Disability in Philanthropy & Nonprofits:

A STUDY ON INCLUSION AND
EXCLUSION OF THE 1-IN-5 PEOPLE
WHO LIVE WITH A DISABILITY
AND WHAT YOU CAN DO TO MAKE
THINGS BETTER

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Acknowledgments

Each achievement in the disability movement today is built upon the dreams, struggles, and triumphs of the past. Some of our greatest leaders, like Justin Dart and President George H.W. Bush, have died. Other visionary leaders, including Judith Heumann, Hon. Steve Bartlett (RespectAbility's chairman), Hon. Tony Coelho, Sen. Tom Harkin, Hon. Lex Frieden and others who led the efforts to pass the Americans with Disabilities Act still are fighting the good fight and making a real difference. Our good work is built on the strong foundation laid by them and so many others.

Today, some of the strongest champions of disability rights in nonprofits come from allies who live with other marginalized identities and have risen to the top of philanthropy – Darren Walker and Noorain Khan at the Ford Foundation, Dr. Robert Ross, Mona Jhawar and Jose Plaza at California Endowment, Judy Belk and Tina Eshaghpour at California Wellness, Ana Oliveira and Grace Asenjo Tenenzaph at the New York Women's Foundation, Fred Ali and Joanna Jackson at the Weingart Foundation and others. All of them have graciously supported our work and the shared vision of equity and opportunity for all.

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1. Executive Summary

Despite the fact that one-in-five people in America has a disability and the Americans with Disabilities Act (prohibiting discrimination based on disability) has been law of the land for nearly 30 years, people with disabilities are not fully welcomed, respected, accepted or included in our work and communities. This is true even in the places where you think they would be – at foundations and nonprofits.

Nonprofits and foundations are full of good work and good will. Nearly three-quarters (72 percent) of people who work in the social sector say their organizations have a made a public commitment to Diversity, Equity, and Inclusion (DEI) and have policies that prohibit the group from denying people with disabilities equal opportunity to participate in services and activities. This new study, *"Disability in Philanthropy & Nonprofits: A Study on the Inclusion and Exclusion of the 1-in-5 People Who Live with a Disability and What You Can Do to Make Things Better,"* examines the current landscape of disability inclusion in nonprofits and foundations, as well as what is working, what helps, and how we can all do better.

RespectAbility, who conducted this study, is a nonpartisan group working on inclusion efforts for people with disabilities. In creating this study, RespectAbility first conducted five focus groups with the Council on Foundations of philanthropists on how they do or not include people with disabilities. Then RespectAbility spoke one-on-one with 14 executives at philanthropy-serving organizations and foundations and did an analysis of online accessibility of the 25 largest foundations and nonprofits. Using all of this qualitative research, RespectAbility developed a questionnaire, which was shared with several thought and practice leaders who helped refine it. Then RespectAbility surveyed 969 people who work at nonprofits and foundations. Most of the respondents were subscribers either to *The Chronicle of Philanthropy* or *The Nonprofit Times*, each of which helped with this study.

RespectAbility looked not only at the current landscape, but also for clues as to what is working, what helps, and how we can all do better. What follows is an analysis of those findings, some of them disappointing and some that point to solutions.

Even among this very well-intentioned group, most are not doing enough – or anything – to provide people with disabilities the access and accommodations they need so they can participate, just like anyone else. Many do not know what they do not know and often have not even thought about ensuring the inclusion of people with disabilities. Even among well-meaning groups who are doing a lot on DEI overall, disability is missing. For example:

- Only 14 percent say their organizations use video captions to ensure people who are deaf or hard of hearing can use the content. Captioning services are easy to use and often are free and yet 86 percent are not even attempting to take advantage of such tools.

- Similarly, just 30 percent of respondents say their organizations enable people with disabilities to request accommodations like sign language interpreters on event registration forms. Asking about accommodations sends a clear signal that people with disabilities are welcome and that inclusion is a consideration

- In addition, only 59 percent say their events always are held in physically accessible spaces.

What keeps these seemingly supportive and innovative organizations from doing even the bare minimum? According to the survey, bias is the top reason, cited by more than one-third (36 percent) of respondents. Whether overt or implicit, prejudice against people with disabilities is a significant barrier to meaningful inclusion efforts. Hence, people with disabilities – whose talents are considerable and can help strengthen organizations – routinely are turned away. Indeed, only 24 percent of our survey respondents said their boards include even one person with a disability. This is despite the fact that the CDC says that 1-in-4 adults has a disability, and that 66 percent of our social sector respondents say their organizations serve people with disabilities. Additionally, few in positions of power specifically are asking that organizations make including people with disabilities a priority. This means funders and others in leadership positions are not requiring or even suggesting that attention be paid to disability inclusion.

This study also sheds light on what *is* working in the social sector. Specifically, having a DEI policy that calls out disability as an area of focus, and including people with disabilities in board, leadership and/or staff positions, makes a big difference. Whether the policies come before the practice or vice versa is not clear from the data, but the correlation is unmistakable. By every measure, groups that are explicit about disability inclusion as a priority and groups with disability representation within their ranks are more likely to be taking action.

	Orgs With No DEI Policy	Orgs With a DEI Policy	Orgs With a DEI Policy That Includes Disability	Orgs With People With Disabilities Among Board, Staff or Leadership
Board includes people with disabilities	17%	**26%**	**34%**	**45%**
Professional leadership includes people with disabilities	11%	**22%**	**28%**	**38%**
Staff overall includes people with disabilities	27%	**47%**	**57%**	**81%**
Organization has made intentional efforts to recruit people with disabilities for employment, internships, volunteer or board positions	15%	**26%**	**34%**	**38%**
Organization asks members or grantees to intentionally include people with disabilities in their work	10%	**23%**	**28%**	**25%**
Organization depicts people with visible disabilities in marketing materials	28%	**41%**	**50%**	**53%**
Organization has an explicit public policy that people with disabilities cannot be denied an equal opportunity to participate in services and activities	58%	**77%**	**82%**	**81%**
Events always are held in physically accessible spaces	49%	**63%**	**67%**	**71%**
Website is set up properly for screen readers for people with low vision	9%	**19%**	**24%**	**24%**

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	Orgs With No DEI Policy	Orgs With a DEI Policy	Orgs With a DEI Policy That Includes Disability	Orgs With People With Disabilities Among Board, Staff or Leadership
All video content has captions for people who are deaf or hard of hearing	5%	**17%**	**21%**	**20%**
Public events enable people with disabilities to request accommodations such as sign language interpreters, live captioning, or food allergy alternatives	21%	**34%**	**38%**	**40%**
There is a process for employees, board, or trustees to request and receive accommodations if needed	20%	**49%**	**56%**	**58%**
Learning opportunities for staff include disability as an area of focus	23%	**39%**	**51%**	**48%**

This study includes actionable steps nonprofits and foundations can take to improve. There are tips for people in all facets of social sector work – leadership, communications staff, event planners, program managers, HR, and front-line direct service providers. Many steps are quite easy to take and come without cost. All that is required is the intention to do better. Learn more at https://www.respectability.org/inclusive-philanthropy.

RespectAbility is committed to inclusion for all people with disabilities. We have taken this work to all corners of the country, to Capitol Hill, to boardrooms and classrooms and greenrooms and living rooms. Now we are bringing it home. Fighting for inclusion in Hollywood or on Wall Street is challenging but having to do it in your own social sector community is demanding in a whole different way. We are looking for partners in this journey to acceptance, access, equity and a better future for people with and without disabilities alike. We hope you are with us.

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2. Survey Results: Current Practices

In 2018, RespectAbility, a nonpartisan nonprofit organization dedicated to fighting stigmas and advancing opportunity for people with disabilities, fielded a national survey of people who work in the social sector. Using lists from the *Chronicle of Philanthropy* and the *NonProfit Times*, as well as our own extended network, we surveyed 969 respondents, primarily from nonprofits (76 percent) and foundations (18 percent), from 46 states, Washington, D.C., and other U.S. territories. We also spoke one-on-one to leaders in groups who advise and support philanthropy. Our goal was to begin a process of understanding and advancing how funders and nonprofits view and do or do not include people with disabilities. Here's what we found:

2.1. Bias against people with disabilities prevents full inclusion.

Why is the social sector not leading here? According to our survey, it is bias. When asked to choose one of six possible explanations for why organizations come up short on disability inclusion, the most common response called out as the top reason by more than a third of respondents (36 percent) was **"there is overt or unconscious bias about people with disabilities."**

Think about that: More so than the inherent complexity of the issue or potential legal risks, lack of training to make it successful, or any other unrelated but urgent concerns facing foundations and nonprofits – **bias against people with disabilities was cited as the top reason why they are not better integrated into our organizations.** By a large margin. Whether brazen or subtle, prejudice is a significant challenge for people with disabilities, including in the social sector.

> **Q 8: Many organizations do not fully include people with disabilities. What do you think is the top reason why the inclusion of people with disabilities has not happened yet in so many organizations?**

Figure 1. Question 8 Responses
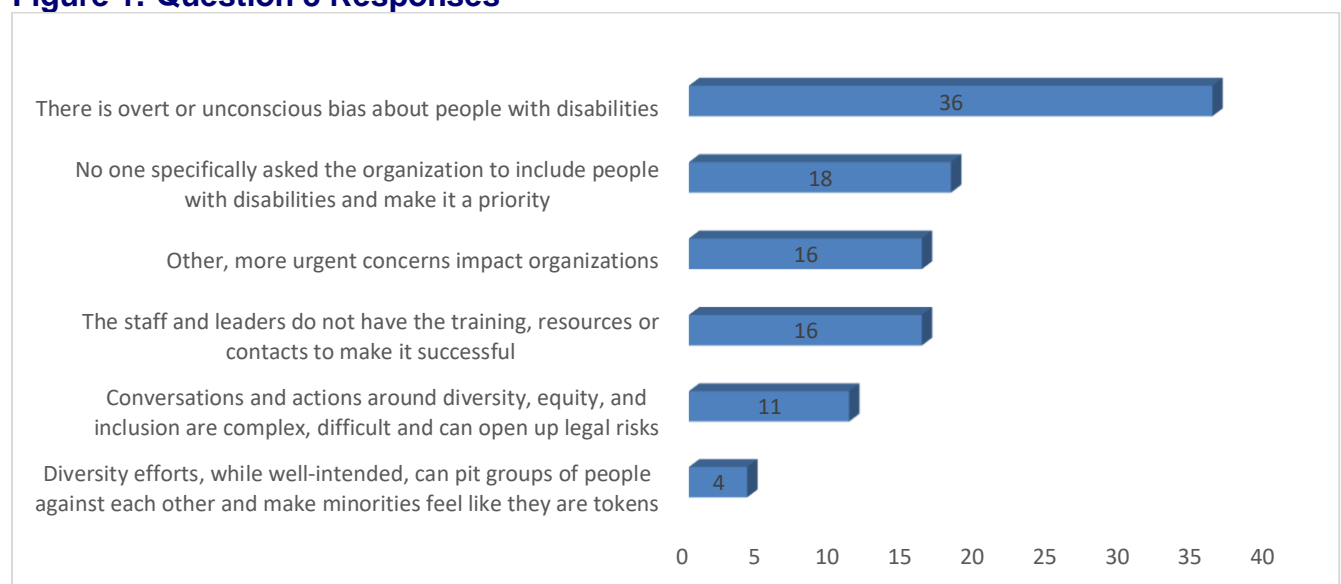
Open-Ended Survey Responses:

"I see an unconscious attitude that a person with a disability is a goodwill project, not a peer or a colleague. ... There are basic underlying attitudes that need to evolve."

"The first thing [we need to do] is improve dialogue and conversations about people with disabilities. People tiptoe because it feels like a taboo subject and they don't want to acknowledge their unconscious bias."

"Philanthropy and the foundation community need to shift to be a more welcoming place. Philanthropy is so focused on hiring 'the best and brightest' and that explicitly is presenting a disability bias."

"Stigma still continues to be a big threat. [We need] communication and trainings in all areas, from our community to our higher ups and people who make decisions."

