

# AMERICORPS TEXAS MEMBER INCLUSION AND EXPERIENCE SURVEY REPORT



2015 - 2016

OneStar Foundation

# Introduction

In 2015-16, OneStar conducted its 5<sup>th</sup> annual AmeriCorps Texas Member Inclusion and Experience Survey to assess the current state of AmeriCorps member engagement as well as overall experiences of inclusion and acceptance of diversity across Texas programs, specifically related to disability inclusion and accommodation requests. OneStar then uses the survey responses to guide trainings for programs with the goal of ensuring members have positive and inclusive service experiences. Questions also relate to broader member experiences of service and inclusion beyond disability. The survey was divided into three sections: 1) Member Experience 2) Diversity and Inclusion Experiences; and 3) Disability and Accommodations. The 25-question, anonymous survey was disseminated to all AmeriCorps State and VISTA members online via emails from their Program Directors/supervisors. Members are given 2-3 weeks to complete the survey.

# AmeriCorps Texas Member Inclusion and Experience Survey Report

ONESTAR FOUNDATION

## Contents

DEMOGRAPHICS .....	2
MEMBER EXPERIENCE QUESTIONS .....	2
General Experience .....	2
Diversity and Inclusion.....	3
Disability and Accommodations.....	4
YEAR TO YEAR OVERALL REVIEW .....	8
QUOTES FROM AMERICORPS TEXAS GRANTEES.....	12

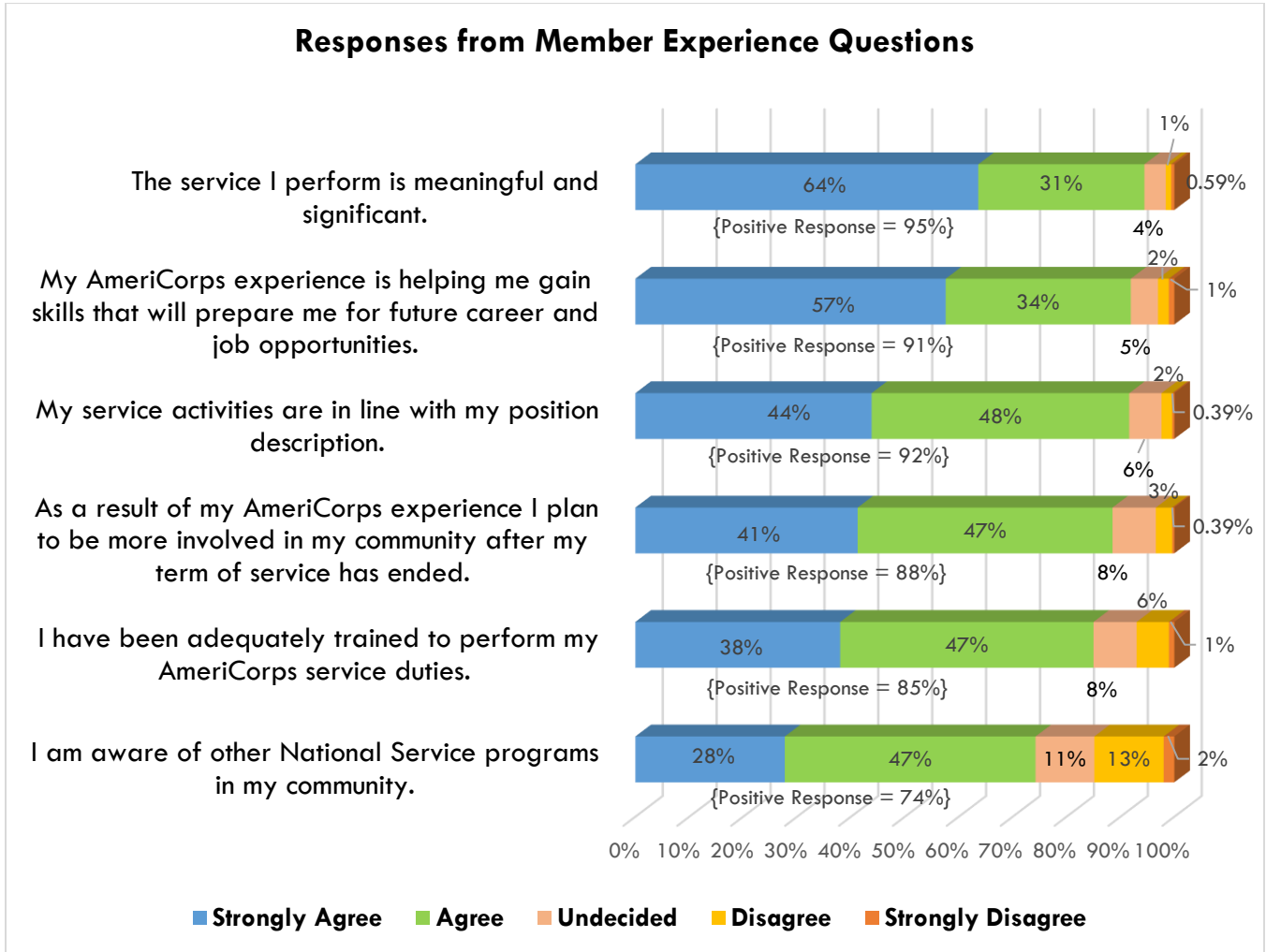
## MEMBER DEMOGRAPHICS

1,023 AmeriCorps Texas members completed the 2015-2016 Inclusion and Experience Survey

