



briefs

Is the ADA Nirvana or Empty Promises?

by Robert Gilkerson,
Information Specialist for the
Rocky Mountain ADA & IT
Center

On July 26th 1990, former President George H. Bush signed into law the Americans with Disabilities Act (ADA). The spirit of this groundbreaking civil rights legislation offered individuals with disabilities the same opportunities and benefits enjoyed by the rest of American society.

As a wheelchair user for the last 26 of my 48 years, physical access is my number one concern. For me, access is freedom! Freedom to go, see, do, and participate in life. On one hand, I can absolutely say the ADA has improved my quality of life, while on the other, I see the ADA lacking – so much more needs to be done. When the ADA was passed by Congress over 13 years ago, it held the promise of equal access to the opportunities we all seek, including dining out, going to a movie, watching a ball game or going on vacation. While things have improved, they have a long way to go.

When I broke my back at age 22 and started using a wheelchair, access was a luxury I seldom encountered.

The Americans with Disabilities Act

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Examining Several Angles of ADA

by Cheryl Asmus, Coordinator, Family and Youth Institute

The Americans with Disabilities Act (ADA) has been in existence for over a decade. With its roots in the Civil Rights Act of 1964, it has made many positive gains in the lives of individuals with disabilities. At the same time, implementation of the act has experienced difficulties that have contributed to negative outcomes for both employers and disabled employees. This issue will provide positive and negative insight into how the ADA is doing after more than 10 years and how it impacts disabled individuals and our society.

There are five different "Titles" under the ADA: employment; public services; public accommodations operated by private entities; telecommunications; and miscellaneous. This issue's first-person article by Robert Gilkerson provides the reader with an understanding of how the ADA has and has not changed both the expectations and the realities in public accommodations for a wheelchair user.

Our second article, by Eric Maxfield, describes some of the real issues people with disabilities still face in spite of the ADA. One of these is the concept contained in the ADA for an employer to have to make "reasonable

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What issues and concerns would you like to see addressed?

Contact FYI at:
Family and Youth Institute
201 Gibbons Building
Colorado State University
Fort Collins, CO
80523-1501

Phone: 970-491-1936
Fax: 970-491-7859
E-mail: mgraham@cahs.colostate.edu
www.cahs.colostate.edu/fyi/

A Work in Progress

by Eric Maxfield, Attorney, *The Legal Center for People with Disabilities and Older People*

The Americans with Disabilities Act (ADA) was designed to ensure equality of opportunity, full participation, independent living, and economic self-sufficiency for individuals with disabilities. It enjoyed broad support in Congress, under the direction of several senators including Weicker, Harkin and Dole, because it was planned to eliminate the second-class citizenship of individuals with disabilities.

The Act acknowledged the tremendous potential for productivity and societal enrichment that full participation would bring. Mandating sweeping changes for private employers, state and local government and businesses open to the public, the ADA has been defined through its use and interpretation. Millions of Americans with disabilities have sought to participate in the mainstream of economic and social life. Although the protections of the ADA have been in place for over a decade, many individuals with disabilities continue to encounter discrimination and prejudice.

The ADA does not require an equal result or quotas for participation by individuals with disabilities. It does require equal opportunity and an emphasis on qualifications and abilities. These requirements are similar to other civil rights laws, but the unique character of ADA lies in its emphasis on the individual and his or her abilities. For example, when an employer has 15 or more employees, the ADA requires the employer to provide a "reasonable accommodation" to a person with a disability if the person is otherwise qualified to perform the job and if the accommodation is necessary for performance of the job.

An accommodation may include, but is not limited to, making existing facilities accessible and usable, provision of a sign language interpreter for effective communication, job restructuring, or modification of training materials and policies. Accommodations may be reasonable even when they involve expense to the employer (or to the government program or business), as long as the expense does not impose "undue hardship/undue burden" on the accommodation's provider.