"[We need to] openly address implicit bias and create strategic goals with clear metrics for engaging individuals with disabilities."

2.2. Even when DEI is a priority, disability is not.

Among this group of social sector respondents, nearly three-quarters (72 percent) say the leadership of their organization has made a public commitment to diversity, equity, and inclusion (DEI). However, disability lags far behind race, gender, and sexual orientation as a category specifically named in such pledges.

Of those whose organizations have made a DEI declaration, better than nine-in-ten (93 percent) call out race as a priority and nearly as many designate gender (87 percent). Almost three-quarters (73 percent) specifically cite sexual orientation/gender identity as a focus of DEI efforts. Just two-thirds (68 percent) say the same about disability.

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Q 4: Has the leadership of your organization made a specific commitment to diversity, equity, and inclusion that has been made public to management, staff, stakeholders, and the public? If yes, check all the diversity areas you specifically named:

Figure 2. Question 4 Responses

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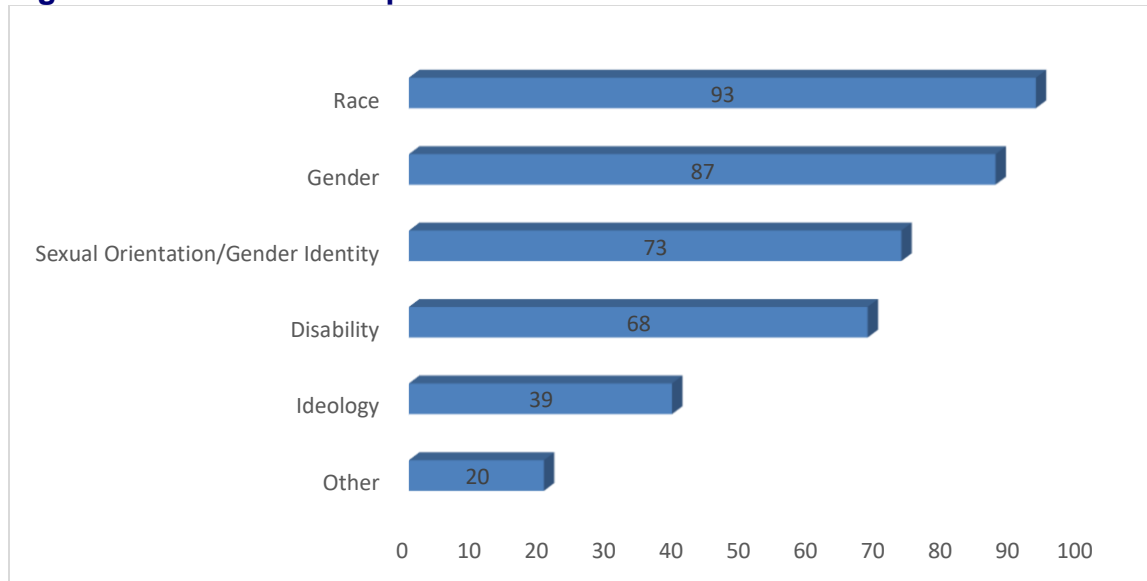
Open-Ended Survey Responses:

"While inclusion and diversity are core organizational values, this has been primarily framed in terms of race, gender, ethnicity, LGBTQ identity, and immigration status."

"Unfortunately the many conversations I have been a part of around diversity and inclusion don't include people with disabilities."

Interview Excerpts:

"When we talk about this, it's not just purely racial issues. It's gender, it's sexual orientation, it's the whole piece. ... [But] I'm not sure we included disabilities."

"Our equity value is quite inclusive in that it states the common good is served by creating systems and opportunities that lead to equity for all regardless of race, religion, national origin, ethnicity, disability, sex, gender identity, sexual orientation, age, or socioeconomic status. ... So [disability] is in there ... but our progress towards that internally and externally for various reasons is just beginning and not particularly launched in the disability arena."

</div>

Most of the organizations represented in our research (78 percent) have admirably sought out additional DEI learning opportunities for their own staff and leadership in recent years, underscoring the sector's deep commitment to these issues. **But again, disability largely is overlooked**. More than half (53 percent) say their organizations have offered trainings about race, followed by sexual harassment (41 percent), gender (38 percent), and LGBTQ+ issues (38 percent). Just 35 percent reported that they have provided their teams with learning opportunities about disability inclusion.

> **Q 5: In the past 2 years, in what areas have you or your organization sought out additional learning opportunities for staff and leadership around diversity, equity and inclusion? Please check all that apply.**

Figure 3. Question 5 Responses
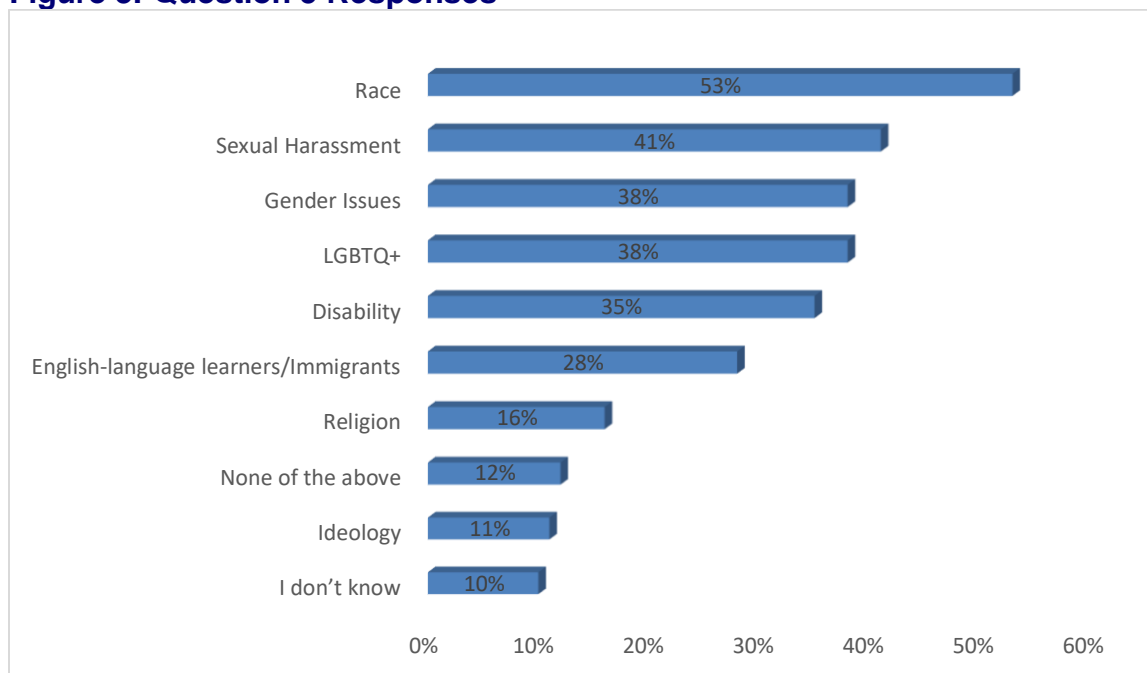
Interview Excerpt:

"While we define diversity broadly, the place that we have been pushing the most in terms of our outreach to our members and our broader [audience] is around racial and ethnic diversity."

Open-Ended Survey Responses:

"In my large national organization, we are committed to equity – for race, gender, sexual orientation, and citizenship. Disabilities have never been discussed at least in the trainings and presentations I've attended."

"It really hasn't been on our radar. We're so focused on race, and sometimes gender, that we don't think about much else."

"I attended a session on people with disabilities at [a recent conference] and heard that it was unusual to have a session on this topic."

"We have been hearing a lot about the importance of diversity but we have been translating that primarily as racial diversity so this is a new concept for us."

"Often I see that unless a nonprofit specifically serves people with disabilities, they are forgotten."

When asked to comment on diversity **within their specific organization**, respondents ranked disability representation dead last, behind gender, age, race/ethnicity, religion, ideology, LGBTQ, and immigrants.

On a scale of 1-5, where 1 is "not diverse at all" and 5 is "very diverse," more than half of respondents (55 percent) gave their own organizations a 1 or a 2 with regard to disability. Only 28 percent thought their organization rated a 4 or 5. For no other category was this self-assessment so negatively lopsided. Nearly 7-in-10 (69 percent) of respondents representing foundations gave their organizations an unfavorable 1 or 2 rating; for nonprofit staffers, it was 52 percent.

> **Q 6. On a scale of 1-5, where 1 means not at all diverse, and 5 means very diverse, how diverse do you believe your organization is when it comes to the following groups?**

Figure 4. Question 6 Responses

Ethnic/Racial Minorities

Rating	Value
5- Very Diverse	28
4	19
3	25
2	19
1- Not Diverse At All	10
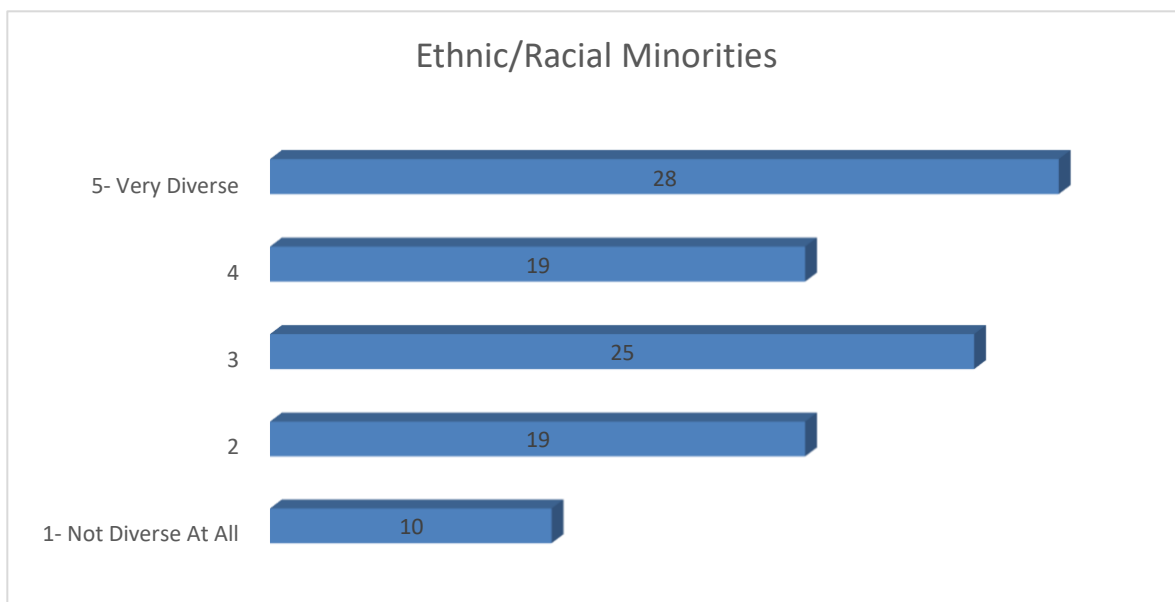
Open-Ended Survey Responses:

"Just as we have focused on intentionality bringing in women of color, an organization would need to have an intention/initiative to identify, recruit, and cultivate people with disabilities."

"Our organization pays lip service to engaging folks with disabilities more than taking meaningful and substantive actions. I've heard leadership pat themselves on the back for hiring a person with a disability—to our buildings and grounds department to work as a day porter. There is nothing wrong with that, and I'm happy we made this hire, but I don't believe we employ people with disabilities in our leadership or management staff, so it feels like tokenism and I worry that it could be detrimental, leading to the conclusion that we've checked that box."

Interview Excerpt:

"It's not that we have a whole system that is not inclusive of individuals with disabilities. It's not intentional that there are not currently individuals with disabilities [on our board or in leadership positions] but I will be honest that it also hadn't been a stated priority. ... So it's not exclusion, but we have also not been as intentional there in terms of inclusion as perhaps we could be."