- AmeriCorps\*Texas: 949
- VISTA: 74

## AGGREGATE RESULTS FROM MEMBER EXPERIENCE QUESTIONS

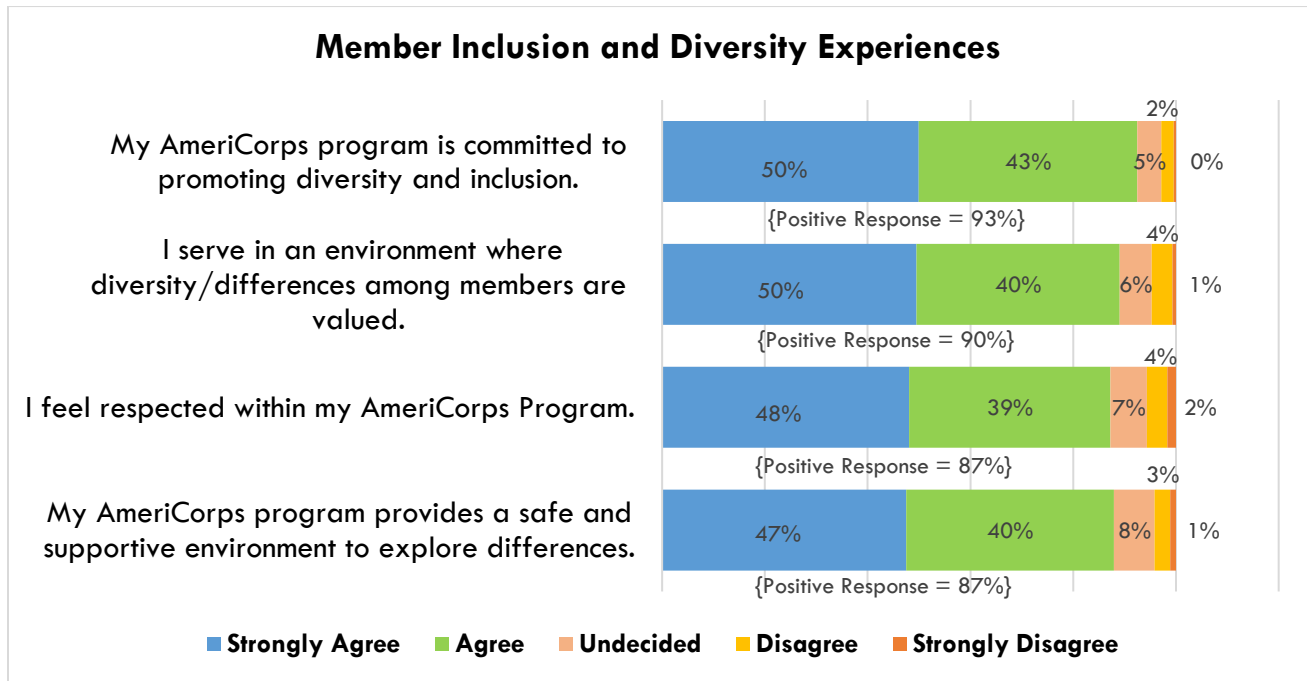
**FIGURE 1 Member Experience Responses**