In concert with the ADA's broad mandate for equal participation and inclusion, a determination of financial hardship/burden is made in relation to the overall operating budget of the facility or entity, not in relation to the individual's productivity or payment. For instance, a common objection to the provision of a sign language interpreter in employment training goes as follows: Why should I, the employer, pay a thousand dollars for an interpreter, when I pay the employee one thousand dollars for his or her time for that training already? It is a double expense and therefore an undue hardship. This objection fails because it does not look at the interpreter expense as part of the overall cost of doing business. The overhead for the training of new employees may run to the hundreds of thousands of dollars. The operating budget for the company may run into the millions. As such, the cost of an interpreter is a real but minor part of overhead expenses. The employer, though perhaps reluctant to incur the cost of an interpreter, will benefit from increased diversity and productivity from its workforce.

Although schools, courts and other public programs are increasingly accessible to individuals with disabilities, physical and procedural obstacles remain. Additionally, decisions about access continue to be made based on stereotypes and generalizations about disability, rather than on the qualifications and abilities of the individual. In August of 2003, a children's football coach was fired from his position once the league directors learned that the coach was HIV-positive. The decision was made based on generalized fears and myths about the dangers of HIV transmission. Upon review, and with the assistance of a physician who spoke about both the disease and the individual's abilities, the league re-employed the coach. Without the ADA's emphasis on an individualized inquiry into the coach's particular limitations and abilities, a qualified person would have been excluded, ostracized from this mainstream American activity. With the ADA's appropriate emphasis on

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ability, the coach shares his passion and experience.

The requirements of the ADA are explained in easily understandable language by the U.S. Department of Justice, the Equal Employment Opportunity Commission, the U.S. Department of Education, The U.S. Department of Health and Human Services, and other federal agencies with responsibility for its enforcement.

Although a lawsuit can be an appropriate means to enforce the ADA, administrative agencies accept written complaints of ADA violations, depending on their nature. A complaint about post-secondary education should be directed to the U.S. Department of Education's Office for Civil Rights, while a complaint concerning access to a store should be filed with the Department of Justice. Administrative agencies have a duty to investigate complaints. These administrative complaints do not preclude litigation, unless the complaint results in an administrative hearing or a settlement. Administrative complaints may be a prerequisite to filing a lawsuit, such as that required with the Equal Employment Opportunity Commission (EEOC) prior to filing an employment discrimination suit. The general deadline for filing an administrative complaint is 180 days from the date of the discrimination, and the deadline for filing a lawsuit is two years (the two-year deadline will not be tolled while an administrative agency is investigating a complaint). Importantly, some circumstances require action far sooner than 180 days, while some may allow for a longer deadline. This information is general and a specific situation warrants seeking the advice of an attorney.

The Supreme Court has considered a number of ADA-related cases in the past few years. The overall gist of these decisions is not easily reduced to a few sentences. However, these decisions make it clear that an individual with a disability who encounters discrimination is well served if he or she keeps careful track of specific disability-related limitations, including all of the activities that are affected by these limitations. Additionally, the individual with a disability should keep careful track of information/individuals that will help show his or her qualification/abilities.

Recent United States Supreme Court decisions, including cases against Chevron and Toyota, clarified key concepts: In the Chevron case, an individual was seen by his would-be employer as being in possible physical danger from performing his sought-after employment. The individual argued that the ADA allowed employers to decline to hire an individual who would create a danger to others, but that the Act would not allow an employer to base a decision on danger to the employee with a disability. The Court ruled that employers may consider danger to the individual with a disability, so long as the danger is 'real' and not based on stereotypes, generalizations, or assumptions. In the case against

Resources on ADA

The following are Web sites with excellent Q&A papers and rights/responsibility statements:

- <http://www.usdoj.gov/crt/ada/publicat.htm>
- <http://www.eeoc.gov>
- <http://www.ed.gov/about/offices/list/ocr/complaintprocess.html>
- http://oeo.od.nih.gov/functions/complaints_mgmt_adjudication/faqs_text.asp.

Public libraries carry a variety of ADA materials in hard copy.

