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SMALL BUSINESS HELPING THE DISABLED LEAD PRODUCTIVE LIVES

HEARING

BEFORE THE

COMMITTEE ON SMALL BUSINESS
HOUSE OF REPRESENTATIVES

ONE HUNDRED SEVENTH CONGRESS

SECOND SESSION

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SMALL BUSINESS HELPING THE DISABLED LEAD PRODUCTIVE LIVES

TUESDAY, SEPTEMBER 24, 2002

HOUSE OF REPRESENTATIVES,
COMMITTEE ON SMALL BUSINESS,
Washington, DC.

The committee met, pursuant to call, at 10:15 a.m. in room 2172, Rayburn House Office Building, Hon. Donald Manzullo, Chairman, presiding.

Chairman MANZULLO. We will call this meeting of the Small Business Committee to order. Welcome this morning. We don't have to worry about any bells going off for some votes. Isn't that wonderful. That's great.

We have two hearings today. The Role the Federal Government and Small Businesses are Playing in Assisting Individuals with Disabilities. That is the first panel. The second panel is the Advantages of Telecommuting.

A special welcome to those who have come some distance to participate and to attend this hearing. The first panel will tell us what small businesses and the federal government are doing to help those with disabilities lead productive and self-fulfilling lives through employment and ownership of small businesses.

We welcome here today the Assistant Secretary of Labor for Disability Employment Policy, Roy Grizzard—is it Grizzard or Grizzard?

Mr. GRIZZARD. Grizzard.

Chairman MANZULLO. Grizzard? Is that the Mississippi accent.

Mr. GRIZZARD. I don't know, but that's what it has been for us in Virginia for a long time.

Chairman MANZULLO. Grizzard? All right, it is your name. You can call it Jones if you like. The assistant secretary will tell us what the federal government is doing to assist those with disabilities. We also have the owners of three small businesses who will tell us of the contribution to help those with disabilities take their rightful place in the workshop.

Panel 2 will examine the benefits to the nation and our local communities for encouraging telecommuting and the special benefits that telecommuting provides individuals with disabilities. Congressman Udall of Colorado, a valued colleague and member of this Committee, has introduced H.R. 1035.

The bill would direct the Small Business Administration to conduct a pilot program to raise awareness about telecommuting among small business employers and encourage such employers to offer telecommuting options to employees.

The hearing will provide an opportunity to discuss the provisions of this bill. I am going to turn now to our good friend, Jim Langevin, who actually inspired this hearing to give an opening statement for the minority. Jim, go ahead.

[Mr. Manzullo's statement may be found in the appendix.]

Mr. UDALL. Thank you, Mr. Chairman, and I personally want to thank you for allowing us the opportunity to highlight some of the successes that have been achieved in the business community when the business community has reached out and employed people with disabilities.

Though, I have a prepared statement that I am going to read in just a second, this is just an exciting day for me personally. I hope it is an exciting day for everyone; particularly, the business community because I think that this hearing will highlight how we will be able to tap into a previously untapped pool of resources that the business community can employ and help to get businesses to grow and succeed.

With that, Mr. Chairman, I would, again, like to thank you and welcome my fellow Rhode Islander, first of all, Sandy Lupovitz of RIBI Security. Also, a personal friend of mine, former congressman, Tony Coelho, Janet Fiore of the Sierra Group, Inc., and Phil Kosak of Carolina Snack Foods.

Of course, again, I want to thank you Mr. Chairman and ranking member, Velazquez and your staffs for all your time and assistance in scheduling today's hearings and recognizing small businesses that employ and train people with disabilities.

Small businesses make up a significant portion of our economy. The estimated 25 million small businesses in this nation bring new and innovative services and products to the marketplace and provide business ownership opportunities to diverse and traditionally under represented groups.

According to statistics provided by the Small Business Administration, small firms create two of every three jobs in America. In fact, small businesses employ 54 percent of the national work force; and the men and women who own small business represent over 99 percent of all employers.

As such, small businesses offer a wealth of opportunities for all workers. I strongly believe that people with disabilities are one of the greatest untapped resources in this country. Yet, the unemployment rate in the disabilities community hovers at a staggering 70 percent.

Recent statistics indicate that 20 percent of all Americans have some form of a disability. Employing these individuals is a mutually beneficial business solution that should be considered by the small business community which remains the most rapidly expanding sector of economy; and the fastest and steadiest provider of new jobs.

According to the most recent statistics by the U.S. Census Bureau, there are over 10 million Americans of working age nationwide with disabilities who are unemployed. In a recent survey by the National Organization on Disability, over 81 percent of people with disabilities stated that they wanted an opportunity to work.

Statistics on the President's Committee of People with Disabilities demonstrate that people with disabilities have impressive

records of attendance and longevity in the work place. In 1997 the president's Committee also stated that an average cost of job accommodation with a person with disabilities was a mere $200.

Further, for every dollar an employer spends on a disability-related job accommodation, the company saves $34 in the form of worker's compensation, training new employees, and increased productivity and other savings.

There are many barriers to employment for people with disabilities; mainly, around stereotyping—including fear, pity, ignorance, and focusing on what people with disabilities cannot do. But these barriers to employment for people with disabilities can and should be overcome leading to an outcome that benefits employers and the disabled individual alike.

Employing people with disabilities is not a charity issue. It's a business issue. Small businesses are looking for quality, capable workers who have skills to offer and ensure their profitability. Individuals with disabilities, when given the opportunity, clearly meet these criteria. An individual who cherishes an opportunity to add value to the company will result in the productive relationship for both the individual and the business.

I hope that today's hearing will act as a catalyst to bring people together to drive this nation's economy into the 21st Century. The witnesses testifying before the Committee will provide critical evidence that employing people with disabilities is a financially and emotionally awarding experience, and their stories should serve as a role model for others to emulate.

The successful experiences can help mitigate the misunderstanding and the risks that others fear that they will incur when they begin to open their office and their factory doors to people with disabilities.