2.3. Lack of advocacy and limited awareness are also significant barriers.

The second most popular response out of the six explanations we offered as to why inclusion of people with disabilities has not happened in the social sector – with 18 percent calling it the top reason – was that **"no one specifically asked the organization to include people with disabilities and make it a priority."** To reiterate: Despite the fact that one-in-five Americans have a disability, that disability affects people of all ages and can happen at any point in one's life regardless of race, sex, or gender orientation, few are asking that disability inclusion be made a priority.

Q 8: Many organizations do not fully include people with disabilities. What do you think is the top reason why the inclusion of people with disabilities has not happened yet in so many organizations?

Figure 5. Question 8 Responses

Just one-in-five respondents (20 percent) say their groups ask members or grantees to intentionally include people with disabilities. Only 28 percent of respondents said their organizations ask grantees or members if their staff or board are representative of the populations they serve and of those, fewer than half (47 percent) even include disability as part of that query.

Open-Ended Survey Responses:

"When funders start to talk about it and ask about it, that drives nonprofits to pay more attention more quickly."

"There needs to be more advocacy for the issue as a component of DEI."

"[We need] funders who understand what is needed and are willing to help."

"If grantor organizations required information on inclusion (or, even better, minimum inclusion rates), nonprofits would focus attention and effort on this issue."

"Boards and major donors must lead the way to make this a priority."

Interview Excerpt:

"There's a lot of funder interest in physical conditions like vision and hearing and mobility and also the psychological conditions that affect the status of young children. So that's definitely part of their mission--there's a lot of funders interested in aging and of course disability is a part of aging. ... Disability is such a broad concept and covers such a wide range of conditions that you aren't going to see any one foundation cover [it] all."

Lack of awareness is another hurdle. People simply are not thinking about disability. Or when they do think about it, they gravitate toward potential obstacles rather than the potential for success. Despite the many ways in which disability intersects with nearly every other issue – abuse, education, employment, health care, homelessness, incarceration, literacy, etc. – few apply a disability lens to their work.

Open-Ended Survey Responses:

"I hadn't thought much on this area of exclusion until this survey."

"Our experience has been that there is so little exposure of people with disabilities to the general public that most people are simply ignorant."

"It's just something that many people do not think about, which can be exacerbated by the fact than many disabilities aren't visible or obvious."

"People are afraid to go down this road for fear they will mess up along the way and be sued."

"There is fear about the cost of equipment to enable a differently-abled staff member to excel."

"It's difficult to add inclusion of people with disabilities on our staff because we just don't have the resources to make accommodations."

"There needs to be more money made available for nonprofits to support these employees. Many of us work in old buildings and to make the building accessible, there is often a massive price tag involved."

"Nonprofits usually just scrape by as it is. Most of us don't have surplus funds to invest in programs like this."

"In my nonprofit experience, the primary barriers to inclusion of people with disabilities were access and resources. ... There was never a lack of desire to be inclusive, there just wasn't enough money or human resource to make the experience worthwhile or sustainable."

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2.4. Efforts and accommodations to include people with disabilities are insufficient.

Fewer than one-in-four people who work in the social sector (23 percent) say their organization makes intentional efforts to recruit people with disabilities (among foundations, it is just 14 percent). Whether for employment, internships, volunteer and/or board positions, nearly half of survey respondents (46 percent) admit their organization does nothing on this front. (Among foundation respondents, 53 percent said their organization makes no effort here.) A full quarter of all respondents (25 percent) say they are not sure if their employer actively tries to attract people with disabilities, suggesting that even if such strategies exist, they aren't very noticeable or well-known.

Interview Excerpt:

"I don't see a lot of folks in the sector who have self-identified as having disabilities. I certainly don't see a lot of physical disability and I can't think of anyone that I have met who might have other invisible disabilities, or that the person might be willing to share. You don't see a lot of representation across the board in our day-to-day--this is just my anecdotal observation."

Q 18. Has your organization made an intentional effort to recruit individuals with disabilities for employment, interns, volunteers and/or board positions in your organization?

Figure 6. Question 18 Responses
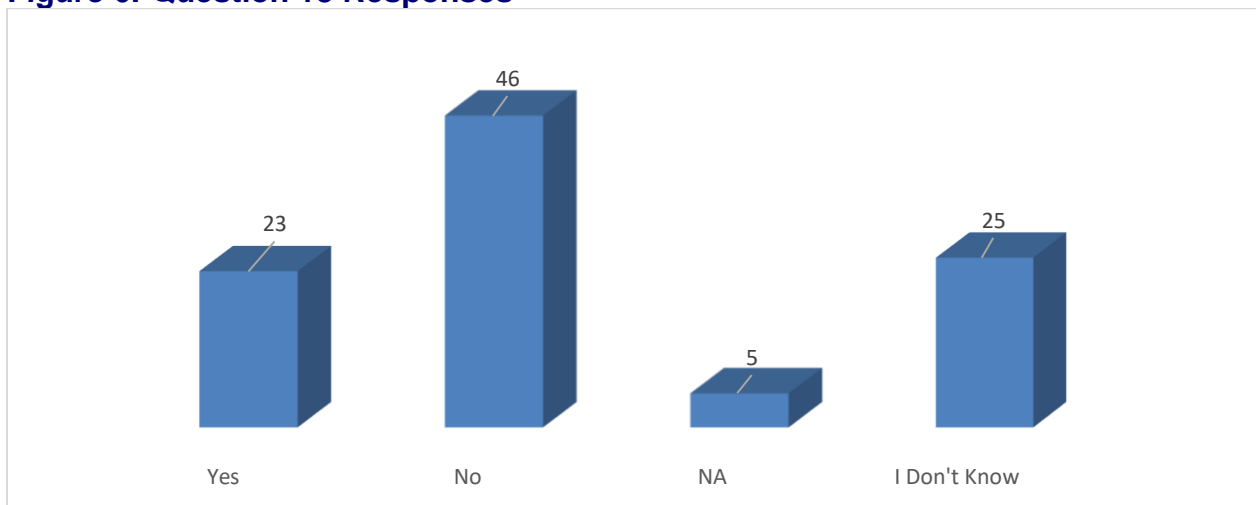
If attracting people with disabilities is not a priority, then it is no surprise that providing accommodations for people with disabilities is not top of mind either. Fewer than half (41 percent) of our respondents say their organization has a process where employees, board members, or volunteers can request and receive needed accommodations to help them succeed in their roles.

Open-Ended Survey Responses:

"I suspect one barrier is the perception that finding capable, well-educated people with disabilities to fill roles is hard, or that we've already done what we can to seek out these populations. I think our HR department posts jobs on the 'usual' sites and expects that individuals with disabilities have the same opportunity and likelihood to find and access those postings. There doesn't seem to be a deliberate and concerted effort to reach people with disabilities where they are."

"As a disabled executive, I have had many issues with trustees and staff members who are not inclusive, do not help, and sometimes 'doubt' the level of my disability."

"On the non-HR side, there is a taboo around pointing out the opportunities associated with hiring for equity and diversity. I feel like if I openly bring up the fact that we only appear to have two staff members with disabilities and that they are not in management or leadership positions (even if I do so diplomatically), I would be perceived as negative and problematic."

"Leadership needs to step up and make a real effort, including directing HR to do more targeted recruitment."

"We need to attract more people with disabilities to apply for jobs with us. They are not on our radar."

2.5. Convenings and communication exclude people with disabilities.

Foundations and nonprofits wield considerable power in their ability to convene and communicate. Although a sizeable majority (72 percent) say their organizations have "public and explicit" policies stating that people with disabilities cannot be denied equal opportunity to participate in services and activities, few take simple steps to make their programming truly accessible. For example, just 14 percent ensure that video content has captions for hard of hearing viewers, even though it is free and easy to do. Only 17 percent say their websites are properly set up to work with screen readers to make them accessible to those with low vision.

A majority (59 percent) say their events are always held in physically accessible spaces with accessible parking and transportation options for people with physical disabilities, but fewer than one-third (30 percent) allow participants at public events to request accommodations like sign language interpreters, live captioning, or food allergy alternatives.

Interview Excerpts:

"We haven't had any requests for accommodation [and] I hope we don't put anything out there that suggests we're not open to it. But we haven't very explicitly invited it."

"A couple of years ago, we did a series of videos and they were closed captioned up on the website. So, I think we've tried our best to be cognizant of that and do things."

"We will be talking with our website designer about some of the ability equity questions that you raised in the survey that had not occurred to me before."

"We do a lot of webinars which we then record [but] I never even thought about the question is it possible for us to somehow make them captioned."

Open-Ended Survey Response:

"Some of the questions you asked made me cringe that we hadn't thought of it, even though the actions seem simple enough."

Communications is another area where the social sector can do better. Even when doing so is easy, foundations and nonprofits are squandering opportunities to normalize and promote inclusion. For example, just 38 percent say their organization's own materials (websites, marketing information, brochures) depict people with visible disabilities, such as those who use wheelchairs, white canes, or service animals. This kind of inclusion matters – it is precisely why we work with the entertainment industry to encourage more accurate portrayals of people with disabilities, including in the background.

3. Steps Forward

So how do we improve? Our survey findings offer some insight and direction:

3.1. Talking about people with disabilities in a positive way is a good first step.

We suffer from crisis fatigue. The tendency in the social sector to catastrophize the issues we care about and present them in the most drastic terms possible does not work here. And it is not helpful or necessary, given the hopeful potential that exists with inclusion efforts.

When we tested various statements about inclusion for people disabilities, respondents were clearly drawn toward positive messaging. By far the most compelling argument was, ***"Organizations are at their best when they welcome, respect, and include people of all backgrounds. This includes people with disabilities,"*** selected as the top choice out of five options by nearly half (44 percent) of respondents.

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Nearly a quarter (24 percent) chose, **_"Problems are best solved by working with people who have experienced them first hand and know solutions that work. Just like issues that impact people of different racial, ethnic or other backgrounds, people with disabilities should be involved in solving issues that impact them."_**

Another 18 percent chose, **_"Our nation was founded on the principle that anyone who works hard should be able to get ahead in life. People with disabilities deserve equal opportunity to earn an income, achieve independence and be included, just like anyone else,"_** as the most compelling reason.

These three statements are imbued with optimism and confidence.

Negative messages – like _"Only 1 in 3 people with a disability has a job. People with disabilities are twice as likely to be poor as people without disabilities. They are disproportionally impacted by issues of school suspension and dropping out, unemployment, homelessness, abuse, incarceration and other issues,"_ – were found to be most compelling by just seven percent of respondents. When we asked which of the five was the second most compelling reason, again the responses clustered around the positive messages and there was very little support for those that were negatively framed.

Q 10. What do you think is the most compelling reason to include and increase opportunities for people with disabilities?

	All Respondents
Organizations are at their best when they welcome, respect and include people of all backgrounds. This includes people with disabilities.	44%
Problems are best solved by working with people who have experienced them first hand and know solutions that work. Just like issues that impact people of different racial, ethnic or other backgrounds, people with disabilities should be involved in solving issues that impact them.	24%
Our nation was founded on the principle that anyone who works hard should be able to get ahead in life. People with disabilities deserve equal opportunity to earn an income, achieve independence and be included, just like anyone else.	18%
Companies including Microsoft, JPMC, Coca-Cola and others have seen that talented people with disabilities can bring unique experiences, innovation and determination to organizations. It is time for nonprofits and philanthropy to benefit from what people with disabilities CAN do.	8%
Only 1 in 3 people with a disability has a job. People with disabilities are twice as likely to be poor as people without disabilities. They are disproportionally impacted by issues of school suspension and dropping out, unemployment, homelessness, abuse, incarceration and other issues.	7%

Q 11. And what would be your second choice?

