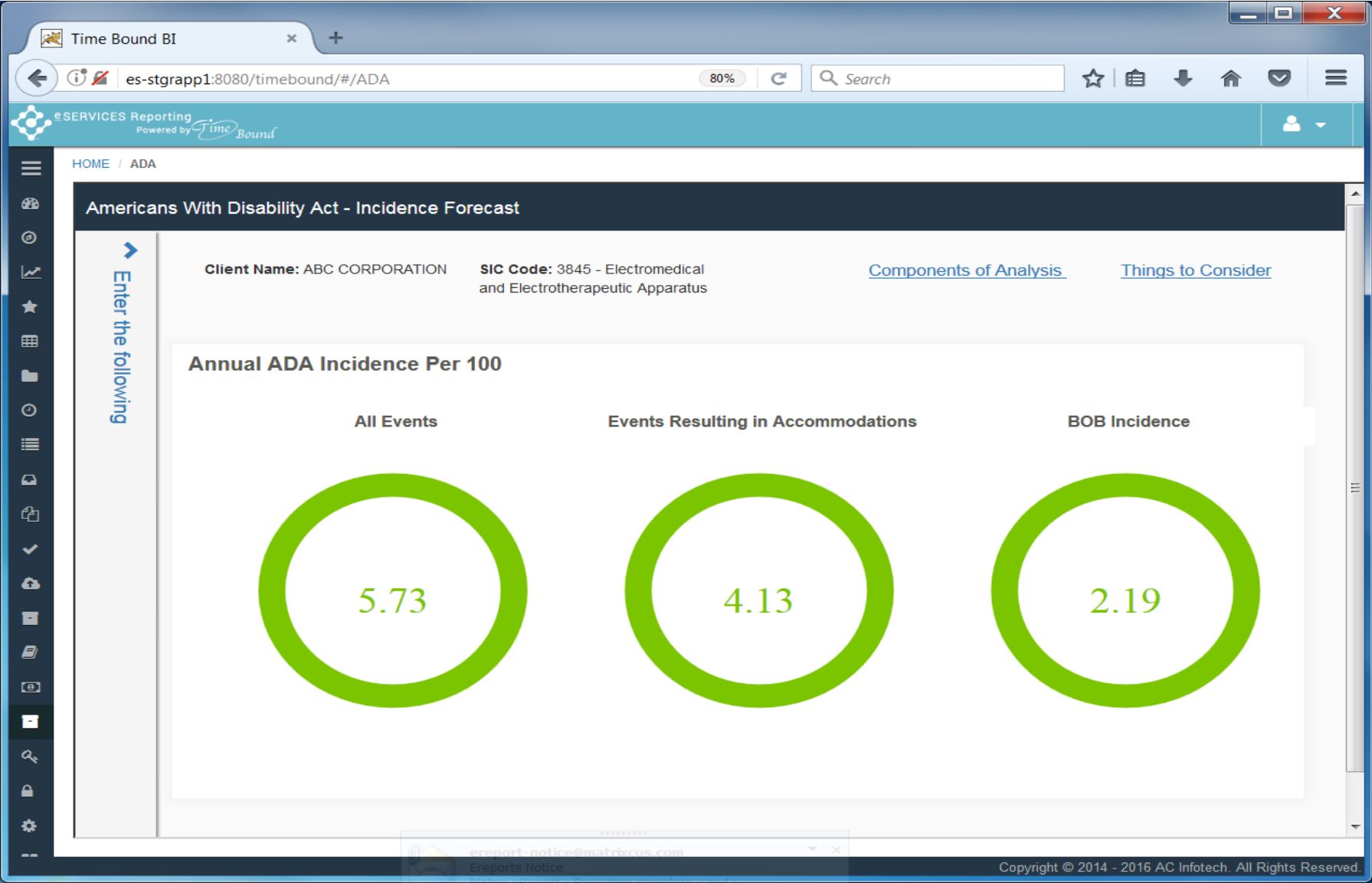
Title I of the Americans with Disabilities Act of 1990, as amended in 2008 (the "ADA"), makes it illegal to discriminate against a qualified person with a disability, and to retaliate against a person who has made a complaint, filed a charge, or participated in an investigation relating to alleged disability discrimination.