Small businesses that have not considered the prospect of hiring people with disabilities lose access to the extraordinary talent pool housed among these individuals. As a result, our nation misses out on all that these individuals can contribute to our economy.

Mr. Chairman, I want to thank all the witnesses for their insight and participation. Again, I want to thank you, Mr. Chairman and Ranking Member Velazquez, for your leadership in scheduling today's hearing. Thank you very much.

[Mr. Udall's statement may be found in the appendix.]

Chairman MANZULLO. Thank you, Jim, for your leadership. I know I speak on behalf of the entire House of Representatives, Congressman, that we look to you for, not only leadership in this area, but you have already inspired us to become better legislators. I just want to say a personal thank you for your testimony and your witness.

Mr. UDALL. Thank you, Mr. Chairman.

Chairman MANZULLO. Our first witness is Dr. Roy Grizzard, Assistant Secretary, Office of Disability Employment Policy, U.S. Department of Labor. We have a clock here that when the green is on, that's fine. When it turns it yellow—Tony, you know the rules. You have been here before.

When it turns yellow, that means you have one minute left. When it turns red, that means that I get excited here. We welcome your testimony. As to all the witnesses, your entire testimony that

you have submitted will be a part of the official record. I am going to leave the record open for two weeks.

Anybody who wants to submit any other testimony—keep it to two pages or less, typewritten. Don't make it 3 point type. We will keep it open because I am interested in hearing the comments from others who would also like to be a part of this hearing.

Mr. Secretary, we look forward to your testimony.

STATEMENT OF W. ROY GRIZZARD, ASSISTANT SECRETARY, OFFICE OF DISABILITY EMPLOYMENT POLICY, U.S. DEPARTMENT OF LABOR

Mr. GRIZZARD. Thank you very much. I don't see the light over here. As a result of my RP, I've asked Tony to punch me at the proper time.

Chairman MANZULLO. Mr. Grizzard, could you pull the mike closer to your mouth there? Thank you.

Mr. GRIZZARD. Thank you Chairman Manzullo, and members of the Committee, for the opportunity to testify before you this morning. I am pleased to have this opportunity to highlight the important initiatives that are underway at the U.S. Department of Labor to help ensure that Americans with disabilities have access to the employment opportunities that best use their tremendous talents and abilities.

Small business holds great promise as a path to employment, business ownership and entrepreneurship for people with disabilities. So I would also like to draw attention to some untapped resources that are available to small businesses so that they may have the tools that they need to create employment opportunity.

I'm honored to be here today as the first assistant secretary of the Office of Disability Employment Policy, as we refer to it ODEP, within the Department of Labor. ODEP was established in January of 2001. Our mission is to provide national leadership and policy development for increasing employment opportunities, and eliminating barriers to employment for adults and youth with disabilities.

This unique new agency provides an incredible opportunity for fresh starts on an issue of critical importance to people with disabilities and our national economy. ODEP's mission is to conduct policy, research and analysis, and implement a variety of initiatives that will facilitate policy development and recommendations to remove barriers to the employment of people with disabilities.

The office also provides technical assistance, promotes the development and utilization of successful employment practices, and provides outreach, education, and constituent information. ODEP works with both internal and external customers, including federal and state agencies, employers, people with disabilities, and family members.

With the strong support of President George W. Bush and Secretary of Labor Elaine L. Chao, ODEP will play a strong leadership role in implementing the employment-related provisions of the New Freedom Initiative announced by President Bush in one of the first executive actions after taking office.

Our task is critical to afford people with disabilities the same opportunity for meaningful, competitive employment as those without

disabilities; and through employment, enable them to fully participate as members of our communities.

According to the 2000 Census, the number of Americans with disabilities is at least 49 million, making them one of the largest minority groups in the country. In spite of advances in attitudes and understanding, many still view people with disabilities incapable of being productive employees.

However, the last two decades have provided many new ideas and successful strategies for creating the pathways into employment. I strongly believe—let me emphasize that—I strongly believe that small business and entrepreneurship can significantly enhance results for people with disabilities, including young people transitioning from school to work.

Additionally, there are many success stories across the country of people with full range of disabilities who have successfully demonstrated their ability to contribute in small business and as owners of small businesses. It is critical that we begin to publicize their stories and those of other businesses that have employees with disabilities so that small business owners who have not yet included people with disabilities in their workforce are aware of their potential contributions.

Although ODEP is less than two years old, it already has several important national initiatives underway that may assist people with disabilities in becoming small business owners or becoming gainfully employed in a small business.

These initiatives include an interagency disability web site and information referral services that provide information for employers on job accommodations and employment supports; the Business Leadership Network and the Small Business Self-Employment Services, which provide information and referral for people with disabilities on small business ownership and self-employment opportunities.

ODEP will maximize the use of its resources and develop employment policies that will facilitate the creation of real jobs, real wages and real choices for people with disabilities. Private agencies and governments, through the Workforce Investment Act of 1998, encourage people with disabilities to consider entrepreneurship as a career option and to provide the technical assistance they need. WIA reemphasizes self-employment and small business ownership as a legitimate employment outcome for vocational rehabilitation clients.

As you may know, October is Disability Employment Awareness month. During October, ODEP looks forward to supporting the efforts of President Bush, Secretary Chao and the entire administration in enhancing employment opportunities for people with disabilities.

Mr. Chairman, my staff and I look forward to working collaboratively with you, the Committee and other parties, both public and private, to make this a reality. I will be pleased to respond to any questions you may have. Thank you for this opportunity.

[Mr. Grizzard's statement may be found in the appendix.]

Chairman MANZULLO. Thank you, Mr. Secretary.

Our next witness is former congressman, Tony Coelho. Tony, you didn't get your testimony in, in time. You didn't follow the rules.

Mr. COELHO. I am sorry, Mr. Chairman.

Chairman MANZULLO. So what are you going to do? Are you going to wing it.

Mr. COELHO. I am just going to wing it like I always have.