Toyota, the plaintiff argued that she was disabled because she could not perform 'manual tasks'—a 'major life activity' under the ADA, and was therefore substantially limited and 'disabled' under the meaning of the Act. In that case the individual, due to carpal tunnel syndrome, had difficulty moving her arms in a certain manner. The Court found that she was not disabled, emphasizing that the ADA requires an individualized inquiry into whether a person is disabled. Within the 'manual tasks' sub-group of 'major life activities', the Court found that this individual could perform many manual tasks and was therefore not substantially limited in that area. Other 'major life activities' under the ADA include, but are not limited to, caring for oneself, walking, seeing, hearing, speaking, breathing, and learning.

Recent Supreme Court decisions have held that there are some limitations on the rights of individuals to sue states for monetary damages. Such limitations depend upon the specific civil rights at issue, as well as the facts of the case. No state is completely immune from lawsuits for rights violations. For example, suits for prospective injunctive relief under *ex parte Young* may require a state to act in a different, and perhaps more costly way.

Entities covered by the ADA are well served by keeping the following key concepts in mind:

Decisions about the employment of, or participation of, an individual with a disability must be made based on the specific qualifications and abilities of that person.

Although an accommodation must be necessary, this means that it will help an individual to perform/participate.

Rules that are "applied the same to everyone" may nonetheless violate the ADA. The ADA's mandate for accessibility/participation may require an entity to take some action, and this may include modifying what is otherwise a uniform policy.

Your support of the rights and protections of the Americans with Disabilities Act breathes life into what are otherwise words on a page. We each have the power and responsibility to, as the Act states, "address the major areas of discrimination faced day-to-day by people with disabilities," ensuring equality of opportunity.

The Legal Center for People with Disabilities and Older People is Colorado's federally mandated and state designated Protection & Advocacy System: 303-722-0300, 1-800-288-1376.

Several Angles of ADA *continued from page 1*

accommodation” without experiencing “undue hardship” in hiring and firing decisions. The result of this wording has caused some disabled people to lose a job because the ADA in this circumstance protects the employer. In addition, one type of physical disability often can elicit more prejudice than another type (e.g., HIV versus cerebral palsy).

Our next contributor, Dave McDanal, provides a more positive result of the ADA in hiring practices and accommodating workplaces. Though Mr. McDanal does not paint a false rosy picture for those disabled people looking for a job, he does provide information on how a disabled person goes about finding and landing a job using the benefits of the ADA.

As usual, Elizabeth Garner brings us data on the demographics of the disabled in Colorado. Though the census data does not report the percent of the working disabled, it does tell that those with a disability are more likely to be in poverty than those without a disability. Importantly, she illuminates the use of these statistics by federal agencies and how they make decisions of distribution of funds and resources based on these numbers. The enactment of the ADA certainly was a positive contributor to the rights and freedoms of the group of people who have physical disabilities live in and visit the United States. However, its true impacts, both good and bad, are just emerging. The coming years will bring even more insight in this groundbreaking legislation.

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Businesses weren't required to make their buildings accessible to people with disabilities, and generally didn't because they didn't see us as valuable customers. When I went out to eat with family or friends, we could generally find a restaurant or two that I could get into with a little assistance. However, the majority of restrooms were unusable. Therefore, I would limit the amount time I stayed or I would plan on relieving myself in the nearest alley.

Because of the ADA, now I expect most businesses to have an accessible entrance and restroom. Under Title III of the ADA, all newly constructed businesses are required to be fully accessible and older existing buildings are supposed to remove barriers. In theory, it sounds great. However, in practice I have run into numerous barriers, especially while traveling.

The law is very specific on how to design and construct an accessible facility, but my experience has found that the regulations are often ignored, misunderstood, or loosely followed. It's extremely frustrating and disheartening when I travel because I am at the mercy of the built environment. The bathroom and shower must be built exactly to Standards for Accessible Design or I won't be able to use them. Half or partly accessible is still inaccessible. For example, the Standards require the center-line of the toilet to be exactly 18



inches from the wall. If the clearance is less, then I don't have enough room to get my hand under myself; however if it is more than 18 inches, then I can't use the wall to lean against for support. Also, the accessible components must work together. I have seen numerous wheel-in-showers with a shower bench on one wall and the hand-held shower hose with controls five feet away on the far wall!