Positive Response = Total of Strongly Agree and Agree Responses

## AGGREGATE RESULTS FROM MEMBER DIVERSITY AND INCLUSION EXPERIENCES

**FIGURE 2 Program Inclusion and Diversity Response**

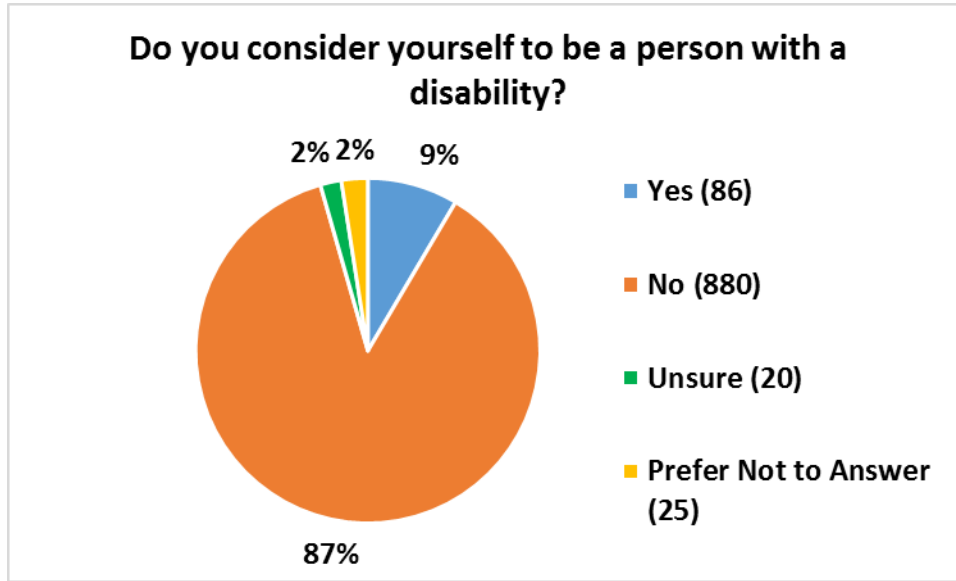


Positive Response = Total of Strongly Agree and Agree Responses

## AGGREGATE RESULTS FROM QUESTIONS ON INCLUSION RELATING TO DISABILITY AND ACCOMMODATIONS

### Disability Disclosure

FIGURE 3 MEMBER DISABILITY DISCLOSURE

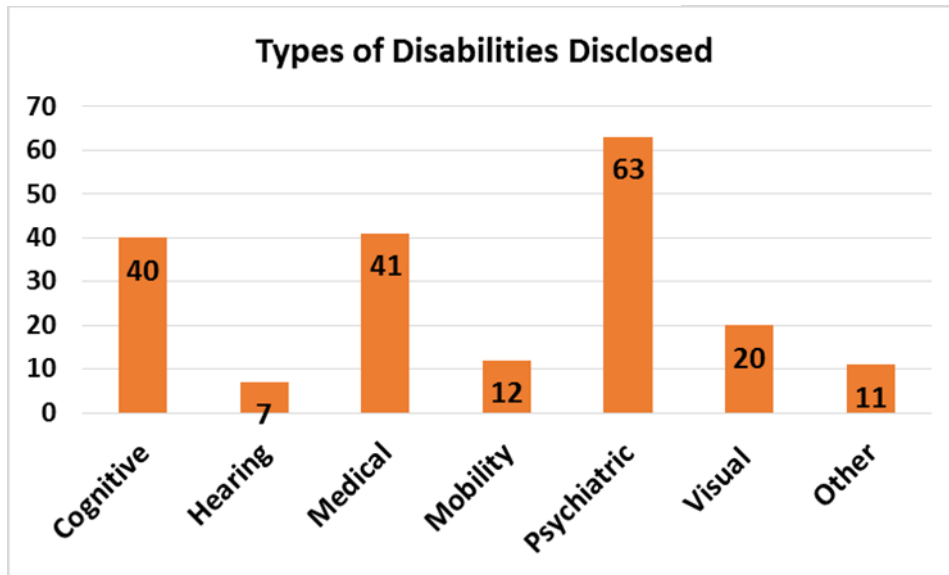


#### Findings of Interest:

- Of the 880 members who answered No:
  - 35 selected a disability category
- Of the 20 members who answered Unsure:
  - 17 selected a disability category
  - (9 psychiatric, 5 medical, 5 cognitive, 2 visual, 1 other)
  - 6 disclosed more than one type of disability
- Of the 25 members who preferred not to answer
  - 14 selected a disability category

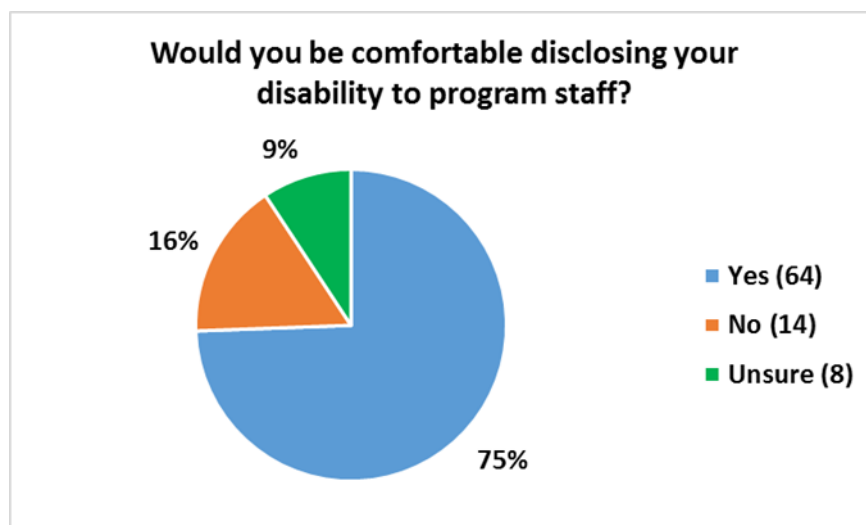
These conflicting responses seem to indicate there is a difference between the definition of disability used by AmeriCorps (taken from the Americans with Disabilities Act/ADA Amendments Act) and what members consider to be a disability.

**FIGURE 4 TYPES OF DISABILITIES DISCLOSED**



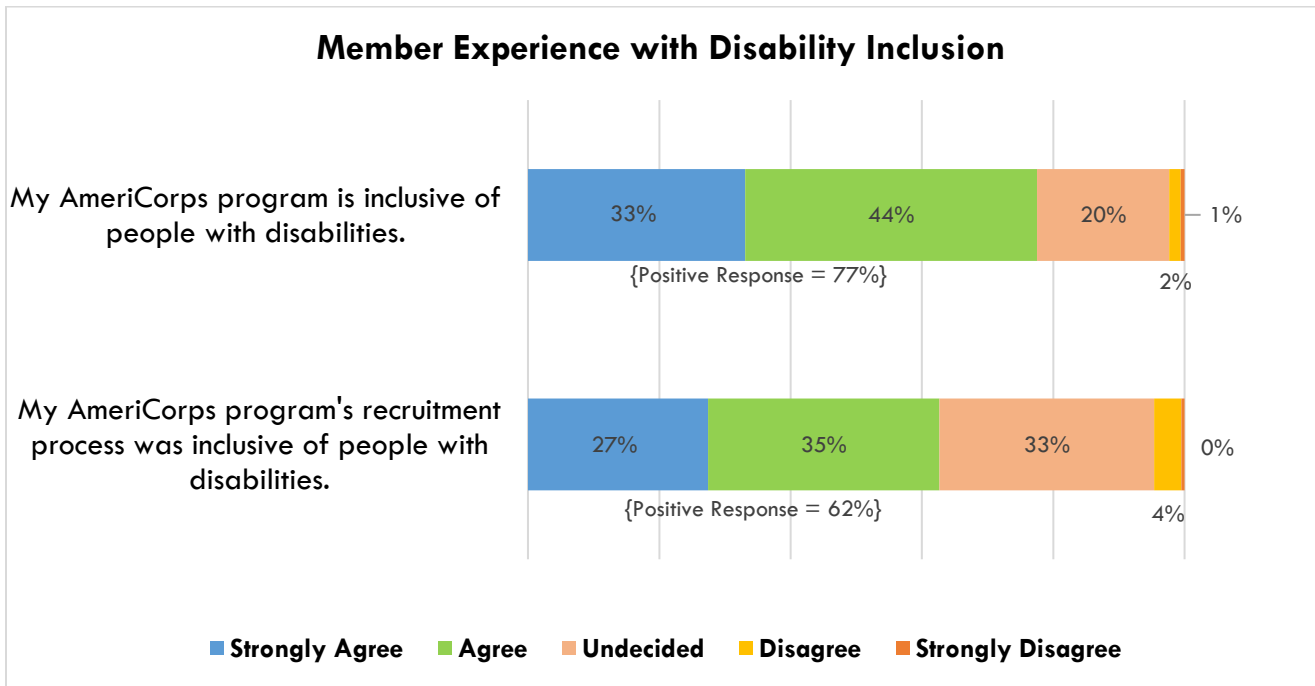
- 149 individuals identified as belonging to a disability category
- 35 members disclosed 2 disabilities
- 5 members disclosed 3 disabilities