Chairman MANZULLO. Is that what it is?

Mr. COELHO. I wouldn't know how to prepare testimony. I don't have staff.

Chairman MANZULLO. We look forward to your winging. Proceed.

Mr. COELHO. Thank you, Mr. Chairman.

Chairman MANZULLO. We appreciate your coming and look forward to your testimony.

STATEMENT OF TONY COELHO

Mr. COELHO. It is an honor to be here today, and I appreciate very much your holding these hearings. I want to say, Mr. Chairman, that I am quite aware that, even though I'm here just as an individual, I am very involved in the Epilepsy Foundation because of my own personal epilepsy, and I appreciate what you have done to support the increasing of funds for people with epilepsy. I appreciate that very much.

I also appreciate what you're doing in regard to assistive technology in your home area because in order to employ people with disabilities, we need that assistive technology, and you've done some good things back in your home area. I appreciate it very much.

I am here, Mr. Chairman, because of the invitation of my good friend, the Congressman from Rhode Island. He and I have been friends for many, many years when thinking of running for Congress was just a dream, as opposed to running for Congress. I appreciate Jim's invitation, and maybe insistence, that I come.

I have not testified before the Congress and any Committee in any capacity for the last 12 years. The last time I testified was when I was trying to get the ADA passed. So I am here because of my concern about employing people with disabilities. I happen to think that is the important thing that I could do or that anybody could do because of the difference that it would make.

I might say, just in passing, before I go into my comments, that I find it intriguing to sit at the table here and look up at the podium and see the name Udall several times. I worked and served with their fathers, so it tells me my age as I go through here.

Mr. Chairman, I appreciate the comments of the Secretary. I think Roy is going to try to make a difference there. Hopefully, he can as the first assistant secretary, this is really a critical role. And finally, we have somebody at the table with their only purpose as serving people with disabilities. So I am enthused that he wants to make a difference, and I think that he can if he wants to.

As Jim said in his comments, small businesses employ about 52 percent of our work force. I think it is important to understand what that means. It is not just the major employers. It is small businesses who employ a majority of the people who work. People with disabilities, myself included, we want to work.

I used to say to President Clinton, and I've said to President Bush, that there is only one group in America that I know of—only one group in America that I know of that wants to pay taxes; and

that's those of us with disabilities. And the reason is, is that we want a job. We want to work, and we will be good employees. So for an employer to hire somebody with a disability it makes all the sense in the world.

We not only will work, but we will be there on time. We will be loyal. We will end up working for these employers for a long period of time so that you won't have all the transitions that generally take place. For small businesses, that is critical—the retraining costs are impossible to maintain, as my friend, Phil Kosak, will probably describe a bit later.

I think that it is important for us to understand what this Committee could do to help enhance the cause to help people with disabilities to be hired. I could tell you story after story of people who, by getting a job, it's made a difference. I work with a group called Bender Consulting in Pennsylvania that actually trains people with disabilities in how to get a job, then places them in a job.

I am aware of two young people that were graduated out of college with degrees in technology who could not get work. The young lady had epilepsy. She had cerebral palsy. She had a speech impediment. She had difficulty walking, and she was discriminated against continuously in getting a job.

A young man who was sight-impaired and couldn't get a job. They both were placed by the Bender Group, starting off at jobs at $80,000 plus. They were discriminated against until somebody said let me help you. They were put in these jobs. The next time I saw them was at a picnic, and the young lady came up to me and she thanked me for the things that we had done for them in the President's Committee.

She said I also want you to know that we're dating—these two individuals were dating. She said I'm pregnant. I said, oh, my God, when are you getting married. She said is that really that important nowadays. I realized I was 59 years old and out of touch. Then about 15 minutes later, she asked me to be best man at their wedding. They got married right on the spot at this picnic. [Laughter.]

The interesting thing about this was the fact that here were two young people who couldn't get jobs. They were trained and employed through Bender Consulting Services. They have a home. They have jobs and they are paying taxes. They now have a little baby for whom I am the personal godfather. Logan was born in January of this year and is perfectly normal. They have helped to take care of their baby and now we have very productive and proud citizens.

So I hope that this Subcommittee understands the tremendous opportunity it has to make a difference in millions and millions of people's lives.

I would just like to close with one comment. That is, Mr. Chairman, some people say that by hiring people with disabilities that you would increase worker's compensation and other costs. The Chamber of Commerce and the National Association of Manufacturers did a study that shows that was not the case. There are still a lot of questions on that.

I would urge that this Committee have somebody like the Library of Congress, or somebody—the Department of Labor—somebody do a study to determine if that is or is not correct because we

need to eliminate that myth. Hiring people with disabilities should not increase the costs to anybody. I think it makes great sense to do that. And I appreciate, again, Mr. Chairman, your willingness to call this hearing.

Chairman MANZULLO. Our next witness is Janet Fiore. That was the last name of my roommate in college.

Ms. FIORE. Is that right.

Chairman MANZULLO. He is from Los Angeles.

Ms. FIORE. My husband's family is from the northern New Jersey area, Chairman.

Chairman MANZULLO. That's real close. It's a suburb of Los Angeles. That's correct. Janet is the CEO of The Sierra Group, Inc. This is distinct from the Sierra Club, is that correct?

Ms. FIORE. Correct. That's very correct.

Chairman MANZULLO. We look forward to your testimony.

Ms. FIORE. Thank you.

STATEMENT OF JANET FIORE, CEO, THE SIERRA GROUP, INC., THE KING OF PRUSSIA MEDICAL CENTER

Ms. FIORE. If it's a job done from a desk, we can accommodate it. In order for a person with a disability to go to work, they need to know how to work; and in order for a business to accommodate them, that business needs to know how to accommodate them.

Ladies and gentlemen of Congress, it's my distinct pleasure to be here before you today and to thank you for the laws and funding that Congress has put into place to date, which has allowed employment dreams to be a reality for individuals with disabilities.