I am most vulnerable at these times, because I can't pack up and return to the comforts of my fully accessible home. If the hotel room and bathroom aren't built to accessibility standards, I risk injury during awkward transfers, or risk a bowel or bladder accident because I wasn't able to properly take care of my personal needs in an accessible environment. Vacations are a time to relieve stress – not to cause it.

In the 13 years since the passage of the ADA, I have been able to enjoy more of the goods and services this great society has to offer; however, I have yet to see the "... full and equal enjoyment of the goods, services, facilities, privileges, advantages, or accommodations..." of a truly accessible society.

I've come to the realization that it may take many more years for the ADA to live up to its promise and for its standards for accessible design to become commonplace. This conclusion has led me to my current job as an information specialist for the Rocky Mountain ADA & IT Center in Colorado Springs. We are one of 10 regional centers funded by the U.S. Department of Education to disseminate and offer informal advice on all aspects of the ADA. I specialize in answering physical access questions for businesses, governmental agencies, builders, and architects.

For information on how to comply with the ADA, contact us at 1-800-949-4232 or visit our web site at www.adainformation.org. I travel all over our region (Colorado, Montana, Utah, Wyoming, North Dakota, and South Dakota) giving slide show presentations on common architectural errors and mistakes in new construction and alterations.

References

U.S. Department of Justice. [Public Law 101-336](#).

Text of the Americans with Disabilities Act, Public Law 336 of the 101st Congress, enacted July 26, 1990.

<http://www.usdoj.gov/crt/ada/reg3a.html#Anchor-3800>

Text of the ADA Standards for Accessible Design

<http://www.usdoj.gov/crt/ada/stdspdf.htm>

The ADA's Impact on Employment

by *Dave McDanal, Employment Coordinator, Disabled Resource Services for Larimer County*

Until the 1990's, people with disabilities were only a demographic statistic in this country. Before the passage of the American's with Disabilities Act (ADA), disabled people were often low-income citizens cast aside and frequently forgotten with very few liberties. The ADA has, at least, given people with disabilities more equal status with better access to public places, public transportation and employment. However, federal law does not immediately change social acceptance and the ADA may actually be keeping employers from hiring disabled workers. The fact remains that there are still many barriers in this country that prevent and discourage equality, particularly in the employment arena.

As the employment coordinator at Disabled Resource Services in Larimer County, my experiences have run the gamut. I have seen many people with disabilities become employed, many never given a chance and some blatantly discriminated against. Although disabled people who want and can work are faced with 60 percent to 70 percent unemployment rates, many who were written off years ago are now finding employment. Discrimination is still common in the job search process, but many employers find that disabled workers are very good and offer a diverse workforce. Companies are discovering that liability concerns are largely unfounded and reasonable accommodation can be relatively inexpensive. Sometimes a different chair, a hand rail or a computer program can accommodate very well for under \$100.

I've been working with one of my clients, "Virginia," for nearly two years. She has epilepsy, and her seizures are controlled by her medication. She has an occasional setback, but it is rare for her to have seizures. Virginia has good office, computer, and reception skills, and an Associate Degree in accounting. Virginia decided to disclose her disability in cover letters to potential employers. Over a two-year period, she has received a couple of interviews and no employment offers. It's evident that employers do not want to deal with a person who has epilepsy regardless of her skills and credentials.

I am often asked about the ADA and what power it holds for disabled people seeking employment. I have found that the ADA covers many accessibility issues but does not have enough teeth when it comes to employment. Reasonable accommodation must be offered if a business has fifteen or more employees. What exactly is reasonable accommodation? A highly paid Philadelphia lawyer would have difficulty knowing what is reasonable or unreasonable. There are some protections for discrimination but you must prove discrimination which is difficult to do.