**FIGURE 5 DISABILITY DISCLOSURE**



## Disability Inclusion Experiences

**FIGURE 6 RESPONSES RELATED TO DISABILITY INCLUSION**

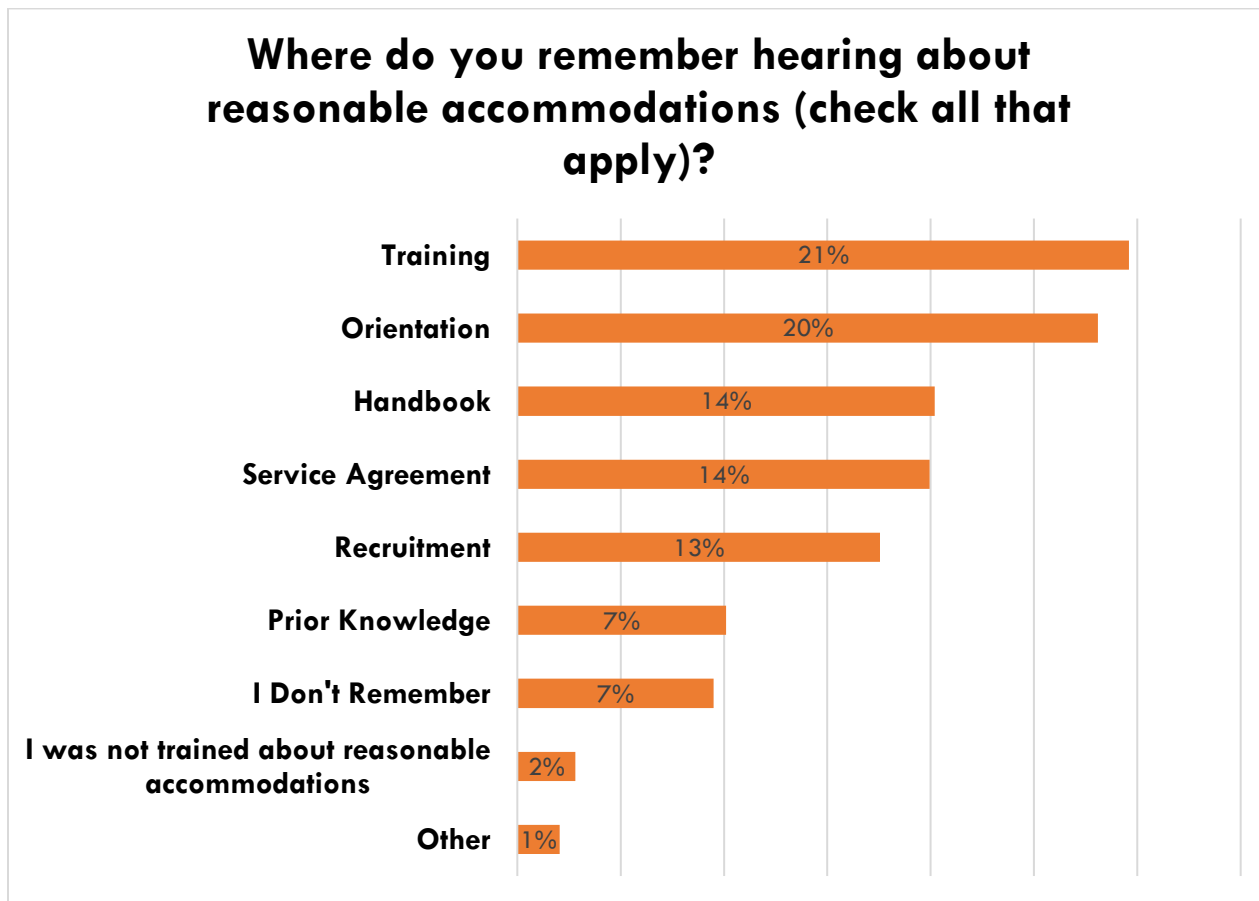


Positive Response = Total of Strongly Agree and Agree Responses



## Disability and Accommodations

FIGURE 7 NOTIFICATION OF ACCOMMODATIONS



The majority of members reported hearing about reasonable accommodations at several different points in their AmeriCorps experience. This is a positive sign that information is being provided at multiple times and in multiple formats throughout a member’s AmeriCorps experience. **95%** of members reported being trained on reasonable accommodations.

## Members Requesting Reasonable Accommodations

Fifty three members requested reasonable accommodations, while 34 were unsure if they requested an accommodation. Of the **53 members**, fifty members said their requested reasonable accommodation was provided, three members said their requested accommodation was not provided, totaling **94.3%** of all requested reasonable accommodations provided. The survey responses are anonymous, and so it is unclear to the exact reasons why three members reported that their accommodations were not provided. Some common reasons why reasonable accommodations are not granted are due to 1) the cost is prohibitive and is not considered “reasonable”, 2) granting the accommodation would result in the member not fulfilling essential functions of the position, 3) disabilities that are not obvious are not supported with medical documentation when requested by programs to accompany the request.

### Examples of requested accommodations:

- Chemical free cleaners to be used in the classroom
- Assistance with managing flashcards due to limited fine motor skills
- Ability to have therapy appointment scheduled weekly
- Access to snacks around to be able to control glucose levels and a suitable office chair for lower back pain.
- Communication be in the form of text or email.
- A quiet place to help do paper work.