The reauthorization of the Rehab Act in 1992, serving those with most significant disabilities first, was the start for my business, the Sierra Group—a 10-person, certified female-owned disability and engineering consultancy. At the Sierra Group we stand for reversing the rate of employment for people with disabilities.

We do this in two ways. We help people, and we help businesses. In order for people with disabilities to go to work, they need the core skills to do the job. Technology can often act as the bridge to overcome their disabling conditions. In order for businesses to hire someone, they need some help in making the work site accessible for all of this adaptive technology, as well as for any physical barriers that the individual may happen to have.

We work to tie in existing governmental resources to create win/win employment relationships. Sierra engineered a training curriculum, the Workplace Technology Training Academy. We combined the expertise of a Center for Independent Living, along with the Public Vocational Rehabilitation Program in Pennsylvania. We added our high-touch, high-tech approach to the rehab engineering. What we did was create successful employment outcomes with people with severe disabilities.

I would like for you to meet Carlos Concepcion (phonetic). Carlos is in the back of the room, and we have a video showing what has happened at the Academy.

Chairman MANZULLO. Could someone hit the lights over there, please.

[Video shown.]

Ms. FIORE. That's the end of the tape.

Ms. FIORE. In order to place, or accommodate a worker with a disability, the business needs some assistance, also. We address the common fears associated with hiring an individual who is disabled, and we teach businesses what is actually possible through technology.

We also identify for the business; particularly, for the small business what funding resources exist to pay for these accommodations. Very recently, Sierra Group assisted a small law firm in Philadelphia who hired a woman with mobility limits. There was no out-of-pocket expense whatsoever to the business in order to place this individual.

The technology was paid for by the state Public Vocational Rehabilitation Program, and the training was provided through federal training dollars. What the business got in the end was a very competent individual who does a good job. They had no out-of-pocket expense and the accommodation that allowed her to overcome her difficulty going from office location to office location was the installation of a remote network that the entire company now benefits from.

Chairman MANZULLO. How are you doing on time. I've got you at about seven minutes. Are you almost done there?

Ms. FIORE. Yes—30 seconds.

Chairman MANZULLO. All right, go ahead.

Ms. FIORE. Realizing that other business owners might fear the unknown when they first hire a person with a disability, Sierra conducts seminars teaching what is possible, how to integrate the assistive technology onto the mainstream platform and how to get funding to do that.

Now how does all of this affect the economy? Well, if just 10 percent of people with disabilities collecting supplemental security income benefits would get a job over the next 30 years by working rather than collecting income, society would save $250 billion.

In our 10–year history we have helped 2000 individuals with severe disabilities, and those who got hurt at work. If we can have additional funding to teach people with disabilities to work, and teach business how to accommodate them, imagine the cumulative benefit that society will then realize. Thank you very much.

[Ms. Fiore's statement may be found in the appendix.]

Chairman MANZULLO. Thank you very much, also. I don't have the testimony for you, Mr. Kosak? Did you turn yours in?

Mr. KOSAK. I did. It is lost in cyber space. It's the story of my life.

Chairman MANZULLO. Lost in technology? You probably gave yours to Congressman Coelho, is that what happened? We look forward to your testimony. Go ahead.

STATEMENT OF PHIL KOSAK, PRESIDENT, CAROLINA FINE SNACKS

Mr. KOSAK. Thank you. I appreciate it. Thanks for the opportunity. My name is Phil Kosak, and I'm the owner of Carolina Fine Snacks, a small snack food manufacturing company in Greensboro, North Carolina, which I founded in 1982.

Carolina Fine is one of a handful of snack food manufacturers left in the United States having survived in an industry that saw

over 90 percent of the manufacturers driven out of business in the 1990s. I attribute our survival and our success, in large part, to our employees. That's not unique to any good, successful business story. What makes my story a bit uncommon is that since 1988, over half of my staff have been persons with disabilities.

A more common story with small business is how employees drive the company out of business, and that, until 1988, was the road I was heading down. If someone had told me that the most difficult challenge I would face in starting and running a business would be finding good employees, I would have never believed it.

It was, in fact, one obstacle that bucketed my knees every day and made it seem like each day was going to be my last. In '88 with two shifts running, I was certain I was going to have to close the business. We were experiencing 80 percent turnover every six months, ran at about 60 percent efficiency, had about 15 percent tardiness, and 20 percent absenteeism. That's a good day.

In 1987, for example, with 26 employees, we filed over 200 W–2 forms. This is not about money. It is not about work environment. Carolina Fine Snacks was paying higher than the prevailing wage in the area, and our work environment was easy, friendly and convenient.

The labor pool available for small business is profoundly inadequate. This is particularly true for small manufacturers. We are at the bottom of the food chain. By a stroke of luck, in 1988, we were asked to make the pork skins for the GOP convention. They invited me——

[Laughter.]

That publicity introduced us to vocational rehabilitation, who invited me—do you remember that? Does that come off my time? They invited me to participate in a job fair to interview candidates for employment who happened to be persons with disabilities.

I interviewed six people that day. Six people who had my undivided attention. Instead of being asked questions that revolved around break time, pay frequency, raises, and time off, I was fielding questions about our company—what we did and how we might help.

I was taken aback by an interview of one person, David, who spoke with great enthusiasm about his third-shift job cleaning bathrooms for a hotel, and his dismay that his job was being eliminated. David was legally blind, severely obese and had cognitive disabilities. I hired him that day on the spot, thinking what do I have to lose. Little did I know what I was about to gain.

David approached work at Carolina Fine with total ownership. He worked with enthusiasm, pride and efficiency. He couldn't learn enough. He wanted to help anywhere he could. He laughed. He joked. He was always at work on time, anxious and ready to go. He totally confused my crew. [Laughter.]

In the weeks and the months that followed, David's enthusiasm didn't waiver. Every time someone quit, I just called VR and hired another person. Within six months, over half my staff were persons with disabilities, and the revolving door closed. Plant efficiency climbed to 98 percent the following six months, and for the first time since I started my business, I was able to focus on my business. Now the point of my story is this, Carolina Fine Snacks is

alive and well today, growing at 25 percent a year, because I was fortunate enough to discover a workforce interested in being a part of the American promise.