	All Respondents
Organizations are at their best when they welcome, respect and include people of all backgrounds. This includes people with disabilities.	28%
Problems are best solved by working with people who have experienced them first hand and know solutions that work. Just like issues that impact people of different racial, ethnic or other backgrounds, people with disabilities should be involved in solving issues that impact them.	27%
Our nation was founded on the principle that anyone who works hard should be able to get ahead in life. People with disabilities deserve equal opportunity to earn an income, achieve independence and be included, just like anyone else.	22%
Companies including Microsoft, JPMC, Coca-Cola and others have seen that talented people with disabilities can bring unique experiences, innovation and determination to organizations. It is time for nonprofits and philanthropy to benefit from what people with disabilities CAN do.	13%
Only 1 in 3 people with a disability has a job. People with disabilities are twice as likely to be poor as people without disabilities. They are disproportionally impacted by issues of school suspension and dropping out, unemployment, homelessness, abuse, incarceration and other issues.	10%

Similarly, when asked about facts that convey the importance of inclusion of people with disabilities, positive framing was much more appealing. Given six choices and asked to identify the single most compelling fact about why increasing inclusion of people with disabilities is important, more than a third (37 percent) of respondents chose, *"Studies show that 70% of people with disabilities want to work and that the majority of young people with disabilities can get jobs and careers when they are given the right opportunities and supports."* Nearly another third (30 percent) chose the optimistically worded, *"Most accommodations to include people with disabilities are simple, free or low cost. With new technology and best practices, more people with disabilities can be included successfully."*

People were far less likely to resonate to dry, basic facts like, *"32 percent of Federal prisoners, 40 percent of people in jail, and the majority of women who are incarcerated have a disability"* and *"There are more than six million children with disabilities, including more than a million black/African American and 1.5 million LatinX students with disabilities in our schools today,"* which garnered just three percent and four percent respectively. Again, when we asked for the second most compelling fact, the responses clustered around those with a positive or hopeful presentation.

Q 12. Which one of these facts is most compelling that increasing inclusion of people with disabilities is important?

Figure 7. Question 12 Responses

Label	Percentage
32% of Federal prisoners, 40% of people in jail and the majority of women who are incarcerated have a disability.	3%
There are more than six million children with disabilities, including more than a million black/African American and 1.5 million LatinX students with disabilities in our schools today.	4%
Only 35% of working age people with disabilities has a job and the poverty rate of working-age people with disabilities is over twice that of persons without disabilities (29% compared to 13%).	10%
Fully 1 in 5 people have a disability.	16%
Most accommodations to include people with disabilities are simple, free or low cost. With new technology and best practices, more people with disabilities can be included successfully.	30%
Studies show that 70% of people with disabilities want to work and that the majority of young people with disabilities can get jobs and careers when they are given the right opportunities and supports.	37%

Q 13. And, what would be your second choice?

Figure 8. Question 13 Responses

5%	8%	14%	17%	27%	29%
32% of Federal prisoners, 40% of people in jail and the majority of women who are incarcerated have a disability.	There are more than six million children with disabilities, including more than a million black/African American and 1.5 million LatinX students with disabilities in our schools today.	Fully 1 in 5 people have a disability.	Only 35% of working age people with disabilities has a job and the poverty rate of working-age people with disabilities is over twice that of persons without disabilities (29% compared to 13%).	Most accommodations to include people with disabilities are simple, free or low cost. With new technology and best practices, more people with disabilities can be included successfully.	Studies show that 70% of people with disabilities want to work and that the majority of young people with disabilities can get jobs and careers when they are given the right opportunities and supports.

Expanded inclusion for people with disabilities *is* hopeful and positive, so why should we not talk about it that way? Providing opportunities for people with disabilities is constructive and important. Presenting it as another crisis does not help the cause. What does help:

Open-Ended Survey Responses:

"Showing positive examples of the contributions people with disabilities are making in their communities and workplaces to help shift ideas and bias."

"Leading by example, promoting the positive outcomes and impacts of hiring and including individuals with disabilities in our diverse workforce. Help others to realize that there is a large untapped workforce that can meet many needs of any employer."

"Engaging with those that are different and seeing that there are commonalities, they are competent, etc., seems to be the factor that can change hearts and minds."

"A lot more discussion, news and social media especially highlighting success stories so the general population can become educated and enlightened."

3.2. Make it your policy.

Talking the talk helps with walking the walk. It increases awareness. It leads to action. It is both a reminder and a commitment. As it pertains to disability inclusion, by nearly every measure in our survey, organizations with diversity, equity and inclusion (DEI) policies do better than those without. Organizations with DEI policies *that specifically include disability* do better still. From representation on the board to representation in marketing materials, from staff trainings to public events – organizations who say disability inclusion matters to them are taking steps to prove it.

	Orgs With No DEI Policy	Orgs With a DEI Policy	Orgs With a DEI Policy That Includes Disability	Orgs With People With Disabilities Among Board, Staff or Leadership
Board includes people with disabilities	17%	**26%**	**34%**	**45%**
Professional leadership includes people with disabilities	11%	**22%**	**28%**	**38%**
Staff overall includes people with disabilities	27%	**47%**	**57%**	**81%**
Organization has made intentional efforts to recruit people with disabilities for employment, internships, volunteer or board positions	15%	**26%**	**34%**	**38%**
Organization asks members or grantees to intentionally include people with disabilities in their work	10%	**23%**	**28%**	**25%**
Organization depicts people with visible disabilities in marketing materials	28%	**41%**	**50%**	**53%**
Organization has an explicit public policy that people with disabilities cannot be denied an equal opportunity to participate in services and activities	58%	**77%**	**82%**	**81%**
Events always are held in physically accessible spaces	49%	**63%**	**67%**	**71%**
Website is set up properly for screen readers for people with low vision	9%	**19%**	**24%**	**24%**
All video content has captions for people who are deaf or hard of hearing	5%	**17%**	**21%**	**20%**

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	Orgs With No DEI Policy	Orgs With a DEI Policy	Orgs With a DEI Policy That Includes Disability	Orgs With People With Disabilities Among Board, Staff or Leadership
Public events enable people with disabilities to request accommodations such as sign language interpreters, live captioning, or food allergy alternatives	21%	34%	**38%**	**40%**
There is a process for employees, board, or trustees to request and receive accommodations if needed	20%	49%	**56%**	**58%**
Learning opportunities for staff include disability as an area of focus	23%	39%	**51%**	**48%**

Interview Excerpt:

"When we publicize our conference making clear that inclusion and access is a priority for us and that if you have questions whatsoever about that or you need anything, all you have to do is come and talk to us. Just sending those messages is important. I'm not going to assert that we're some form of best practices. I think we're working on all this stuff."

3.3. Make it your practice.

Declaring your commitment to disability inclusion is meaningful to be sure, but actually **hiring people with disabilities is leadership by example**. After all, problems are best solved by working with people who have experienced them firsthand and know solutions that work. Organizations that include people with disabilities among their board, leadership, or staff are far more likely to be walking the walk.

For example, 78 percent of organizations whose board, leadership, and staff include people with disabilities have made a public commitment to DEI, compared to 72 percent of the entirety of our survey. A much more pronounced difference exists in whether those DEI policies specifically mentioned disability: 83 percent vs. 68 percent.

Nearly half – 48 percent – of organizations whose board, leadership, or staff include people with disabilities have provided staff DEI learning opportunities that included disability as an area of focus. Among the total, just 35 percent have done so.

Perhaps not surprisingly, organizations whose board, leadership, or staff include people with disabilities have more inclusive internal policies and hiring practices. They are more likely to make intentional efforts when recruiting staff (38 percent vs. 23 percent of the total). They are more likely to ask members or grantees to intentionally include people disabilities in their work

(25 percent vs. 20 percent.) They are more likely to have publicly-stated policies that specifically say the organization cannot deny people with disabilities equal opportunity to participate in services and activities (81 percent vs. 72 percent). They are more likely to have a process where employees, trustees, board members, and volunteers with disabilities can request and receive accommodations as needed so that they can succeed in their roles (58 percent vs. 41 percent).

And they are not just doing better internally. Their public practice is also more welcoming. Organizations whose board, leadership, or staff include people with disabilities are also more likely to show people with visible disabilities in their marketing materials (53 percent vs. 38 percent). For every external-facing inclusion measure we asked about – website compatibility with screen readers, captioning on videos, events held in accessible venues, accommodations such as sign language interpreters – organizations whose board, leadership, or staff include people with disabilities did far better than the survey total.

Although, it is important to note that some of these findings still are dismal. One example is the fact that even among organizations with people with disabilities among their board, leadership, or staff, only one-in-five use captions on all their video content to ensure that people who are deaf or hard of hearing can participate. This is especially telling as so many millions of people rely on captions in order to understand content, and it can be free and instant to put them on videos via YouTube.

	All Respondents	Organizations With People With Disabilities Among Board, Staff, or Leadership
Events are always held in physically accessible spaces that have accessible parking or transportation options	59%	**71%**
Website is set up properly for screen readers for people with low vision	17%	**24%**
All video content has captions for people who are deaf or hard of hearing	14%	**20%**
Public events enable people with disabilities to request accommodations such as sign language interpreters, live captioning, or food allergy alternatives	30%	**40%**

Ensuring a fully-accessible website, including both captions and audio descriptions for all products, is important for those who have either visual or auditory disabilities. People who have both auditory and visual disabilities are not only consumers of the information put out by nonprofits and foundations but also may be among the population served by the work of the organization. This assistive technology ensures they are accessible to all. For websites, add tags, captions, a site index and alt text to images. Ensure that all videos have captions. Video hosting sites such as YouTube have free tools that allow users to add automated subtitles to their clips, but this is not as reliable. Auto-captioning is not always perfect. We would recommend ensuring the accuracy of the captions. Vimeo allows its users to upload transcripts to create captions. Making a transcript of the video available online is also an incredibly helpful resource for users

who have auditory disabilities, like Deafness or who are Hard of Hearing. Many of these things also increase Search Engine Optimization, increasing a website's reach and readership.

Does the actual inclusion come first and lead to more awareness and better policies? Or do the policies come first and lead to more inclusion? Our survey does not say, but the correlation is undeniable. Groups whose board, leadership or staff include people with disabilities are far better at inclusion than others in the field.

Open-Ended Survey Responses:

"Having persons with disabilities on staff, in planning committees and as major contributors to events or campaigns will lead to more acceptance and inclusion. Essentially, just 'doing it.' As more people with disabilities are included, there will be more visibility and awareness and that will grow the acceptance and inclusion rates."

"If people were able to see themselves in the place of someone with a disability – or if they had the chance to really know someone or work with someone with a disability – that would really help people see the issue beyond their preconceived notions."

"We are usually hesitant to accept someone who is different from ourselves because we are not informed. Education, information, and training is always a place to start when it comes to accepting change."

3.4. Lead with intent. Efforts (or deficiencies) in the social sector are magnified far beyond our own organizations.

Foundations and nonprofits know better than anyone that change does not just happen. Systemic change is premeditated, planned for, and purposefully done. Our field prides itself on thinking long and hard about how best to effect change and improve the world. Our funding dollars influence trends and behavior far beyond our own walls. Our actions provide a model for service as well as the services themselves.

And clearly the will is there. We asked respondents about tools, training, and resources to support the work of including people with disabilities, and interest was overwhelming. A majority of respondents said they would find it helpful to have training in accessible and inclusive communications (technology, website, social media); training in recruiting, hiring, retaining, and succeeding with employees, volunteers, and board members with disabilities; free online tools and training they could use anytime; as well as training in disability etiquette. Nearly half – 42 percent – said it would be helpful to receive money to create accessibility and/or accommodations for people with disabilities.

Additionally, more than a third of respondents said it would helpful to have information and training on how to add the disability lens to work on issues faced by marginalized people; as well

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as training in physical, programmatic, and event accessibility; and data on people with disabilities and the groups and programs serving them in their specific geographic area. Just seven percent said no resources were needed.

Key takeaways from this research are that leaders should not wait to be asked and funders should be more instructive in their direction. Additionally, people with disabilities need to speak up, although it is not solely their responsibility to advocate for these overdue changes A person with a disability may not be an expert on every kind of disability and they do not want to carry the baggage of being the "disability voice" in an organization any more than a single person from any other marginalized community in an office wants to speak on behalf of all people from that group. As with all with DEI efforts, there must be experts on a wide variety of inclusion issues involved in the core development of policies and practices.