While many barriers have been reduced or removed, the disabled workforce still has difficulty finding jobs, especially when unemployment is high and the economy is stagnant. Certainly, more disabled Americans are getting jobs, but not enough jobs. Under the ADA, a person does not have to divulge a disability on a job application or at an interview. An employer can only ask if the potential employee has a disability when a job is offered (I can't help but liken this practice to the military's "don't ask-don't tell" policy). In my ten years of working in the employment field for disabled people, I have seen job applications that ask if the applicant is disabled. I have seen others that go around the disability question by asking whether the applicant has filed for Worker's Compensation or if reasonable accommodations will be needed. These are tricky questions used deviously in my view. It's not right, but it still happens and often offenders get away with it.

When I meet with disabled people seeking employment counseling, I generally hear about a debate that goes on within their psyches: Do I become more proactive, noisy and pushy with employers and possibly alienate them? Should I be upfront with them and divulge my disability from the beginning? I urge my clients to do what they are most comfortable with, but I caution them about the high unemployment rates that exist.

I also urge my clients to get out there and ask for work. I tell them that no one will hand them a job – they must work to get one and work even harder to keep it. An employer won't automatically know of their need for accommodations unless the employee informs them. People can be persistent without being rude or pushy. They should let employers know that they really want a job and will work hard.

When I hear stories about nasty employers and those who act uncaring, I ask my clients if they really want to spend months or years working for those firms. Often they argue that they're standing up for a principle and I respect that position. I have run into bad employers but have dealt with many wonderful places of employment too.

I advise my clients that the ADA will not get them a job – they will! Before they start knocking on employers' doors, I inform them of their rights under the ADA and then we make a game plan. Agencies like Disabled Resource Services assist with the employment process and can act as a watchdog over hiring practices. Life, liberty and the pursuit of happiness are obtainable – they just have to go out and get them.

The Impact of the Americans with Disabilities Act on Data Collection

by Elizabeth Garner, Coordinator, County Information Services, Cooperative Extension, Colorado State University

Now more than ever, Americans are being surveyed about the intimate details of their lives, including their values, the number of children in their home, the type of television programming they prefer, and whether they have a disability. People may wonder how this trend evolved, perhaps taking the well-traveled route of blaming these illusive intruders into their privacy, but one little-known impact of the Americans with Disabilities Act (ADA) is a change in the data that is collected. The ADA in fact accounts for some of these new inquiries that people are experiencing. Other insights into disabilities stem from the Census 2000.

The Census 2000 counted 637,000 people in Colorado with some type of long lasting condition or disability. This represented 16.2 percent of the 3.9 million people age five and older in the civilian non-institutionalized population – or nearly one person in six. In Colorado there were over 1.1 million disabilities tallied. Breaking them down by type of disability revealed:

- 11 percent of the disabilities were sensory, involving sight or hearing,
- 24 percent were physical, limiting activities such as walking, lifting or carrying,
- 6 percent had a self-care disability causing difficulty in dressing, bathing or getting around inside the home,
- for those 16 to 24, 37 percent of the disabilities affected their ability to work at a job or business, and
- 18 percent of the 1 million disabilities tallied for those age 16 and over were conditions that made it difficult to go outside the home.

The 1990 and 2000 Census differed substantially

on the questions and population they surveyed, making comparisons difficult. The 1990 Census collected data from those age 15 and older where the 2000 Census looked at the population over five. The 1990 questions focused on conditions limiting work, going outside the home and self care, but did not specify sensory impairment or conditions restricting walking, lifting or carrying.

Disability rates rose with age for both sexes, but significant differences existed between their rates as shown in Figure 1. For the population under 75 years of age, the prevalence of disability among men and boys was higher than among women and girls. In contrast, disability rates were higher for women than men age 75 and older. Women represent over 62 percent of the population over 75. Interestingly, in 2000 the disability rate for children 5 to 15 was 3.9 percent for girls and 6.7 percent for boys. Boys represented 64 percent of the children with disabilities. This difference decreases to 53 percent for the 16 to 20 age group as well as in the 21 to 64 age group. However, 62 percent of all people over 75 with a disability were women.