My decision to hire persons with disabilities was a sound business decision. There is a perfect marriage waiting to take place between small businesses desperately seeking qualified employees, and a highly qualified workforce chomping at the bit to become part of the American dream that happens to be the most disenfranchised population in this country—the disabled.

The government has played a critical role in laying the foundation to bridge the gap between the two, but there is much work still needed to be done to bring it together. Much of the solutions are right in front of us, by supporting programs already in place. The Javis-Wagner-O'Day program, for example, employs 40,000 people with severe disabilities and community rehabilitation programs that are segways to employment opportunities throughout communities nationwide.

With a little bit of enthusiasm and support by Congress that number could easily be 400,000. This a no-brainer. It costs no money, and it will save taxpayers hundreds of millions of dollars. The Small Business Administration should be partnering with agencies like NISH and Vocational Rehabilitation to facilitate employment. These are great organizations that hold the key to transitioning persons with disabilities into meaningful employment in the community.

In closing, I believe there is tremendous opportunity for government and small business to work together to provide real employment opportunities for person with disabilities. All the pieces to the puzzle are out there and it's time for us to start putting it together. Thank you.

Chairman MANZULLO. Thank you very much. That is pretty compelling testimony. Our next witness is Sanford Lupovitz, correct?

Mr. LUPOVITZ. That's correct.

Chairman MANZULLO. With the Rhode Island Bureau of Investigation, Ltd, and Congressman Langevin, is he your constituent?

Mr. LANGEVIN. He is, Mr. Chairman.

Chairman MANZULLO. Very good.

Mr. LANGEVIN. We are very proud to have Mr. Lupovitz here today.

Chairman MANZULLO. Please, proceed.

STATEMENT OF SANFORD LUPOVITZ, PRESIDENT, RIBI SECURITY

Mr. LUPOVITZ. Chairman Manzullo, members of the Committee, ladies and gentleman—just a little bit about our company. We are now about 200 employees. We serve 40 or 50 sites. We are a security officer agency. We are licensed in Rhode Island and Massachusetts. We do a full range of security—consultation, investigation—any phase of it.

The clientele that we have include manufacturing, Deep Water port, parking facility at the airport, power plants, schools, construction, hotels, hospitals—the full gamut.

What is important to point out is that we are not a law enforcement agency, and because of that misperception, we find that a lot

of agencies and even applicants stay away—do I have to carry a gun and those kinds of questions hit us. The answer is no.

We are there to deter violations, to enforce safety rules, to observe, to call the agencies who will enforce—police, fire, ambulance and so forth; and to keep in touch—the guard on duty—with our field people and our supervisors.

Many of the applicants who come to us are not professional. They are not trained. They primarily come to us because it's an industry that's recognized as one to go to if you need a job to fill a gap. You become a guard and you collect your check at the end of the week and that's it.

There is another significant group of applicants who are turning to security, which had increased in number over the years, people who are seriously looking for long term employment. Included in this alternative group are the individuals with disabilities. We find that they will come to us, either on their own or referred through agencies. In the hiring process for this group we've developed a procedure to evaluate whether or not the applicant with a disability will, in fact, be someone who can work for us.

What we do is interview in depth. We look at the kind of assignment we want to send them to. We set up field support and follow up.

What I want to do is take two minutes—half a minute—to tell you about a few of the examples that we have had some success with. Mitchell—in 1985 he came to us through an agency. He had one arm; was a forester. Also, had a language limitation and needed a job.

At the same time, we had a client who asked us what we could do about stopping vandalism in their parking lot. We sent Mitchell. He locked it up. There was no more vandalism. The guy was a tremendous success. He is still with us. He is now working in a fabulous insurance building, and he is significant part of the security there.

John, who was a stroke victim, came to us; and we were able to place him at a parking lot facility. He did not lose his speaking capabilities and he could move his arms perfectly. He sits behind the counter and collects the parking fees from customers coming through.

Mike, who was a computer top pro, lost his job because of an illness, and I'm not sure I can recall which one it was, came to us. We sent him to a rubbish collection company, which had hundreds of vehicles—you know the metal boxes that you see all over the place, and so forth—they had no way of keeping track of their equipment.

He, with his background, set up a system which enabled them to keep track of the trucks, the boxes, the drivers—who came in and who went out and so forth. We got the phone call "don't you even think about transferring this guy to another site. We need him right here."

Joe, who had been depressed, came to us in need of a job. We had to do a lot of work with this guy. The shifts were wrong. The job was wrong. The time was wrong. We got his case worker. We sat down and we worked things out. We gave him a lot of support. He is now succeeding as a gate guard at a manufacturing plant.

So. We don't represent ourselves as any kind of an expert agency, but what we have done is make the commitment to try to employ people with disabilities because we think it's a responsibility that we have.

One of the things I would like to point out, and ask the Committee to consider, is what to do about work comp claims of prior injuries. We've been socked a couple of times with this kind of a situation. If it were at all possible to study this, I think it's one of the things that prevent employers from looking at the possibility of hiring people with disabilities.

I see I have to stop. There is a lot more I would like to add, but it's in the printed testimony. I would like to thank the Committee for inviting us. Congressman Langevin for having us here. It is an honor to be a part of this hearing. We, of course, think that the security industry, given its growth and the demand for new people and the training that's needed and so forth, has great potential for hiring people with disabilities. We would like to contribute to that. Thank you.

[Mr. Lupovitz's statement may be found in the appendix.]

Chairman MANZULLO. Thank you for your testimony. I would be most interested in whoever could provide that study to which you referred. If it could be boiled down to a couple of pages, I would use the resources of our Small Business Committee to network that out throughout the country to the small business development centers and to get the word out as to these remarkable employees working in small businesses. Your testimony is extremely powerful.