## YEAR TO YEAR OVERALL REVIEW

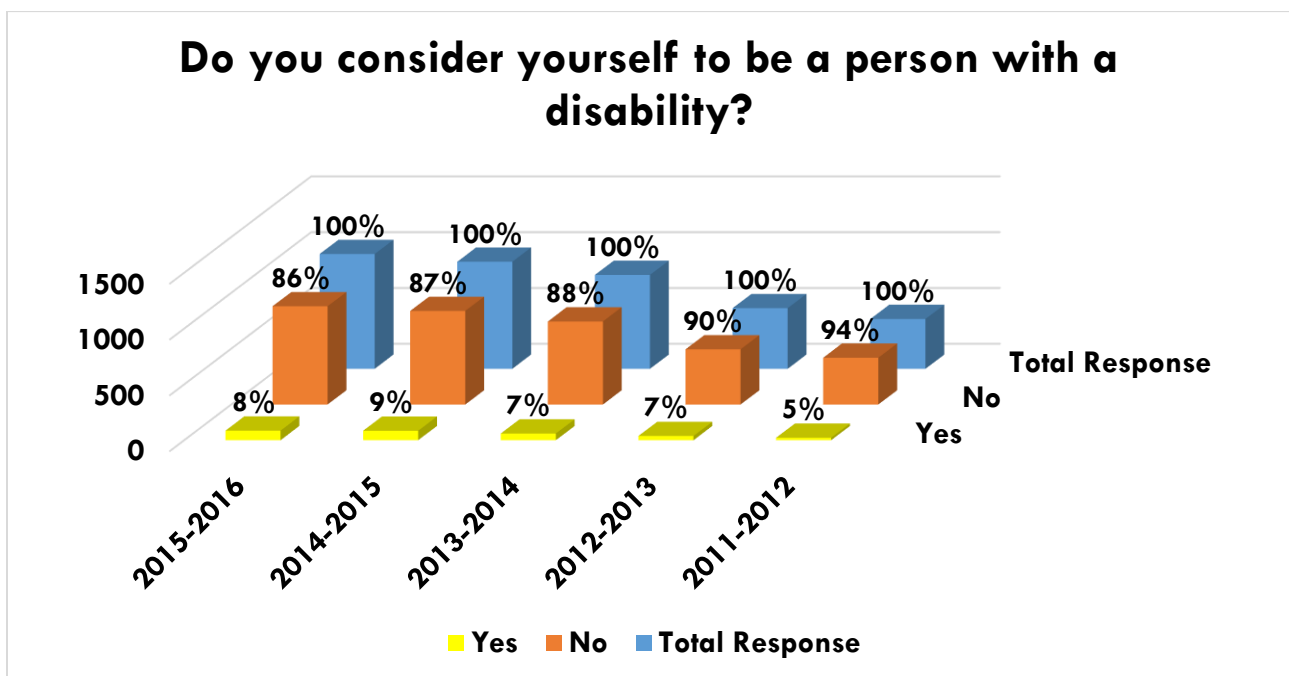
2011-2016

### MEMBER DEMOGRAPHICS

#### Total Number of Member Responses per Year

2015-2016	1028
2014-2015	959
2013-2014	841
2012-2013	543
2011-2012	446

FIGURE 8 YEAR TO YEAR MEMBER DISABILITY RESPONSES

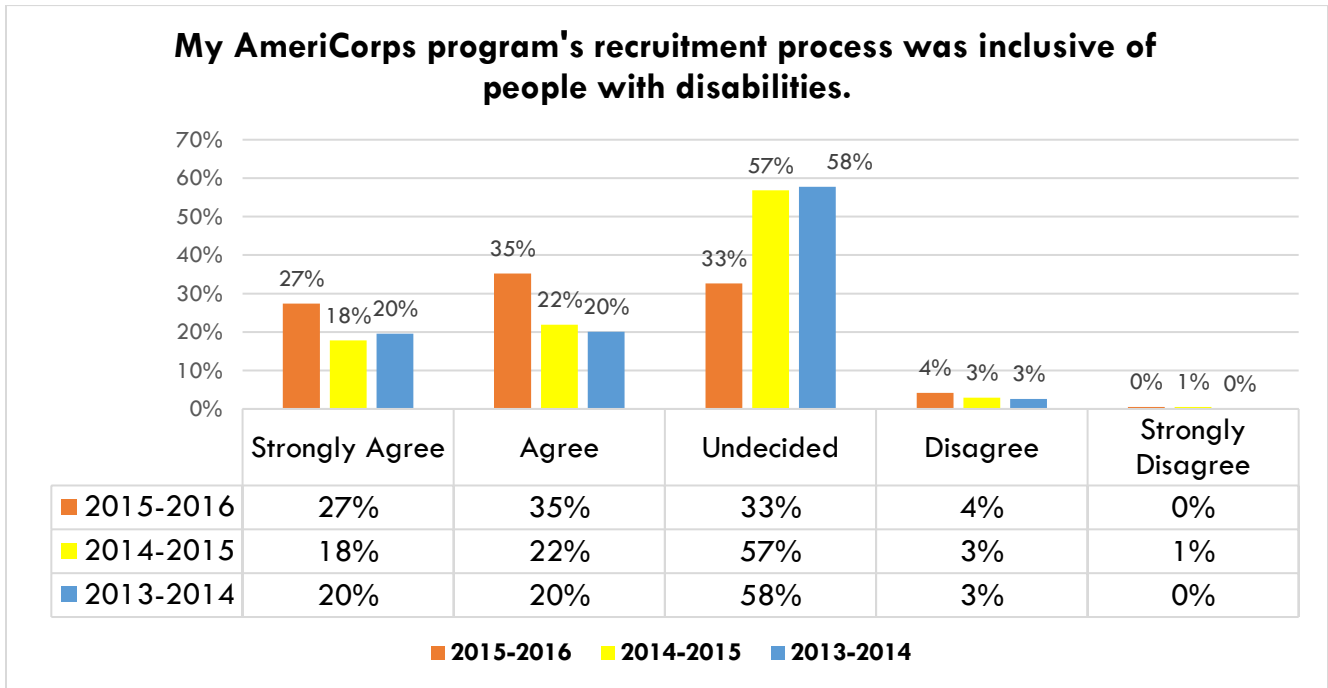


In the surveys administered from 2011-2013 the question was asked with the following response options (Yes, No, Unsure). In 2014-2016 the survey question was changed to include a response option “Prefer Not to Answer”. These responses are not reflected in the graph above.