The law also requires that employers reasonably accommodate the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or employee, unless doing so would impose an undue hardship on the operation of the employer's business.

Although many individuals with disabilities can apply for and perform jobs without any reasonable accommodations, there are workplace barriers that keep others from obtaining and performing jobs which they could do with some form of accommodation. Reasonable accommodations include modifications or adjustments to a job application process, the work environment, the manner or circumstances under which the job duties are customarily performed, and the means of access to and enjoyment of the benefits and privileges of employment.

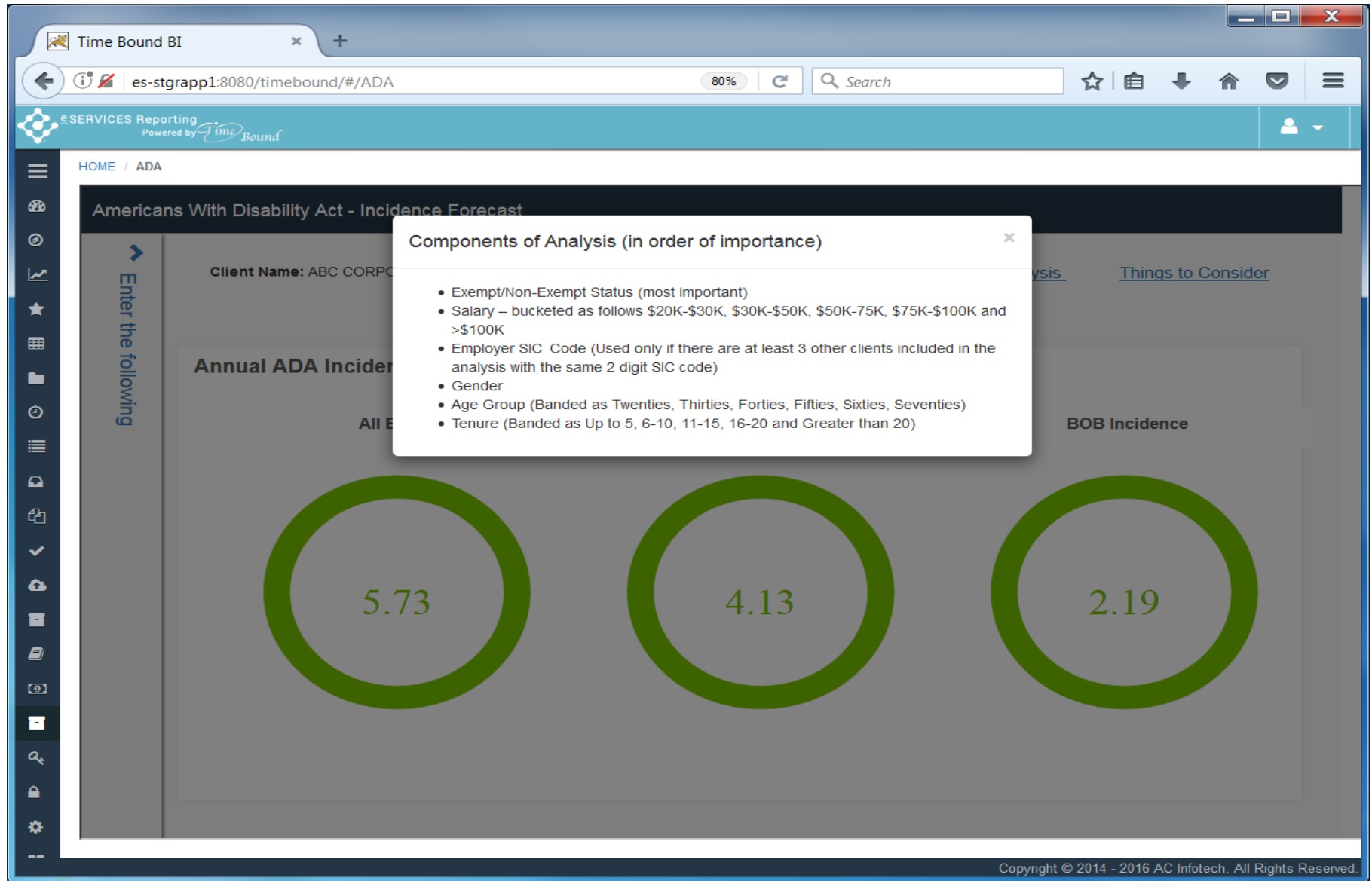
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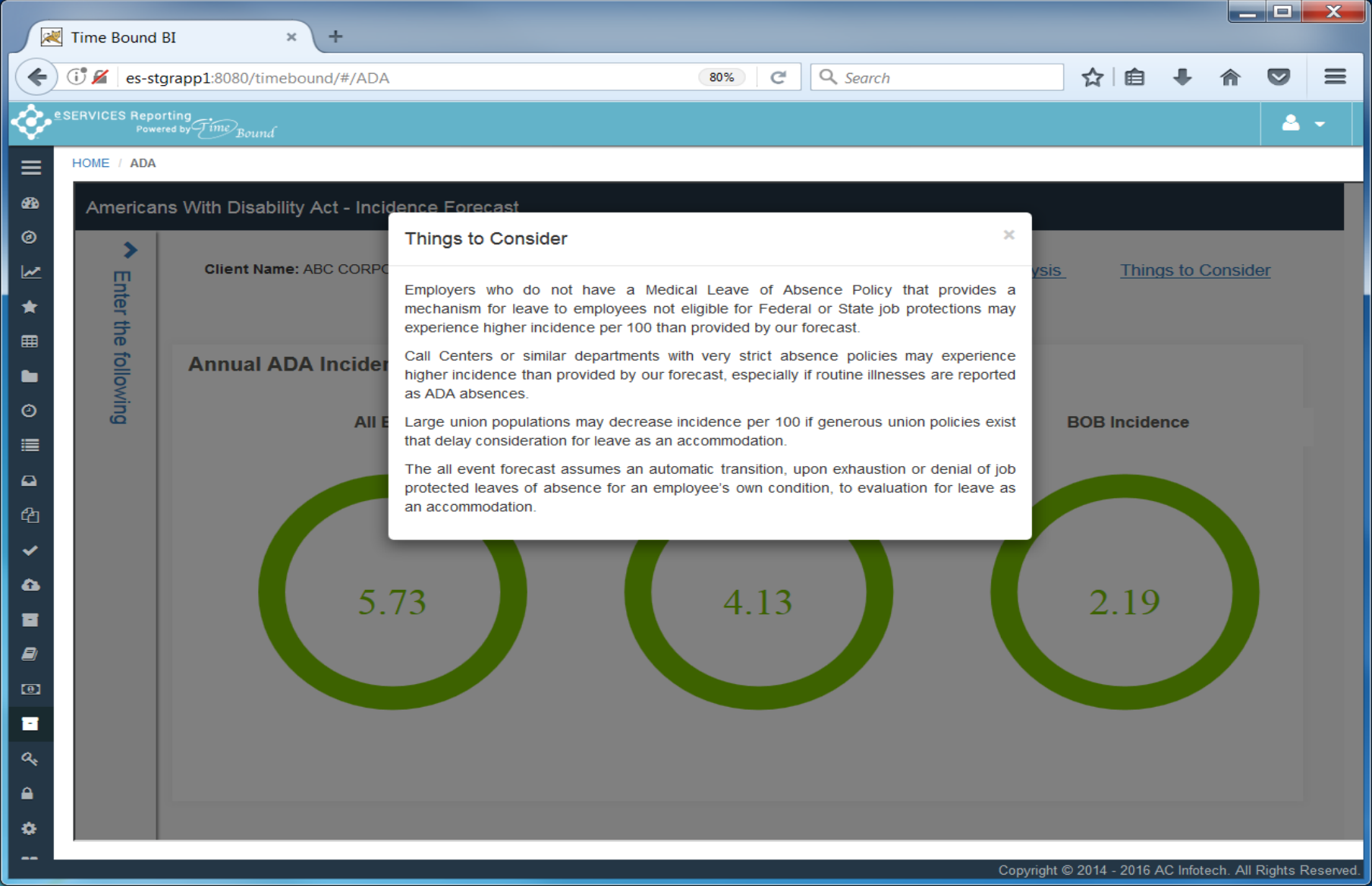




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# Questions & Answers