Mr. Langevin, I am going to yield my time to you. So you have 10 minutes. The rest have five minutes. If you go over that, I've got this back here, all right?

Mr. LANGEVIN. I will do my best to stay within the limits, Mr. Chairman. Thank you.

I want to just thank all of the witnesses for testifying today. Your testimony was incredibly powerful. I hope this will continue to serve as a catalyst——

Chairman MANZULLO. Jim, if you would yield for just a second. If you could get one of the mikes that's over there on the table, and bring it—Danny, in front of it. Get it over to Jim so he can get a little bit closer to him.

Mr. LANGEVIN. See how easy that reasonable accommodation was? [Laughter.]

Again, I want to thank the panel for testifying here today. You have encouraged me more than ever and made me more enthusiastic about pursuing ways in which we can open doors for people with disabilities to enter the workforce.

I guess I will start with Mr. Lupovitz, if I could, and just ask what you would say to small businesses that feel that hiring a person with a disability will place too much of a financial burden on their business due to monetary accommodations that need to be made?

Mr. LUPOVITZ. Our experience is it hasn't added any financial burden to our operation. We don't know of anything. I will say this, that there are programs out there that we probably could participate in. We find them onerous. The paper work, following the regu-

lations, trying to figure out what we can and cannot do with the employee. That needs a lot of work.

I'm just addressing that from a practical perspective. I don't know what those programs are, and I don't have the time to deal with them. We could use more outreach from the agencies in supporting us in that respect. We have a business to run—200 people running around 24/7 and doing all kinds of things. We can't sit down when that big envelope comes in with a form and instructions and take the time to fill it out, and frankly, we are not interested in doing that. I'm not sure I answered your question, Jim.

Mr. LANGEVIN. Actually, you raised an interesting point. I just want to be clear. You're saying that of the government programs that are out there that businesses could take advantage of in training and employing people with disabilities, that your company has not taken advantage of those? You've done it without those programs.

Mr. LUPOVITZ. We have done without.

Mr. LANGEVIN. Mr. Secretary, perhaps you can elaborate on that a little bit, and tell us what some of the programs are and how, if businesses took advantage of these programs, maybe doors could be opened even further.

Mr. GRIZZARD. Thank you very much for asking me to weigh in on that particular question. I also was very impressed by the panel members and their exciting programs and what they are doing in their businesses currently. And as the last witness said, the truth of the matter is that most accommodations are less than a thousand dollars. In fact, most are in the neighborhood of about $200.

We had a little laugh a moment ago with the moving of the microphone, but often that is just about how simple some accommodations can be to assist a person with a disability.

What we want to do at ODEP is to make small businesses aware of those facts and how some of those accommodations can be made. As I listened to the other panelists, I was impressed by a kind of a thing that might be common to many small businesses.

Our last witness said that his company had somewhere in the neighborhood of 200 employees. Most small businesses run 50, 100, 150, 200 employees—I don't know this from personal knowledge because I've never operated a small business; but intuitively, I've seen them operate. And usually you have someone in the front office of that business, and that individual, almost handles the entire operation of the business.

They handle accounts receivable, accounts payable. They handle the inventory requests. They handle shipments. They answer the phones—they do all these things. One other thing that they do is usually the HR Department. They don't have, sometimes, the opportunity for the level of knowledge that HR Departments in large corporations have to gather knowledge about issues related to hiring of people with disabilities.

What we hope to do at ODEP is to provide, through web-based sites, such as our Job Accommodations Network and further outreach to the small businesses, opportunities for that one individual up there in the front office of that small business to gain knowledge about how to go about accommodations—how much accom-

modations cost; and I think most important of all is that their employee pool has expanded.

And that they have an opportunity, just as the gentleman from Carolina that runs the snack business said, they have an opportunity to hire individuals who are going to give them a solid day's work for a solid day's pay with good benefits. That person is going to be loyal. They are going to be at work on time. They are going to be cooperative. They are going to be a good employee.

So those are some of the things that we want to address. We want to make that technical assistance and knowledge available to small business because, after all, that's where the largest level of employment occurs in this country. I hope that in some way I might have answered some of your questions.

In terms of the regulations and some of the hoops that have to be jumped through, I would agree with you that at times some of those are over burdensome. Our office, while not regulating anything; while not enforcing anything, would be delighted to work with small business to assist them to comply with some of these regulations. Thank you.

Mr. LANGEVIN. Mr. Secretary, could you just target a few or identify a couple of programs that might be available to a business that is looking to hire individuals with disabilities—either tax incentives or other specific programs that they could take advantage of.

Mr. GRIZZARD. Yes, there are. There are first, federal tax advantages that provide for certain levels of tax breaks in terms of accommodations that are made, and extend usually over a period, I believe, of several years. So that's available. That knowledge we can make available to them.

We will work with the folks over at Tax to get that type of information available to small business. Then there are many states that mirror the federal tax exemptions for corporate taxes. While I was in the Commonwealth of Virginia, Delegate John Jack Reed sponsored a piece of legislation that almost mirrored some of the federal tax incentives. I tried to work very hard with that particular legislature to bring that particular bill to the governor's desk. I am proud to report that it went there unanimously in both houses and was signed by the Governor.

There are many states—I know that we used Maryland as a reference point as the one that was developed in the Commonwealth of Virginia. So there are many states that also do this. So that would be something that state legislatures might want to consider, but certainly we would provide this type of information to small businesses so that they can become aware of that and take those tax advantages—whether it is at the federal or the state level. Thank you.

Mr. LANGEVIN. Thank you, Mr. Secretary. Mr. Coelho, do you have any comment on the government programs that businesses could take advantage of?

Mr. COELHO. Thank you, Jim. You have two seconds—one second. Let me try to answer very quickly.

One of the things that I would do is to get the Small Business Administration to get aggressively involved in trying to educate small businesses about the advantage of hiring people with disabilities. The time I was in the Congress, and the time I served as the

chairman of the President's Committee, we never succeeded in doing that. I'll be very blunt. The last administration didn't get there.