Our field is creative, scrappy, innovative, and committed. If *we* aren't leading on behalf of people with disabilities, it diminishes us, and them, and society. If *we* don't do this, who will?

Interview Excerpts:

"We do not call out disability as specific in a way ... My hope and belief is that will shift over time as we become more, as we continue in our work. We are literally, I feel just at the beginning of this journey here. What I can offer is a commitment and a desire for that to happen and that means money, and time, and people and conversation and willingness to shift as needed. I'd love to have this exact conversation with you in a year...just to see where we are and how far we've gotten."

"What we could use right now is good ideas for the kinds of programming that would be useful for the kinds of ways this can be a piece of everyone's mission. No matter what you're giving to, whether it's the arts or education or criminal justice or whatever, chances are there's a thread that includes this work."

"Our heart's in the right place and I think that everybody [here] has a high level of humility. So, that makes us teachable, right? It means we ask our friends how do we show up for them, our members, people of disenfranchised communities. How can we stand up with you or for you? I feel like that's a good thing. We have the good raw material to start with. But that's about it right now. And I think seeking to do the right thing is a good quality. You know at least we have that."

"While inclusion and diversity are core organizational values, this has been primarily framed in terms of race, gender, ethnicity, LGBTQ identity, and immigration status. It would be good for us to also have staff representation who are people with disabilities, and we would be open to suggestions as to how to make this work."

Open-Ended Survey Responses:

"Nonprofits need to be more aware of the technology that is available to make their offices accessible. For example, our blind staff member has a device which allows her to read her notes in Braille during a live presentation. Many people may not be aware that these devices are out there and oftentimes people believe people with disabilities are less capable."

"[It would help if we had] grants that explicitly require people with disabilities to be served, on staff, etc."

"More team work and workplace structures that don't expect one person to be able to accomplish everything on their own. More shared responsibility would help hiring managers look beyond a deficit that one person may have and focus on the assets that an entire team has. I think there's general fear that people with disabilities will be a burden on the organization and our colleagues. If we expect one person to be able to do everything themselves, that will be true (and every employee will experience failure because none of us are able to do everything on our own). A focus on group assets, rather than individual deficits, would create space and acceptance for everyone to bring their highest and best abilities, and make it acceptable to expect us to fill in each other's gaps."

"Hiring disabled workers and taking time to train them, has resulted in increased confidence and talent. They were treated and held accountable just like every other staff member."

"Many of the seeming barriers to entry are easily overcome with clear communication – it needs to be more commonplace to hold the discussions to ensure success for all."

"I think nonprofits are generally quite committed to diversity and inclusion. Making sure people understand that diversity includes people with disabilities is critical."

"People need to JUST DO IT."

4. How to Include People with Disabilities

In light of all of these findings, you are probably asking, "How do I make this better?" Others have asked that too and there are several peer organizations in the social sector making monumental strides to include people with disabilities. The Ford Foundation, Jewish Federation of Greater Washington, MacArthur Foundation and others have made great strides on journey to fully include people with disabilities. Each of these organizations is stronger and more successful in their work because of these efforts, and in working with them and others, RespectAbility has developed a proven roadmap.

Inclusion is not like a light switch that simply gets turned on or off. It is more like a dimmer switch that you push forward into the light with intentionality, focus, and performance metrics. It is a journey, not a simple checklist.

To help our social sector colleagues, we humbly offer these suggestions in response to some of the more challenging findings from the study.

4.1. Changing Our Culture and Priorities

While 72 percent of organizations represented by survey respondents have made DEI a priority, only 68 percent of those groups have mentioned disability as an area of focus or concern. In comparison, 93 percent mention race. Similarly, while 78 percent of groups represented in the survey have provided DEI training to staff, only about one-third (35 percent) have included training on disability. So, what can we do?

1. **Communicate from the top that all people, including people with disabilities, have value and are respected and openly welcomed.** This may seem obvious but making the extra effort as it pertains to people with disabilities is important. It should be part of the organizational DNA. Your Board chair, CEO, senior leadership, and staff need to be explicit about the importance of fully including people with disabilities. Websites and all other materials should clearly communicate that disability inclusion is a part of the organization's vision, mission, and values. It should be an intentional consideration at every stage, not merely assumed or tacked on as an afterthought. Inclusion of all people should be a core consideration of policies, budgets, staffing, recruiting, and planning. Organizations should regularly and repeatedly state that people of all races, ages, abilities, sexual identities, gender orientations, faiths, and other backgrounds are welcomed. These declarations can be made out loud by leadership as well as in publications and on social media. It also must be clear in both word and deed that should the organization or any of its employees, events, or materials make anyone feel unwelcome or inequitably treated, they want to know about it right away, and it will be addressed. (And then of course, follow through on that promise).

2. **Acknowledge, understand, and embrace the widespread nature of disability. Disability touches every demographic category – gender, age, race, sexual orientation, etc. and impacts most people eventually through accident, illness or aging.** 56 million Americans have a disability. When you include the loved ones of people with disabilities, according to polls. the size of the extended disability community is 63 percent of Americans. Some people have disabilities from birth, while others acquire them due to accident, aging, injury, or illness. Certain disabilities are obvious because they require use of a wheelchair or have noticeable physical attributes. However, most disabilities, including those related to learning, attention, mental health, or chronic pain, are invisible and many people with invisible disabilities are still "in the closet" due to stigma.

   For example, it may not be apparent to you that a longtime board member or large donor is hiding progressive hearing or vision loss, or that a coworker lives with depression, anxiety, or chronic pain. Keep this in mind when considering inclusive practices, as they matter as much for your board room and your office as for public events. Remember that

each grant you make, every program you manage, and all events your organization holds or supports are likely to touch people with disabilities.

For groups focusing their good work on marginalized populations, this is particularly important. While disability impacts people of all backgrounds, people with multiple marginalized identities (i.e. people of color and/or English language learners who also have a disability) face double discrimination. They are more likely to experience homelessness, live in poverty, or become incarcerated. By incorporating best practices for intersectional issues, you are more likely to increase your success and theirs.

3. **Walk the walk (or roll the roll) and help your grantees and members do the same.** You would not fund programs or sponsor events that deny access to women or people of color and the same should be true for discrimination against people with disabilities. Just one out of five organizations (20 percent) represented in our survey ask their grantees or members to include people with disabilities in their work. Funders can make a big impact by encouraging or requiring that organizations intentionally include the 1-in-5 people who live with some form of disability, by making their work accessible and by helping them budget accordingly.

4. **Make sure people with disabilities are part of the solution.** People with disabilities are ready to contribute their lived experiences to problem-solving and deserve a seat at the table. Because one out of every four adults in America has a disability (including physical, sensory, cognitive, mental health, or other disabilities), it should be a part of your practice to make sure the disability population is represented in leadership and throughout the staff. Our research shows that doing so is a key component to doing better on disability issues across the board. People with disabilities have valuable insight and experience to share as it pertains to disability inclusion (as well as to every other issue apart from disability). Just like when organizations take on issues that affect people of different racial, ethnic, or other backgrounds, people with disabilities should be involved in working on matters that impact them.

4.2. Staffing and Training

Organizations are at their best when they welcome, respect, and involve people of all backgrounds, including people with disabilities. Corporate America already is learning this: Microsoft, Google, Ernst & Young, J.P. Morgan Chase and others are going to great lengths competing for talent and including people with disabilities. A study of 45 U.S. companies by Accenture found companies that recruit and support employees with disabilities have twice the net income and 28 percent higher revenue than those that do not. The Accenture study also found that disability inclusion efforts are a boon to employers regarding increased innovation, improved shareholder value, improved productivity, and enhanced reputation.

The social sector also should actively be looking to put people with diverse disabilities on boards, committees, and staff. Doing so helps make organizations stronger and better able to meet the needs of the populations they serve.

Despite this, fewer than a quarter (23 percent) of respondents in our survey say their organizations make intentional efforts to hire people with disabilities and fewer than half (41

percent) say a process exists where employees, board members, or volunteers can request and receive needed accommodations to help them succeed in their roles. Some ways to improve:

1. **Recognize the talents of people with disabilities.** The public largely views people with disabilities as warm and kind, but not necessarily competent. However, people with disabilities can be exceptionally talented. After all, Beethoven was deaf, Harriet Tubman had epilepsy, Selena Gomez has lupus, Richard Branson is dyslexic, and Steven Hawking had ALS. Some of the most successful, popular, and consequential people in history lived with disabilities.

2. **Create a plan to both hire and retain employees with disabilities and use vendors that do the same.** Only 23 percent of social sector employees surveyed say their organizations make any intentional efforts to recruit people with disabilities for employment, interns, volunteers and/or board positions in their organizations. The work of these organizations would more accurately reflect the communities they serve if people with disabilities are involved. Look to places like RespectAbility, Disability:IN, National Organization on Disability and the Job Accommodation Network (ASKJAN.org) for resources in recruiting, hiring, retaining and promoting employees with disabilities.

3. **Make a commitment to enable people with disabilities to develop peer relationships, build social skills, and respect and accept each other.** Many successful companies, such as EY, JPMorgan Chase, Coca-Cola and others have "Employee Resource Groups" for their employees from historically marginalized groups, including people with disabilities. Such efforts should also extend to people with disabilities. How many employees with disabilities, or employees with family members with disabilities, does your organization have? Do they have a support system with other members of the team? A voluntary, employee-led affinity group for people in similar circumstances could make a big difference.

4. **Provide training to make inclusion successful. Inclusion is a lot less expensive than most people think, but it still takes intention to do it effectively.** Every organization should provide staff training to achieve success. Sessions on disability etiquette and recruitment can make everyone more comfortable with an inclusive workplace. Helpful tools are available online for free from www.RespectAbility.org or www.ASKJAN.org.

5. **Update facilities to make them more welcoming to people with disabilities.** Facilities should be modernized to accommodate those with disabilities. Important items include adding ramps, widening doorways, ensuring accessible bathrooms and adding automatic openers to main office doors. If renting, some landlords will install accessible features, such as electronic door openers and accessible bathrooms, for free or low cost. Public events should be held only in accessible locations.

6. **Hire an inclusion director/coordinator to ensure your organization is ready to meet the needs of community members with disabilities.** This does not need to be expensive. Trained professionals can be hired as part-time employees. Numerous special educators, therapists, and social workers working in public schools or other institutions may be available to consult on a part-time basis. Be sure to try to find qualified people with disabilities for these roles whenever possible as they can bring valuable experience to your team.

7. **Understand the role of personal care assistants.** Some people may need a personal care assistant to eat, communicate, use the toilet, or handle another issue. They aren't there to get involved in interactions with friends or coworkers. Their role is to "aid and fade" so people with disabilities can work or make friends. Aides only are involved in interactions at the direction of the person they assist.

4.3. Communication

Websites and social media are the equivalent of a storefront or lobby. And while no organization wants a person who is deaf or blind to walk in only to be turned away with no attempt to communicate, this happens often at the digital front door. For example, just 14 percent of social sector organizations represented in our survey are producing video content with captions for hard of hearing viewers, even though it often is free and easy to do. Only 17 percent say their websites are set up properly to work with screen readers to make materials accessible to those with low vision. There also is a significant gap in making sure that the content itself sends an inclusive message. Here are a few simple steps to ensure both personal and digital communications convey inclusive values:

1. **Use appropriate language and etiquette.** Two good rules to keep in mind are 1) to always err on the side of language that does not paint disability as inherently negative, and 2) "Ask the Person." Notwithstanding any style guide, the most important indicator of respectful language is that you honor the preference of the individual with whom you are speaking. The use of certain words or phrases can express bias unintentionally. In all of your communication, try to use appropriate terminology. Some helpful hints:

    a. **Refer to people respectfully and how they want.** For example, many people with disabilities prefer "people-first language," which respects human beings and their strengths, rather than defining them by their disabilities. An example of people-first language is referring to a child with Down syndrome by his or her name, not the "Down syndrome kid." People-first language puts the focus back on the people, not on the disability.