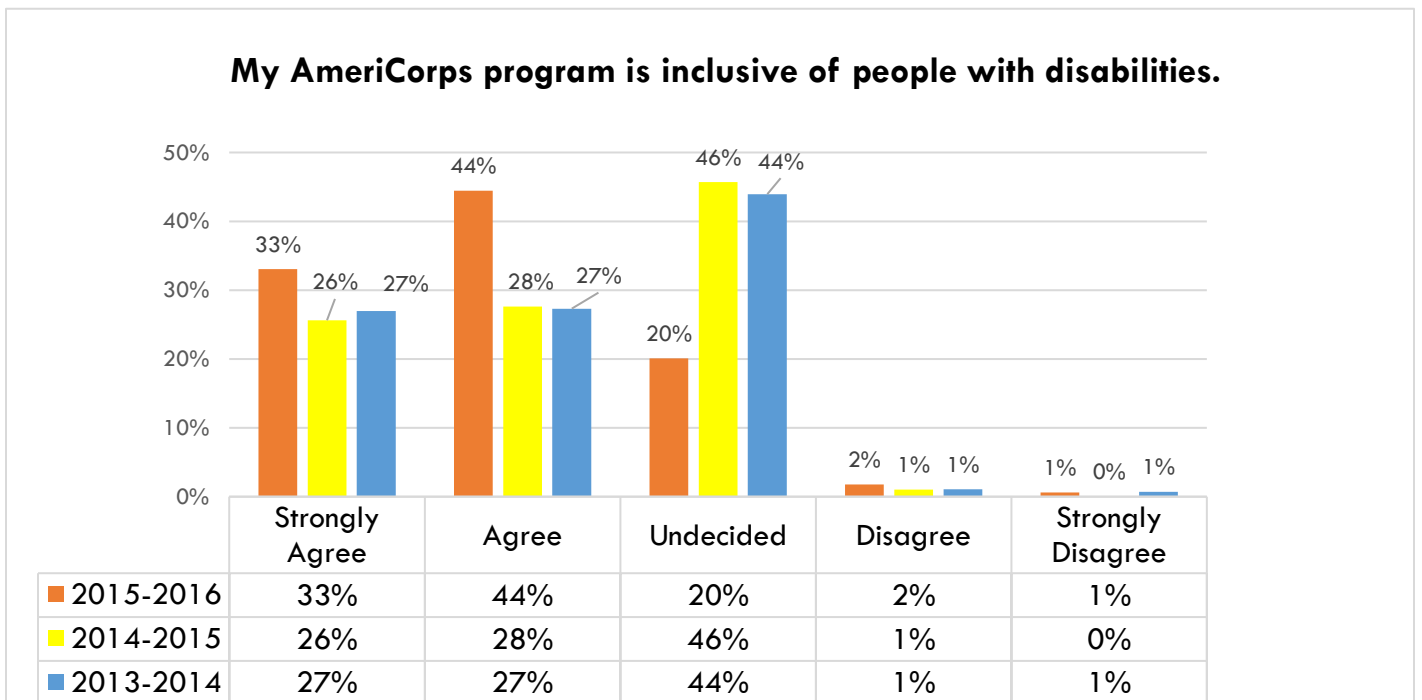
### Year to Year Results from Member Diversity and Inclusion Experiences

Response options for 2011-2013 were formatted as Yes/No responses. Since the responses were changed to a rating scale (Strongly Agree-Strongly Disagree) comparison between these responses is not possible.