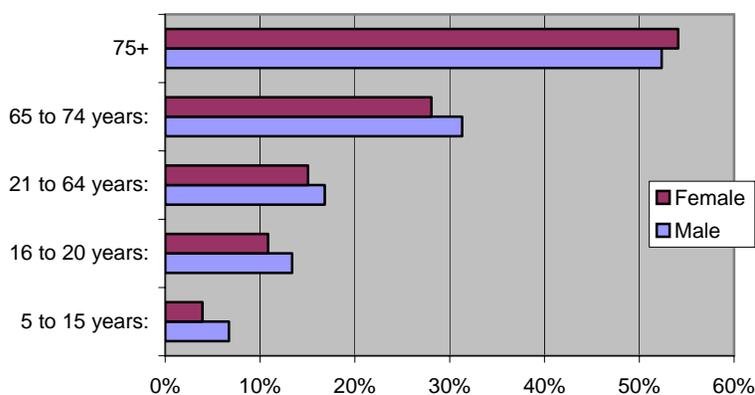
Disability rates also differ between counties within the state from a low of 7 percent in San Miguel of the non-institutionalized population over 5 to 30 percent in Costilla. Higher rates seem to concentrate along the Eastern Plains, southern part of the state and the furthest west part of the Western Slope. Disability rates increase with age. Most of the areas with higher rates also have higher concentrations of older Coloradans.

Many people with disabilities are able to work. Of the 36,000 16 to 20 year olds in Colorado with a disability, over 54 percent are employed, which is a higher percentage than those in the same age group who do not have a disability. One reason for this difference may be access to education. According to Census 2000, a lower percentage of Coloradans 18 to 34 with a disability are in school or attain any college, graduate or professional degree (30 percent vs. 44 percent). More than 1 in 4 drop out from high school compared to 1 in 8 without a disability.

Sixteen percent of Coloradans 21 to 64 (406,000) have a disability and over 60 percent are employed. Compare this number to 81 percent of Coloradans without a disability.

People with disabilities are substantially more likely to be poor than those without a disability. People five and older with a disability were twice as likely to be in poverty as those without a disability (14 percent vs. 7 percent). The poverty rates do vary between age groups

Figure 1: Percentage of the Civilian Noninstitutionalized Population With Any Disability by Age and Sex



ADA's Impact on Data Collection *continued from page 6*

with young adults age 16 to 20 with disabilities having the highest poverty rate at 20 percent followed by children 5 to 15 at 16 percent. The greatest poverty rate differential occurs in the age group 21 to 64 where those with a disability are over twice as likely to be in poverty (15 percent) than those without a disability (6 percent).

Disability rates also vary by race and ethnicity. American Indians reported the highest overall disability rate, 23.4 and Asians the lowest at 14.5 percent; however, the rates by race and ethnicity also vary by age. American Indians have the highest rates by most age groups except for the 16 to 20 year olds where Hispanics have the highest rate and 65 to 75 where others have the highest rate. Asians have the lowest rates in the youngest age group, second to lowest in the 75 and over age group. White non-Hispanics have the lowest rate for the 16 to 75 age groups.

The Americans with Disabilities Act of 1990 (ADA) has been the most significant civil rights advancement for people with disabilities to date. Perhaps its most noteworthy impact has been bringing the principle of disability civil rights into the mainstream of public policy. The law has impacted fundamentally the way Americans perceive disability. The placement of disability discrimination on a par with race or gender discrimination exposed the common experiences of prejudice and segregation and provided clear rationale for the elimination of disability discrimination in this country. Major provisions of the ADA have addressed architectural, transportation and communication accessibility changing the face of American society in numerous concrete ways.¹

Information on disability is used by a number of federal agencies to distribute funds and develop programs for people with disabilities and the elderly.

Data about the number, distribution and needs of people with disabilities are essential under the Rehabilitation Act, which guarantees benefits to qualified people with disabilities. Data about difficulties going outside the home and work disabilities are important to ensure comparable public transportation services for all segments of the population, according to the goals of the Americans With Disabilities Act. Disability data also are used to allocate funds for employment and job training programs for veterans under the Disabled Veterans Outreach Program.