The Small Business Administration never got its act together in regards to doing this. I would hope that Roy, with his new position, would get the SBA to understand that they can provide a huge service to their businesses if they did this. I would hope that this Committee would encourage them to do that, and to question them why they're not doing it.

They reach out to a lot of minorities, but do not reach out to this particular group. I think that's a mistake—a huge mistake, and something that their clientele, the small businesses all over this country could benefit if they did. I think that the questions about regulations and all these things are legit.

And I think if the SBA got involved in that, they could identify some of those, and with the Department of Labor, they could eliminate some of those regulations. But you have got to get the SBA engaged. It can't all be the Department of Labor.

Chairman MANZULLO. Thank you, Mr. Langevin. Mr. Issa, do you have a question?

Mr. ISSA. Thank you, Mr. Chairman. Really just two questions. I do have the good fortune of having been one of those people that once had that person who did a payables, receivables, and wrote in the UPS book. So I think I understand that. We have also, our company, had opportunity and had good employees who, in fact, came in with disabilities.

My challenge, really, on this legislation, which I favor in principle is twofold. One is the SBA, the appropriate place to put this pilot.

In other words, I appreciate that small business is the area that needs the education, but, in fact, is this enough money, even as a pilot, and is the Small Business Administration—perhaps, Mr. Coelho, you could help us in looking at the history of failure and say, okay, is this the right organization that is going to step up to the plate and do a good job of really making more people aware of the requirement to be open and how one can use skills that are right now not being used.

Then I will just throw in the second part. The second part is, if this is not enough money, and I believe that very quickly we are going to realize, whether this is the right organization or not, it's way too little money.

If there is no new money, should we consider moving enforcement dollars, which are always considered sanguisant (phonetic), into education dollars, if what we have is, a lot less people who are knowingly not employing the handicapped than we have people who don't understand the opportunity.

Obviously, the goal is to get as many people with disabilities to have opportunities. That's why I asked both questions together, Mr. Coelho.

Mr. COELHO. Thank you very much, Congressman. I would start off by saying, yes, I think the Small Business Administration is the right place. The reason is because they have offices all over this country, and they have personnel all over this country. So they are

there. It's a tremendous vehicle to put out the word to be of help; to be of assistance; if they would take on the responsibility.

I think it's critically important to educate them, and this Committee could do that in different ways, to educate them that they have an obligation and a responsibility to get it done. So I do think it's the right vehicle.

In regard to the amount of money, it's never enough money, as you well know; but I think that the most important thing is I always looked at things as drip-drip. I never worried if it was enough money. I always thought it was important to get something started, and to create an example—create successes. If you can do that, then the rest will take care of itself.

I would say to you that if it starts proving itself, you will be the one that will be advocating that more money go there. But if it doesn't prove itself, you should eliminate it.

I remember when I took the chairman's job for the President's Committee, I told President Clinton that if that Committee couldn't do its work, I wanted it eliminated. I would advocate it, but if it did its work, then I wanted that job promoted to be an assistant secretary job. It was important to have that person at the table to get things done.

I think we were successful and it became an assistant secretary's job. But I stress to you, and I stress to you over and over again, is that we can't accomplish this job of educating small businesses, through the Department of Labor alone. They have to have help. That isn't their job. They need help and the SBA is there and it should do this.

Mr. ISSA. And the second part of the questions for anyone who wants to take that on.

Ms. FIORE. May I?

Mr. ISSA. Please.

Ms. FIORE. I believe that enforcement is a no-win and education can be a win-win solution. We find that in working with folks with multiple, severe disabilities the answer is not always obvious. It sometimes does take a certain degree of education as to how something is possible.

If there was more education for small business in how to access the public VR system. How to find someone that will clearly identify here are all the forms and all of the tax benefits available to a company like one of the other witnesses here today. They need that education because otherwise it is too cumbersome.

I think if we can educate, out of enforcement dollars, then more and more people will come into the workforce; and soon enforcement would be less of an issue.

Mr. ISSA. Thank you.

Mr. GRIZZARD. Yes, I would just like to add one observation. We do have a telework, telecommuting, if you will, grant that we will be partnering with SBA as well as Vocational Rehabilitation on that.

And then, secondly, I was confirmed on the 26th of July. So you can imagine that I have had a lot of people come into my office over the last month and a half; but I have spoken to the administrator of the SBA, Mr. Barreto, and we have both pledged to each other our cooperation in an attempt to synergize the efforts between

what we are doing and what SBA is doing so at the end of the day it will help people with disabilities to become employed.

So I agree with Mr. Coelho, and we are working to that end with the SBA.

Mr. ISSA. Thank you very much. Thank you, Mr. Chairman, and I want to thank Mr. Udall for proposing this legislation. I look forward to supporting it.

Chairman MANZULLO. Congresswoman Christian-Christensen?

Ms. CHRISTIAN-CHRISTENSEN. Thank you, Mr. Chairman. I want to commend you for the hearing, and my colleagues—Mr. Udall and Mr. Langevin for their role and their leadership in this area.

I want to take the opportunity to welcome everyone on the panel, but also to recognize someone who is in the audience, Mr. Bobby Coward, from the Washington, D.C. area. He is the chair and spokesperson for the Capital Area Americans for Disabled for Attending Programs. He is an advocate for the disabled. Bobby's in the back there.

I guess I would ask my first question to Assistant Secretary Grizzard. You talked about some relationships that DOL has with SBA, or is establishing with SBA, but I was wondering is there an established interdepartmental partnership that exists to help individuals with disabilities? We know that individual agencies have programs to assist the disabled to become employed.

But it seems to me that it would be important that the federal agencies communicate with each other on a more systematic way—the Department of Education, Small Business, Social Security Administration, Department of Labor. Is there any such existing partnership?