**FIGURE 9 YEAR TO YEAR RESPONSES RELATED TO DISABILITY INCLUSION IN RECRUITMENT**

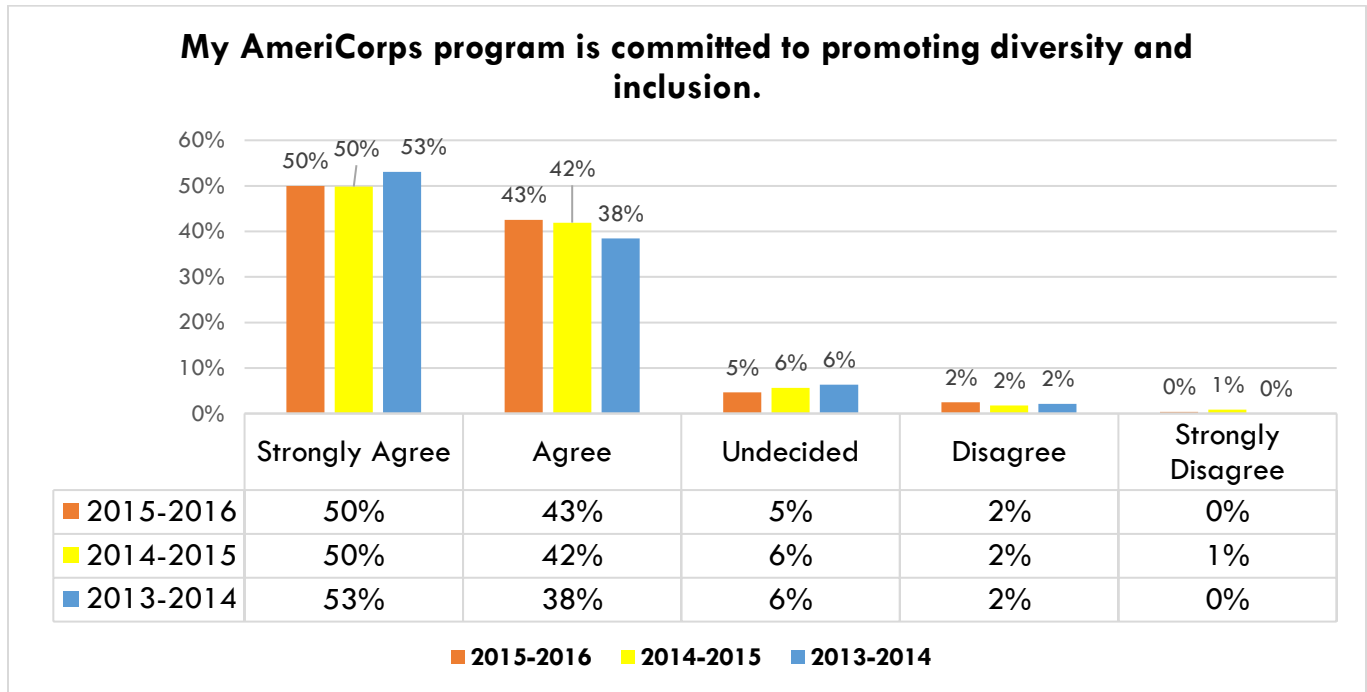


**FIGURE 10 YEAR TO YEAR RESPONSES RELATED TO PROGRAM INCLUSION**

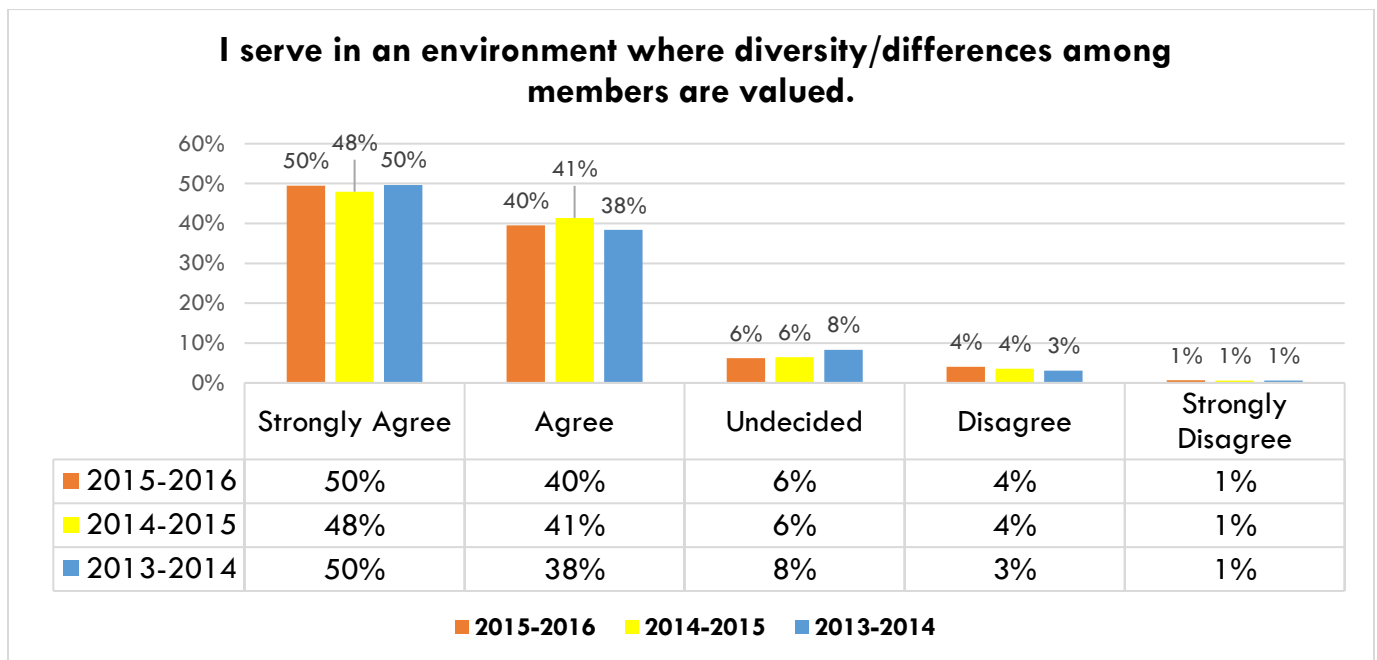


The following questions were only asked in the 2014-2016 surveys.