       On the other hand, some within the Deaf community prefer the term "Deaf person" as opposed to "person who is deaf" and some people with low or no vision prefer the term "blind." Among people on the Autism spectrum, some prefer to be called Autistic people or Autistics rather that people with Autism because they consider their disabilities to be inseparable parts of who they are. Just as you may ask people for their gender pronoun preferences, you should **ask people with disabilities how they prefer to be identified**.

    b. **Use the word "disability."** Terms like "physically challenged," "special" and "differently-abled" are seen by some as patronizing. While such terms may seem to equate disabilities with positive qualities, many people see them as needlessly euphemistic, and frequently such words are not used by the people to whom they refer. In addition, people with disabilities are protected under the Americans with Disabilities Act; people with "special needs" are not.

    c. **Think about other language you use.** Similar to terminology used with regard to race and sexuality, what is considered acceptable language about disability has

changed over time. Words that once were widely used now are considered to be offensive, have negative connotations, or imply inferiority. Other terms are outdated medical or colloquial. Avoid such words as "handicapped," "suffers from," "crippled," or "wheelchair-bound." A wheelchair is a tool of liberation that allows a person who would not otherwise be able to move around to have relative freedom. Similarly, disability is a fact of life and, like other facts of life, sometimes can have unpleasant consequences. Just as you would never say someone "suffers from a family" even though they may suffer when a loved one gets hurt or dies, it is inappropriate to refer to the fact of disability as a form of suffering just because it has the potential to lead to suffering like so much else in life. Some other words and phrases to avoid:

   i. **People without disabilities are not "normal." Saying "normal" implies that people with disabilities are "abnormal."** While people without disabilities often are referred to as "able-bodied," some members of the disability community oppose that usage because it implies that all people living with disabilities lack "able bodies." Instead, use the term "nondisabled," "does not have a disability" or "is not living with a disability." In some cases, the word "typical" can be used to describe a nondisabled condition.

   ii. **People with disabilities should not automatically be described as "inspirational" or "courageous" just because they have a disability.** Using those words can lead to what some refer to as "inspiration porn," which assumes that disability itself is so terrible that the mere act of living a normal life with a disability is inspirational. Like anything that turns another human being into a simplified foil or object of pity, the ultimate result is to deny the complex humanity of the person with a disability.

   iii. Other terms to avoid can be found in this companion piece to the National Center on Disability and Journalism's Style Guide: http://ncdj.org/2015/09/terms-to-avoid-when-writing-about-disability.

   d. **Use the Disability Language Style Guide and related resources. For more on this topic, The National Center on Disability and Journalism (NCDJ) provides the industry's only disability language style guide.** The guide is intended for journalists, communication professionals and members of the general public who are seeking the appropriate and accurate language to use when writing or talking about people living with disabilities. It covers general terms and words on physical disabilities, hearing and visual impairments, mental and cognitive disabilities and seizure disorders. Please note that many of the language suggestions used by RespectAbility in this report and elsewhere are based on these NCDJ guidelines: http://ncdj.org/style-guide.

2. **Ensure your communications are accessible.** Using captions on all audio and video files and making websites that work with screen readers allows the millions of people with hearing difficulties and low vision to have access to your material. Adding text descriptions, often called "alt text" or "alternative text," to charts, graphs, images and maps so they are discernible by assistive technology is important as well. Other ways to

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make online content more accessible include using a site index and adding descriptions for materials presented visually. Conduct usability studies for your websites to verify that they work effectively with screen reading and other assistive technology. Ask a person who is blind and regularly uses adaptive computer technology to road test your website and social media. Have a plan in place to ensure that social media postings are accessible, including blog posts and newsletters. While some technologies allow you to add alt text, others do not. To remedy that, short image descriptions can be included in each post. As a bonus, many of these efforts also increase your Search Engine Optimization and reach. If you want to learn more specifically about web accessibility, please view this webinar: https://youtu.be/hSrfeCk_Bzw.

Video hosting sites like YouTube provide free tools that allow users to add automated subtitles to their clips. This auto captioning is very helpful but not always perfect, so we recommend double-checking to ensure accuracy. Vimeo also has several options, including uploading your own timecoded transcript, or working with one of their paid transcription services, which will caption your video for a reasonable fee. Making a transcript of the video available online also is helpful.

3. **Show people with disabilities in photographs, infographics and other images on your website, in social media, and other materials.** Only 38 percent of respondents to our survey work at organizations whose materials depict people with visible disabilities such as those who use wheelchairs or have Down syndrome. This is easily resolved by using photos and other images of people with authentic disabilities next to their nondisabled peers. (But please don't put someone without a disability in a rented wheelchair to accomplish this.)

4. **Make it obvious that your policies are inclusive.** Promote steps you are taking to be more inclusive of individuals with disabilities. Websites and social media accounts should make clear that your efforts are important, intentional, and ongoing. Consider how the photographs and stories you share, the events you advertise, and language you use reflects that people with disabilities are welcomed, valued and included. Websites and social media are critical tools for sharing an organization's values and offerings.

**Example of non-discrimination language
that can be included on your website:**

"This organization provides equal employment opportunities (EEO) to all employees and applicants without regard to race, ethnicity, religion, sexual orientation, gender identity, national origin, age, disability, genetic information or veteran status. In addition to federal law requirements, this organization complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training. This organization expressly prohibits any form of workplace harassment based on race, ethnicity, religion, sexual orientation, gender identity, national origin, age, disability, genetic information or veteran status."

4.4. Event Planning: Inviting in the Public

Social sector organizations are proud of their convening power and for bringing groups together through programs and events. Yet while 72 percent of our survey respondents say their organizations have "public and explicit" policies stating that people with disabilities cannot be denied equal opportunity to participate in services and activities, too few take simple steps to make their programming truly accessible. For example, just 59 percent say their events always are held in physically accessible spaces with accessible parking and transportation options for people with physical disabilities. Fewer than one-third (30 percent) invite participants at public events to request accommodations like sign language interpreters, live captioning, or food allergy alternatives. Considerations like these should be part of all event planning.

1. **Ensure all program registration and sign up forms are accessible and include questions about accommodations so people can fully participate.** Offer people a way to sign up for an event without using a computer, like registering via phone. Common accommodation requests may be for ASL interpreters, live captioning, gluten-free and vegetarian food options.

2. **Be discreet and respectful.** Each accommodation request is an expression of trust by the person with a disability. Let people know in advance that your organization will keep any specific accommodation requests private – and then honor that promise. Treat accommodation requests like you would healthcare information.

3. **Share materials in multiple ways.** Handouts should be provided electronically before or during meetings and presentations for individuals who need to use technology to access and manipulate the materials. Some people may need larger font-sized handouts (16-point font or larger).

4. **Ensure the space is physically accessible.** There are some free, easy steps to take that can make an immediate difference. Keep interior spaces neat and organized so people with mobility limitations can easily navigate the area. Make sure seating is available throughout the entirety of the event including during parts when most people typically stand. Consider having assistive listening devices readily available. Remember that even accessible restrooms might present access challenges. If you have the option, find a wheelchair user to test it out.

Thank you taking the time to explore disability inclusion. Making an intentional effort ensures that people with disabilities are welcomed and treated fairly at events and in employment is critical to diversity, equity, and inclusion overall. General tips to keep in mind:

- Language matters. Use terminology that is inclusive.
- Treat adults with disabilities as adults. Baby talk is not appropriate.
- Speak directly to people with disabilities, not at their aide or sign language interpreter. Talk at eye level; if necessary, sit in a chair to be on the same level as a person who uses a wheelchair.
- Listen patiently and attentively to a person who has difficulty speaking; do not try to finish their thoughts for them.

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- Remember that a person's mobility equipment is part of their personal space. Don't move a wheelchair, cane, or scooter without their permission.
- Not all disabilities are visible or apparent, but this does not make them any less real.
- Be mindful that people with cognitive or psychological disabilities have varying ways of coping with their conditions.
- Please note it is considered offensive to pretend to have a disability, and disability simulation experiences should be done for design/navigational purposes only.
- If you are unsure how to interact with a person with disabilities, ask them!

In closing, it is clear from this study that nonprofits and foundations are full of good work and good will. Nearly three-quarters (72 percent) of people who work in the social sector say their organizations have a made a public commitment to DEI and have policies that prohibit the group from denying people with disabilities equal opportunity to participate in services and activities. Yet, even among this very well-intentioned group, most are not doing enough – or anything – to provide people with disabilities the access and accommodations they need so they can participate, just like anyone else. Many do not know what they do not know and often have not even thought about ensuring the inclusion of people with disabilities. Even among well-meaning groups who are doing a lot on DEI overall, disability is missing.

What keeps these seemingly supportive and innovative organizations from doing even the bare minimum? According to the survey, bias is the top reason, cited by more than one-third (36 percent) of respondents. Whether overt or implicit, prejudice against people with disabilities is a significant barrier to meaningful inclusion efforts. Hence, people with disabilities – whose talents are considerable and can help strengthen organizations – routinely are turned away. Indeed, only 24 percent of our survey respondents said their boards include even one person with a disability. This is despite the fact that the CDC says that 1-in-4 adults has a disability, and that 66 percent of our social sector respondents say their organizations serve people with disabilities. Additionally, few in positions of power specifically are asking that organizations make including people with disabilities a priority. This means funders and others in leadership positions are not requiring or even suggesting that attention be paid to disability inclusion.

Important to note, having a DEI policy that calls out disability as an area of focus, and including people with disabilities in board, leadership and/or staff positions, makes a big difference. Whether the policies come before the practice or vice versa is not clear from the data, but the correlation is unmistakable. By every measure, groups that are explicit about disability inclusion as a priority and groups with disability representation within their ranks are more likely to be taking action.

The good news is that this is starting to happen. 12.4 million people have jobs in the American nonprofit sector. In the last year, roughly [30 percent of all new jobs](#) for people with disabilities in the United States were created in the nonprofit sector.

- In 2017, 826,824 workers with disabilities had jobs with nonprofit organizations.
- The disability employment rate among nonprofit employers increased from 8.9 percent to 9.1 percent between 2016 and 2017.
- There were 33,922 new nonprofit jobs for people with disabilities in 2017.

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Clearly, the potential here is enormous for people with disabilities, nonprofit organizations and the people they serve.

Many steps to further the inclusion of disability in DEI initiatives are quite easy to take and come without cost. All that is required is the intention to do better. Learn more at https://www.respectability.org/inclusive-philanthropy.

For more information or to join us in these efforts, contact:
Jennifer Laszlo Mizrahi, JenniferM@RespectAbility.org
Franklin Anderson, FranklinA@RespectAbility.org
www.RespectAbility.org/inclusive-philanthropy

Appendix A: New York – California Comparison

Because so much of our sector is concentrated in New York and California (respondents from these two states accounted for about one-third of total survey-takers), we looked closely at that data for any stark differences, evidence of trends, or other insights.

Of the 969 total survey respondents, 136 came from New York and 225 from California. Our California cohort was slightly younger (48 percent were younger than age 50, vs. 39 percent for New York), and was more diverse (66 percent white vs. 80 percent for New York). There were more Californians from foundations (17 percent vs. 10 percent for New York) – though respondents from both states were overwhelmingly representative of nonprofits.

Interestingly, the Californians had closer personal relationships to disability: Nearly one-fifth of California respondents reported having a disability themselves (19 percent vs. 8 percent for New York). For every other disability-adjacent category we asked about (do you have a family member with disability, friend with disability, work on behalf of people with disabilities, etc.), Californians were more likely to answer yes in comparison to the national survey respondents. On the other side, New Yorkers were more likely to answer no.

But the similarities between the two groups, such as the following, were enough to make the places where differences did emerge worthy of note.

- 36 percent from each serve in CEO or executive roles;

- 72 percent from each say their organizations have made a specific, public commitment to diversity, equity, and inclusion;

- In both states those DEI policies specifically call out race, gender, sexual orientation/gender identity, disability, and ideology in numbers than do not differ outside the margin of error from the national average in our survey;

- Both New Yorkers and Californians overwhelmingly are drawn to positive messaging about disability inclusion as opposed to negative framing.