An increasing number of government agencies are involved in the disability data collection process and in making decisions predicated upon assumptions regarding the number and status of Americans with disabilities. From the Census Bureau and Bureau of Labor Statistics to the Centers for Disease Control and Prevention (through its Healthy People 2010 initiative and its state-by-state disability prevalence studies) to the Food and Drug Administration (through its role in evaluating high- and low-incidence medical devices), quality data is in demand.

Recently the National Council on Disabilities evaluated the relevance and reliability of disability data. Its report found that existing cost-benefit assessment research is not able to sufficiently calculate the economic benefits to individuals, non-monetary costs and benefits, and the net results, particularly over the longer term, of cross-agency cost-shifting. It also found a need for a more reliable method for measuring the full impact of accessibility policies on the out-of-pocket and transfer payment costs associated with disability, and on the economic gains associated with enhanced opportunity that accessible architecture, transportation and communications afford. An increase in high-quality research yielding reliable demographic and economic data has been suggested along with the expansion of data elements used in "scoring" legislative

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Table 1. Percentage of the Civilian Non-Institutionalized Population with Any Disability by Age, Race and Hispanic Origin.

	5 to 15 years	16 to 20 years	21 to 64 years	65 to 74 years	75 years and over	All Ages
White Not Hispanic	5.2	10.0	13.7	27.5	52.3	15.0
Black	6.9	15.8	23.8	41.2	61.7	21.0
American Indian	9.0	17.5	26.7	37.5	76.7	23.4
Asian	3.1	11.5	15.0	32.2	46.3	14.5
HA/PI	8.8	13.3	17.8	39.1	44.4	16.1
Other	5.2	17.2	24.2	46.8	66.5	19.9
Two or More	6.8	15.0	24.7	41.6	66.8	19.3
Hispanic	5.4	17.8	24.5	43.6	65.8	20.7

Editorial Advisory Board Changes

Verla Noakes resigned from her position on the *FYI Briefs* editorial advisory board to attend to new duties in her position as Cooperative Extension agent for Fremont County. "I have enjoyed watching the publication grow and improve," says Noakes. The editorial board misses Noakes' many insights and wisdom.

Gale T. Miller, Cooperative Extension agent for Custer and Fremont Counties, agreed to replace Noakes on the editorial advisory board. The board will undoubtedly benefit from Miller's work on the Children, Youth and Families At Risk grant, and her interest and experience in gerontology, food safety, nutrition, parenting, childcare, and family communication.

Miller accepted her appointment as an editorial advisory board member with her customary thrill at tackling new challenges. "I anticipate meeting and working with some talented people. I know this will be an enriching learning experience for me."

Miller got hooked on extension work during a brief stint with Extension Service in Oregon where she later attended graduate school. Miller's tenure with Colorado State University Cooperative Extension (CSUCE) began in 1988.

"Looking at my career with CSUCE, I can see a path that has brought me closer to the mountains with each new assignment," notes Miller. "That being said, I must also say, that I am now as close to the mountains as I need to be! Without a doubt, I enjoy the people I work with in both counties. And the views can't be beat."

In her spare time, Miller enjoys outdoor activities, including hiking, skiing (downhill & cross-country), and travel. She also loves photography, quilting, reading, cats and chocolate.

ADA's Impact on Data Collection *continued from page 7*
proposals for their fiscal impact, and the development of new techniques for measuring tangible and intangible impacts of programs and expenditures.²

Although it has been difficult to evaluate the impact of the ADA during the first decade of its inception, the trends indicate that priorities are being given to reliable data collection and more extensive research on both the tangible and intangible impacts.

References

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<http://www.ncd.gov/newsroom/publications/rightingtheada.html>

²National Disability Policy: A Progress Report, National Council On Disabilities,
http://www.ncd.gov/newsroom/publications/progressreport_final.html#Statistics