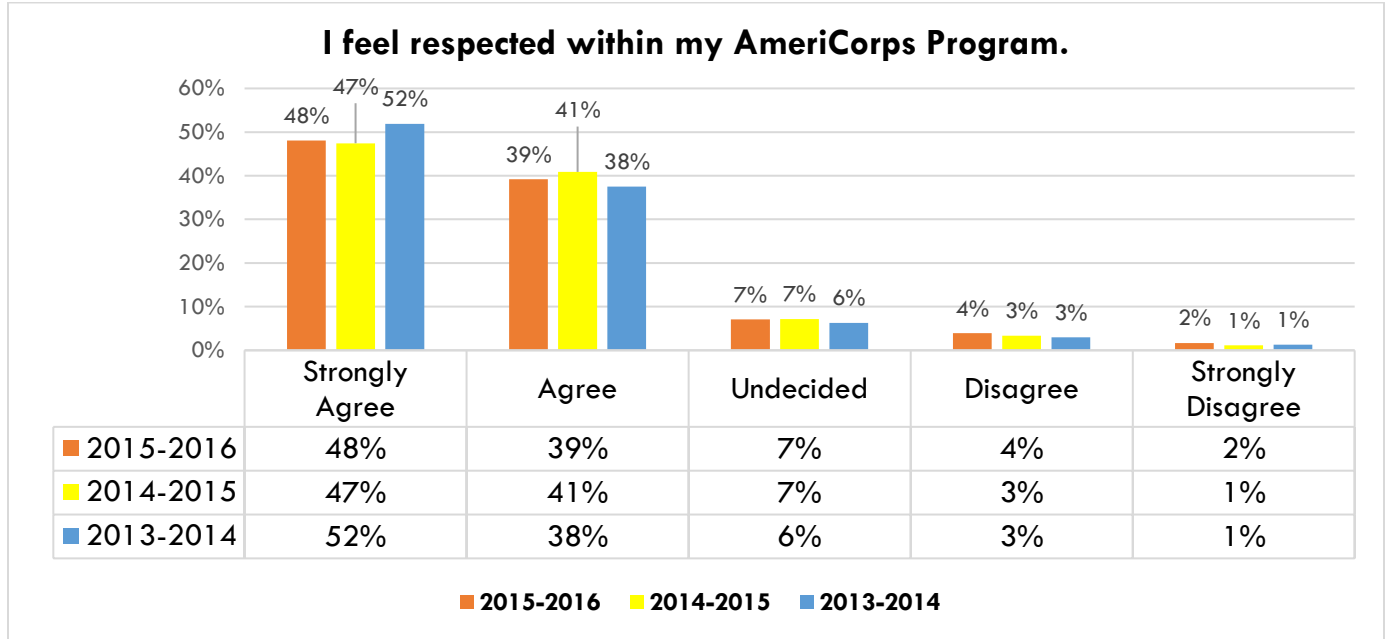
**FIGURE 11 YEAR TO YEAR RESPONSES COMMITMENT TO DIVERSITY AND INCLUSION**



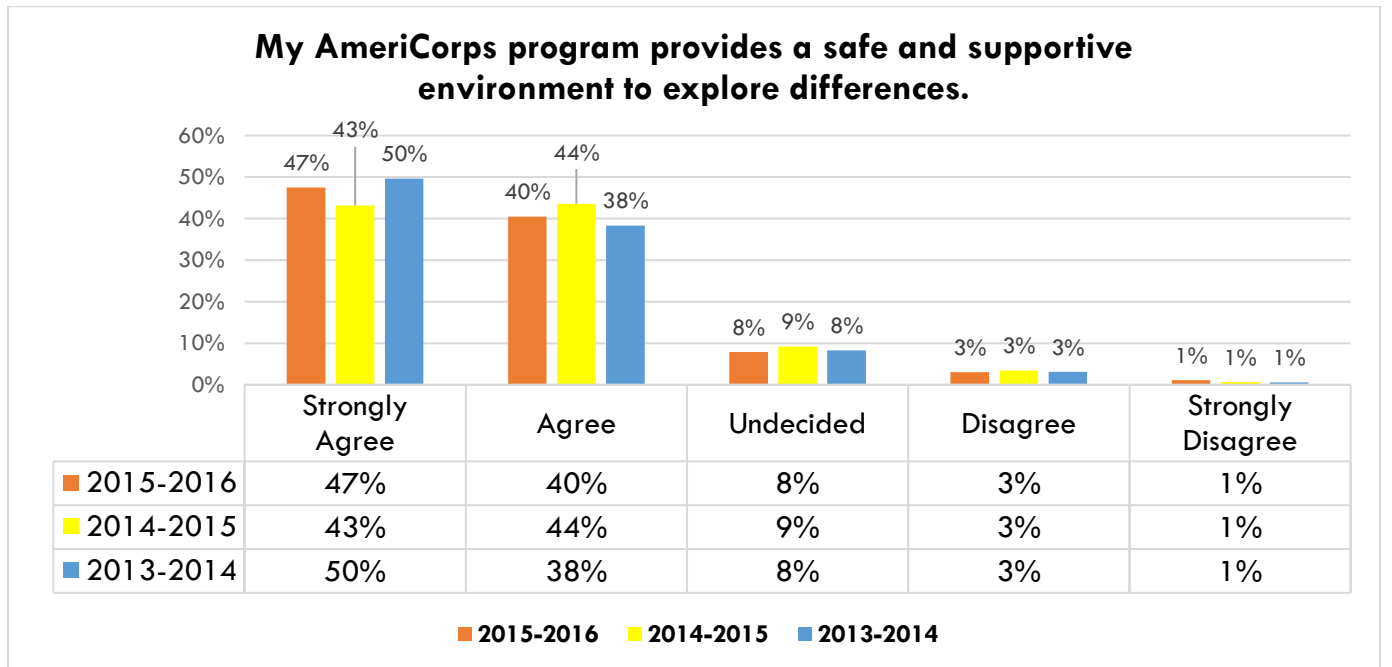
**FIGURE 12 YEAR TO YEAR RESPONSES PROGRAMS VALUING DIVERSITY**



**FIGURE 13 RESPECT IN AMERICORPS PROGRAM**



**FIGURE 14 PROGRAM ENVIRONMENT**



## QUOTES FROM AMERICORPS TEXAS MEMBERS

### POSITIVES:

*"All of the workers come from different places and different schools - this program is very diverse-minded."*

*"AmeriCorps has provided a very inclusive and diverse workplace environment. Our supervisors have provided all of the reasonable accommodations necessary for all members to complete all of their work assignments. We also have a good blend of cultural diversity as well."*

*"Individual with disabilities are encourage to provide any opportunity to participate and be a part of AmeriCorps. AmeriCorps will provide solutions to barriers that may prevent an individual with a disability from participating."*

*"All facilities are designed with people of disabilities in mind and most language/activities used are inclusive of others as well."*

*"Although there are not current members with disabilities in my organization, there is an environment that fosters inclusion."*

*"AmeriCorps accepted members with disabilities without question."*

*"AmeriCorps does not discriminate against anybody with a disability that can therefor complete the job they have been hired for."*

*"AmeriCorps makes it a goal to include each and every person, no matter what. People with disabilities are actually encouraged to participate in AmeriCorps."*

### CONSTRUCTIVE:

*"AmeriCorps has a diversity problem in political thought."*

*"I believe this program is great in serving a community of diversity, however, there could possibly be more diversity in the staff of the program overall."*

*"I feel respected as a VISTA within my VISTA program but not necessarily within the organization or community I serve."*