California is more intentional and inclusive than New York.

- In California, 28 percent say their organizations make intentional efforts to recruit people with disabilities for employment, internships, volunteer and/or board positions, compared to 18 percent in New York. More than one-in-four (26 percent) in California say their groups ask that members or grantees intentionally include people with disabilities in their work, compared to just one-in-six (16 percent) in New York.

- Californians were more likely to hold events in physically accessible spaces, with 61 percent responding that their organizations always do so, vs. just 50 percent for New Yorkers. Californians also were more likely to enable attendees at their events to request accommodations, through the registration form, like sign language interpreters, live captioning, and food allergy alternatives than New Yorkers were.

- When we asked respondents what kinds of tools would be helpful in their efforts to improve disability inclusion, Californians expressed much more interest in many of them.

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- o For training in disability etiquette, 63 percent of California respondents were interested, vs. just 51 percent for New Yorkers.

- o For information on best practices to create success for diverse children with disabilities, 29 percent of Californians expressed interest vs. 19 percent for New Yorkers.

- o More than a quarter of Californians (26 percent) thought it would be helpful to have resources for English language learners with disabilities vs. just 14 percent of New York respondents.

- o More Californians wanted information and training on how to add a disability lens to work on issues faced by marginalized people than New Yorkers, 42 percent vs. 34 percent.

- o Nearly twice as many Californians as New Yorkers (33 percent vs. 17 percent) were interested in information on how to enable job seekers with disabilities to receive the education, skills, and careers they need to succeed.

- o Californians also were much more interested in obtaining geographically relevant data on people with disabilities and the groups and programs that serve them, 41 percent vs. 23 percent).

- Californians were more likely to work in organizations where people with disabilities serve as board members and in other leadership positions. On these matters, California was higher than the national average and New York lower.

Californians see their own organizations as more diverse than New Yorkers do. Because they actually are.

- Californians report more people with disabilities at every level of their organizations:

  - o 29 percent of California boards include people with disabilities vs. 23 percent for New York

  - o 23 percent of California respondents say their organization has people with disabilities represented in their professional leadership or management, vs. 18 percent for New York.

  - o 51 percent of California respondents say there are people with disabilities on their staff overall, vs. 45 percent for New York.

- On our 1-5 scale, with 1 being "not diverse at all" and 5 being "very diverse," 59 percent of Californians gave their organizations a 4 or 5 as it pertains to racial diversity, compared to just 40 percent of New Yorkers.

- Californians see themselves as more diverse in terms of disability inclusion as well – 34 percent of Californians rate their groups a 4 or 5 for disability diversity, whereas just 25 percent of New Yorkers do.

- New Yorkers find their workplaces more diverse than Californians only regarding ideology and age.

- Staff trainings and other learning opportunities on the topics of LGBTQ+, gender issues, and disability are more common among organizations in California than those in New York. New York is below our national average on these issues, California is higher.

- Although there is an overwhelming desire for tools and training to help social-sector organizations better include people with disabilities, for five of the 12 specific types of resources we asked about, Californians were far more interested than New Yorkers – by at least 10 percentage points.

And interestingly, when we asked if our survey respondents would be either excited or concerned if they found out they would be working with a person with a disability, nearly three out of four (74 percent) of Californians said they would be excited, compared to just more than half (55 percent) of New Yorkers. The national average is 67 percent.

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Appendix B: The Survey Itself: Total, California and New York Data

View the topline data below. Total data is available online at:
https://www.surveymonkey.com/results/SM-58XDTG8TV/

1. **Please check all the following that apply to your organization:**

   TOTAL: Answered 964/Skipped 5
   CA: Answered 225/Skipped 0
   NY: Answered 136/Skipped 0

Answer	Total	CA	NY
Nonprofit organization	76%	72%	79%
Foundation	18%	17%	10%
Individual donor or Donor Advised Fund	4%	3%	3%
Faith-based organization	7%	3%	10%
Corporation	6%	5%	7%
Philanthropy-serving organization	8%	8%	7%
Government or public sector	5%	5%	1%
Consultancy	7%	8%	10%
Other	7%	6%	7%

2. **In which state do you live?**

   TOTAL: Answered 948/Skipped 21
   CA: Answered 225/Skipped 0
   NY: Answered 136/Skipped 0

   (Open-ended/Data N/A)

   Most of these questions are focused on diversity, equity and inclusion. We recognize that many leaders and organizations have just started their journeys on these issues. We honor your candid input, and we expect answers to many of the questions will be "no" or "don't know." Our intention is to take a snapshot of where philanthropy and nonprofits are at this moment and to identify what is needed or helpful to fill critical gaps in the field.

3. **Has the leadership of your organization made a specific commitment to diversity, equity, and inclusion that has been made public to management, staff, stakeholders, and the public?**

   TOTAL: Answered 931/Skipped 38
   CA: Answered 223/ Skipped 2
   NY: Answered 132/Skipped 8

Answer	Total	CA	NY
Yes	72%	72%	72%

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Answer	Total	CA	NY
No	21%	22%	20%
I don't know	7%	7%	8%

4. **If yes, check all the diversity areas you specifically named:**

TOTAL: Answered 589/Skipped 380
CA: Answered 187/Skipped 88
NY: Answered 84/Skipped 52

Answer	Total	CA	NY
Race	93%	95%	93%
Gender	87%	87%	92%
Sexual orientation/Gender Identity	73%	74%	77%
Disability	68%	69%	68%
Ideology	39%	37%	44%
Other	20%	27%	15%

5. **In the past 2 years, in what areas have you or your organization sought out additional learning opportunities for staff and leadership around diversity, equity and inclusion? Please check all that apply.**

TOTAL: Answered 820/Skipped 149
CA: Answered 199/Skipped 26
NY: Answered 117/Skipped 19

Answer	Total	CA	NY
Race	53%	52%	49%
LGBTQ+	38%	41%	36%
Religion	16%	13%	15%
Gender Issues	38%	41%	30%
Sexual Harassment	41%	46%	46%
Disability	35%	38%	33%
English-language learners/Immigrants	28%	32%	29%
Ideology	11%	9%	10%
None of the above	12%	10%	15%
I don't know	10%	8%	12%
Other	10%	12%	9%

6. **On a scale of 1-5, where 1 means not at all diverse, and 5 means very diverse, how diverse do you believe your organization is when it comes to the following groups?**

TOTAL: Answered 819/Skipped 150
CA: Answered 198/Skipped 197
NY: Answered 116/Skipped 20

Total	1 Not Diverse at All	2	3	4	5 Very Diverse
Ethnic/racial minorities	10%	19%	25%	19%	28%
LGBTQ+ community	16%	22%	27%	16%	18%
Gender	5%	11%	24%	26%	34%
People with disabilities	29%	26%	17%	9%	19%
Immigrants	25%	23%	22%	13%	18%
Age	2%	13%	27%	26%	32%
Religion	8%	18%	33%	18%	23%
Ideology	10%	25%	35%	14%	16%

California	1 Not Diverse at All	2	3	4	5 Very Diverse
Ethnic/racial minorities	6%	13%	23%	20%	39%
LGBTQ+ community	10%	21%	27%	18%	24%
Gender	4%	11%	25%	24%	37%
People with disabilities	29%	22%	15%	10%	24%
Immigrants	19%	21%	24%	13%	23%
Age	3%	16%	26%	24%	31%
Religion	8%	17%	33%	17%	26%
Ideology	10%	24%	40%	11%	14%

New York	1 Not Diverse at All	2	3	4	5 Very Diverse
Ethnic/racial minorities	10%	21%	29%	10%	29%
LGBTQ+ community	15%	24%	25%	19%	17%
Gender	6%	9%	27%	23%	36%
People with disabilities	29%	30%	17%	9%	16%
Immigrants	21%	21%	23%	15%	20%
Age	2%	14%	20%	26%	38%
Religion	9%	15%	34%	17%	24%
Ideology	10%	27%	27%	22%	15%

Now we are going to ask you some specific questions about enabling leaders and organizations to include people with disabilities, just like anyone else.

A disability can be a physical, intellectual, sensory, or mental health or other condition that is a barrier to everyday living. Some people are born with disabilities. Others acquire them through accident, aging, illness, environmental impacts, violence, or military service.

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People with disabilities are also part of other minority groups -- including African Americans, immigrants and LGBTQ+ individuals. There are 6 million children with disabilities in America's public schools. According to the CDC, fully 1 in 4 adults have a disability.

7. **Be honest here. If you knew that someone you were going to work with had a disability, would you be . . .**

   TOTAL: Answered 737/Skipped 232
   CA: Answered 181/Skipped 44
   NY: Answered 106/Skipped 30

Answer	Total	CA	NY
Very excited	23%	28%	18%
Somewhat excited	44%	46%	36%
Somewhat concerned	32%	25%	45%
Very concerned	1%	1%	1%

8. **Many organizations do not fully include people with disabilities. What do you think are the top two reasons why the inclusion of people with disabilities has not happened yet in so many organizations?**

   TOTAL: Answered 740/Skipped 229
   CA: Answered 183/Skipped 42
   NY: Answered 106/Skipped 30

Answer	Total	CA	NY
Conversations and actions around diversity, equity, and inclusion are complex, difficult and can open up legal risks	11%	9%	10%
There is overt or unconscious bias about people with disabilities	36%	44%	35%
Other, more urgent concerns impact organizations	16%	12%	18%
No one specifically asked the organization to include people with disabilities and make it a priority	18%	22%	14%
The staff and leaders do not have the training, resources or contacts to make it successful	16%	11%	21%
Diversity efforts, while well-intended, can pit groups of people against each other and make minorities feel like they are tokens	4%	2%	2%

9. **And what would be your second choice?**

   TOTAL: Answered 731/Skipped 238
   CA: Answered 197/Skipped 46
   NY: Answered 106/Skipped 30

Answer	Total	CA	NY
Conversations and actions around diversity, equity, and inclusion are complex, difficult and can open up legal risks	12%	14%	10%
There is overt or unconscious bias about people with disabilities	17%	19%	25%
Other, more urgent concerns impact organizations	21%	23%	17%

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Answer	Total	CA	NY
No one specifically asked the organization to include people with disabilities and make it a priority	20%	14%	27%
The staff and leaders do not have the training, resources or contacts to make it successful	24%	24%	19%
Diversity efforts, while well-intended, can pit groups of people against each other and make minorities feel like they are tokens	6%	6%	2%

10. **What do you think is the most compelling reason to include and increase opportunities for people with disabilities?**

   TOTAL: Answered 743/Skipped 226
   CA: Answered 185/Skipped 40
   NY: Answered 106/Skipped 30

Answer	Total	CA	NY
Our nation was founded on the principle that anyone who works hard should be able to get ahead in life. People with disabilities deserve equal opportunity to earn an income, achieve independence and be included, just like anyone else.	18%	17%	22%
Companies including Microsoft, JPMC, Coca-Cola and others have seen that talented people with disabilities can bring unique experiences, innovation and determination to organizations. It is time for nonprofits and philanthropy to benefit from what people with disabilities CAN do.	8%	6%	8%
Problems are best solved by working with people who have experienced them first hand and know solutions that work. Just like issues that impact people of different racial, ethnic or other backgrounds, people with disabilities should be involved in solving issues that impact them.	24%	26%	20%
Only 1 in 3 people with a disability has a job. People with disabilities are twice as likely to be poor as people without disabilities. They are disproportionally impacted by issues of school suspension and dropping out, unemployment, homelessness, abuse, incarceration and other issues.	7%	7%	4%
Organizations are at their best when they welcome, respect and include people of all backgrounds. This includes people with disabilities.	44%	43%	47%

11. **And what would be your second choice?**

   TOTAL: Answered 740/Skipped 229
   CA: Answered 185/Skipped 40
   NY: Answered 106/Skipped 30

Answer	Total	CA	NY
Our nation was founded on the principle that anyone who works hard should be able to get ahead in life. People with disabilities deserve equal opportunity to earn an income, achieve independence and be included, just like anyone else.	22%	16%	27%
Companies including Microsoft, JPMC, Coca-Cola and others have seen that talented people with disabilities can bring unique experiences, innovation and determination to organizations. It is time for nonprofits and philanthropy to benefit from what people with disabilities CAN do.	13%	16%	9%

Answer	Total	CA	NY
Problems are best solved by working with people who have experienced them first hand and know solutions that work. Just like issues that impact people of different racial, ethnic or other backgrounds, people with disabilities should be involved in solving issues that impact them.	27%	28%	27%
Only 1 in 3 people with a disability has a job. People with disabilities are twice as likely to be poor as people without disabilities. They are disproportionally impacted by issues of school suspension and dropping out, unemployment, homelessness, abuse, incarceration and other issues.	10%	13%	9%
Organizations are at their best when they welcome, respect and include people of all backgrounds. This includes people with disabilities.	28%	28%	26%

12. **Which one of these FACTS is most compelling that increasing inclusion of people with disabilities is important?**

> **TOTAL: Answered 742/Skipped 227**
> **CA: Answered 184/Slipped 41**
> **NY: Answered 106/Skipped 30**

Answer	Total	CA	NY
Studies show that 70% of people with disabilities want to work and that the majority of young people with disabilities can get jobs and careers when they are given the right opportunities and supports.	37%	39%	36%
Only 35% of working age people with disabilities has a job and the poverty rate of working-age people with disabilities is over twice that of persons without disabilities (29% compared to 13%).	10%	9%	17%
Fully 1 in 5 people have a disability.	16%	16%	15%
There are more than six million children with disabilities, including more than a million black/African American and 1.5 million LatinX students with disabilities in our schools today.	4%	4%	3%
32% of Federal prisoners, 40% of people in jail and the majority of women who are incarcerated have a disability.	3%	4%	3%
Most accommodations to include people with disabilities are simple, free or low cost. With new technology and best practices, more people with disabilities can be included successfully.	30%	28%	26%

13. **And, what would be your second choice?**

> **TOTAL: Answered 743/Skipped 226**
> **CA: Answered 185/Skipped 40**
> **NY: Answered 106/Skipped 30**

Answer	Total	CA	NY
Studies show that 70% of people with disabilities want to work and that the majority of young people with disabilities can get jobs and careers when they are given the right opportunities and supports.	29%	25%	28%
Only 35% of working age people with disabilities has a job and the poverty rate of working-age people with disabilities is over twice that of persons without disabilities (29% compared to 13%).	17%	15%	13%
Fully 1 in 5 people have a disability.	14%	14%	14%

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Answer	Total	CA	NY
There are more than six million children with disabilities, including more than a million black/African American and 1.5 million LatinX students with disabilities in our schools today.	8%	10%	9%
32% of Federal prisoners, 40% of people in jail and the majority of women who are incarcerated have a disability.	5%	9%	4%
Most accommodations to include people with disabilities are simple, free or low cost. With new technology and best practices, more people with disabilities can be included successfully.	27%	26%	31%

14. **There are several accommodations and accessibility tools that enable people with disabilities to engage in organizations and activities. Which of the following are policies of your organization? Please check all that apply.**

    TOTAL: Answered 711/Skipped 258
    CA: Answered 179/Skipped 46
    NY: Answered 103/Skipped 33

Answer	Total	CA	NY
We enable people who are blind or have low vision to be able to access our materials on the web by ensuring that our website is set up properly for screen readers.	17%	16%	17%
We ensure that people who are deaf or hard of hearing can participate by ensuring that all video content has captions.	14%	17%	13%
Our public events enable people with disabilities to request accommodations such as sign language interpreters, live captioning or food allergy issues in the registration form.	30%	34%	20%
Our events are always held in physically accessible spaces that have accessible parking spaces or transportation options for people with physical disabilities.	59%	61%	50%
There is a process where employees, trustees/board members and volunteers with disabilities can request and get needed accommodations if needed so that they can succeed in their roles.	41%	42%	40%
None	16%	15%	19%
Not applicable	10%	9%	13%

15. **Which of the following groups in your organization include people with disabilities? Please check all that apply.**

    TOTAL: Answered 718/Skipped 251
    CA: Answered 181/Skipped 44
    NY: Answered 103/Skipped 33

Answer	Total	CA	NY
Board	24%	29%	23%
Professional leadership/management	20%	23%	18%
Staff overall	42%	51%	45%
Volunteers	41%	41%	39%
People you serve	66%	66%	67%

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Answer	Total	CA	NY
Not applicable	6%	3%	8%
I don't know	23%	27%	23%

16. **Do you ask your members or grantees if they are representative (e.g., staff, board) of the people they serve?**

    TOTAL: Answered 720/Skipped 249
    CA: Answered 181/Skipped 44
    NY: Answered 103/Skipped 33

Answer	Total	CA	NY
Yes	28%	33%	27%
No	30%	33%	24%
Not applicable	23%	21%	30%
I don't know	19%	14%	18%

17. **(If yes) Is disability included in that representation?**

    TOTAL: Answered 196/Skipped 773
    CA: Answered 58/Skipped 167
    NY: Answered 28/Skipped 108

Answer	Total	CA	NY
Yes	47%	50%	36%
No	26%	22%	39%
Not applicable	6%	0%	14%
I don't know	21%	28%	11%

18. **Has your organization made an intentional effort to recruit individuals with disabilities for employment, interns, volunteers and/or board positions in your organization?**

    TOTAL: Answered 706/Skipped 263
    CA: Answered 176/Skipped 49
    NY: Answered 103/Skipped 33

Answer	Total	CA	NY
Yes	23%	28%	18%
No	46%	48%	54%
Not applicable	5%	3%	9%
I don't know	25%	21%	18%

19. **Do you ask your members or grantees to intentionally include people with disabilities in their work?**

    TOTAL: Answered 707/Skipped 262
    CA: Answered 176/Skipped 49

NY: Answered 103/Skipped 33

Answer	Total	CA	NY
Yes	20%	26%	16%
No	39%	37%	45%
Not applicable	23%	22%	26%
I don't know	19%	15%	14%

20. **Does your organization depict people with visible disabilities (i.e. show pictures of people who use wheelchairs, white cane, have Down syndrome etc.) in your internal or external marketing and/or advertising materials?**

    TOTAL: Answered 707/Skipped 262
    CA: Answered 177/Skipped 48
    NY: answered 102/Skipped 34

Answer	Total	CA	NY
Yes	38%	42%	40%
No	44%	43%	41%
Not applicable	9%	7%	15%
I don't know	9%	7%	4%

21. **Do you have a public and explicit policy that your staff/organization cannot deny individuals with a disability an equal opportunity to participate in your services and activities?**

    TOTAL: Answered 708/Skipped 261
    CA: Answered 178/Skipped 47
    NY: Answered 102/Skipped 34

Answer	Total	CA	NY
Yes	72%	74%	71%
No	12%	10%	16%
I don't know	16%	16%	14%

22. **We want to provide you and the field overall with tools, training and resources that you and others will find helpful as you work to include people with disabilities, just like anyone else. Which of the following would you find helpful? Check all that apply.**

    TOTAL: Answered 678/Skipped 291
    CA: Answered 172/Skipped 53
    NY: Answered 100/Skipped 36

Answer	Total	CA	NY
Training in accessible and inclusive communications—technology, website, social media	61%	66%	64%

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Answer	Total	CA	NY
Training in recruiting, hiring, retaining and succeeding with employees, volunteers and board members with disabilities	61%	69%	66%
Free online tools and training that you can use 24/7	56%	55%	49%
Training in disability etiquette	54%	63%	51%
Money to create accessibility and/or accommodations for people with disabilities	42%	42%	44%
Information and training on how to add the disability lens to work on issues faced by marginalize people (With a special focus on education, homelessness, and/or criminal justice)	40%	43%	34%
Training in physical, programmatic, and event accessibility	36%	40%	39%
Data on people with disabilities and the groups and programs serving them in your specific geographic area	34%	41%	23%
Information on best practices to create success for diverse children with disabilities	27%	29%	19%
Disability-awareness speakers	27%	30%	29%
Information on how to enable job seekers with disabilities to get the education, skills and careers they need to succeed	25%	33%	17%
Resources for English language learners with disabilities	21%	26%	14%
No resources needed	7%	3%	6%

23. **People who are experiencing incarceration, homelessness, poverty or other challenges often have intersectional identities and barriers. Do you know where to find best practices to help marginalized people with disabilities who may lack literacy, executive function skills or good mental health succeed?**

    TOTAL: Answered 682/Skipped 287
    CA: Answered 171/Skipped 51
    NY: Answered 100/Skipped 36

Answer	Total	CA	NY
Yes	28%	28%	29%
No	54%	56%	53%
Not applicable	7%	6%	13%
I don't know	11%	10%	5%

24. **What do you think needs to happen for there to be more acceptance and inclusion of people with disabilities in philanthropy and the nonprofit sector? For example, have you seen anything that works particularly well that you want to share? What ideas do you have?**

    TOTAL: Answered 412/Skipped 557
    CA: Answered 105/Skipped 120
    NY: Answered 58/Skipped 78

    (Open-ended/Data N/A)

25. **What best describes your role in the organization? (If you fill more than one role, please pick your most significant.)**

respect
ability

TOTAL: Answered 673/Skipped 296
CA: Answered 170/Skipped 55
NY: Answered 99/Skipped 37

Answer	Total	CA	NY
CEO/Executive	36%	36%	36%
Human Resources	3%	2%	6%
Programming/professional staff	32%	38%	28%
Event planning	2%	1%	2%
Advocacy/Systems change	2%	4%	1%
Direct service	1%	1%	1%
Board Member/Lay Leader	6%	5%	11%
Volunteer	1%	1%	1%
Other	16%	12%	13%

26. **Do you, a family member, or a close friend have a disability such as a physical, mental health, sensory, learning, cognitive or other disability that impacts daily living? Please check all that apply.**

TOTAL: Answered 672/Skipped 297
CA: Answered 170/Skipped 55
NY: Answered 99/ Skipped 37

Answer	Total	CA	NY
I have a disability	16%	19%	8%
I have a close family member with a disability	52%	52%	47%
I have a close friend with a disability	32%	35%	28%
I work professionally on behalf of people with disabilities	21%	29%	19%
I am a volunteer for disability causes	11%	11%	5%
None of the above	21%	15%	28%

27. **What is your age?**

TOTAL: Answered 670/Skipped 299
CA: Answered 169/Skipped 56
NY: Answered 99/Skipped 37

Answer	Total	CA	NY
Under 18	0%	0%	0%
18-22	0%	1%	0%
23-29	6%	7%	7%
30-39	16%	20%	20%
40-44	8%	11%	5%
45-49	12%	10%	7%
50-54	13%	13%	14%

respect
ability

Answer	Total	CA	NY
55-59	16%	13%	10%
60-64	14%	17%	14%
65-69	8%	5%	15%
70-74	3%	1%	5%
75+	3%	2%	2%

28. **How would you describe yourself?**

TOTAL: Answered 672/Skipped 297
CA: Answered 168/Skipped 57
NY: Answered 99/Skipped 37

Answer	Total	CA	NY
White	77%	67%	80%
Black or African American	7%	8%	8%
American Indian	0%	1%	0%
Asian	3%	5%	2%
Native Hawaiian or Pacific Islander	0%	1%	0%
From multiple races	5%	8%	4%
I prefer not to answer	4%	5%	4%
Other	4%	6%	2%

NOTE: "Hispanic or Latinx" was inadvertently omitted from this response set.

29. **What is your gender?**

TOTAL: Answered 673/Skipped 296
CA: Answered 171/Skipped 54
NY: Answered 98/Skipped 38

Answer	Total	CA	NY
Female	73%	75%	79%
Male	25%	23%	19%
Transgender	1%	1%	0%
Genderqueer/Gender non-conforming	1%	1%	2%

respect
ability