Mr. GRIZZARD. Congresswoman, there is no formal organization as such. If you look at the wording of the New Freedom Initiative, though, there is a call by the President for cooperation among federal agencies as we work to bring individuals with disabilities into the community and to be able to live independent lives.

So we work very closely with the major agencies that are concerned with these types of initiatives—the Department of Education, the Department of Justice, Social Security Administration, HHS; and as we move forward, we would want to continue to bring synergism among the agencies as we leverage our ideas and our policies that ultimately will lead to the goal of reducing that rather dismal figure that earlier was referred to; and that's the 70 percent unemployment rate.

So there isn't anything formal, but we look forward to continuing to work with the other federal agencies to bring that around.

Ms. CHRISTIAN-CHRISTENSEN. As a member who represents a territory, we know how important it is to really have an established synergism between the agencies to address our particular problems, and I think it would be good in this area as well.

Another question to the assistant secretary, do you know of any studies that have been done on policies that exist in our governmental agencies that also create barriers for eligibility? Have we ever looked at policies, regulations and so forth throughout the agencies of government that also might create barriers?

Mr. GRIZZARD. As you can see, in that one and a half months, I haven't learned all the answers. I am glad Tony is here. I might have to ask him.

Chairman MANZULLO. If you would yield a second, Mr. Secretary, if you would put something in writing. We will give you a couple of weeks to put it into the record and send a letter to each member. It's a very broad question. You don't even have to attempt to answer it if you don't want to.

Mr. GRIZZARD. I appreciate that, Mr. Chairman, because that's exactly what I was going to say. I wasn't born yesterday. So we will put something together that would address that because it is a broad area.

Mr. COELHO. If I could just quickly—as Roy was saying. I had a little experience in this. Yes, there has been a lot of studies. They don't do any good. It isn't the studies that you really want as you want to make some agencies deliver, and they aren't and they haven't and they haven't cooperated.

Having the head of SBA and Roy meet is great and I applaud him for trying. But that isn't going to do it. It's the people within SBA that have to be told that it has to be done. That's our problem. I mean, it's a major problem, and this high unemployment rate is because there is a lot of good words and a lot of good intentions, but there are no good results.

Ms. CHRISTIAN-CHRISTENSEN. I see that my time, at least for this round, is up, but it sounds like that's a job for us as we look at the budget next year and including language that the interagency cooperation takes place and that there is some language in there that directs certain things be done in this regard. Thank you, Mr. Chairman.

Chairman MANZULLO. Thank you. Ms. Napolitano?

Ms. NAPOLITANO. Thank you, Mr. Chair. I've got several questions that have been rattling around in my brain as I'm listening to the testimony.

First of all, I would like to know what the budget is for your agency, Mr. Assistant Secretary—round numbers—just generally, how much are we talking about?

Mr. GRIZZARD. Congresswoman, I had that one right. I just wanted to double check. It is $47 million.

Ms. NAPOLITANO. That is for the whole country. So to me, that's a paltry sum that needs to be looked at, increased and fostered. I would be glad to have, maybe, an amendment to Mr. Udall to increase some budget language somewhere along the lines.

One of the things that—and I've heard this over and over again. And Tony, you're right. Agencies not only don't talk to each other—don't communicate with each other; don't work with each other, but it is sometimes not enough to have the heads working. It is the people that are actually doing the job that do not concentrate on what they are being told, and generally, that happens in most agencies.

Somehow you are right. We need to go in that area. But in order to educate the business community I would like to suggest, and I'm not quite sure what outreach you are doing, seeing as how most of the time most agencies don't have the kind of money to put advertisement to where it is going to do the most good or where it

reaches the businesses. But may I suggest—do you have a website that our offices can tap into and connect?

Secondly, that you might want to do training videos. I was talking to Ms. Fiore earlier about some of the videos that she has are excellent, but when you look at some of the people like Jim and people out in the audience, you say, well, gee, they can't get very much work done looking at them.

We need to change perception—the public perception and the business perception. And the only way you are going to do it is by putting out, maybe on the must carry cable channels that most cities are required to have, that will accept free of charge educational videos, and would be able to reach a large segment of the business community within municipalities.

I think we need to start thinking out of the box on how to do the outreach and change the perception of the value of individual with disabilities to the working community. I was very surprised, and very pleased, to learn that Ms. Fiore is a for-profit woman-owned and are doing a fabulous job in taking individuals who nobody wants—nobody can, looking at them, would even think of hiring and turning them into productive people who get off of social security and are functioning as full members of society.

Somehow those—and it's mostly commentary because I'm tired of hearing employers say, well, we don't have a place for these kind of people. They may not know that the different agencies can work together and be able to provide assistance to them. Of course, most important to a lot of businesses are the factor of loyalty, on time, productivity—and once those are out of the way and they learn how valuable these people become, as these gentlemen from the different companies are saying, that they now may begin to have an open mind towards it.

I would suggest that maybe we would be glad to host—you know, Chairman Manzullo was very helpful to us in having a hearing in my area, but I would be glad to open it to be able to bring all those folks together and begin a process of teaching how important this new workforce can be to any business. How valuable it is.

I guess maybe I'm searching because, number one, your budget is too low. I mean, it is dismal, and number two, the perception, not only in the business community, but the community-at-large needs to be addressed.

We need the cooperation of other agencies, whether it's Labor, Education, Health and Human Services—all of those that have a stake in this work group need to come together, and maybe you can call them together with the assistance of Chairman Manzullo, and begin the process of saying you're going to do it.

Now does anybody want to address any of what I have stated?

Mr. KOSAK. I would like the opportunity, if I could, because I think—I have the opportunity to serve on a number of not-for-profit boards. And I travel the country and talk to businesses and I'm familiar with the ARC. I'm familiar with NISH. I am now the chairman of the board of NISH. I also serve on business leadership network through the Department of Labor, and I think I have seen a lot and learned a lot.

One of the things that I think is understated here is the fact that these groups don't communicate well together. In some cases they

not only do not communicate well together, there is an adversarial relationship.

For example, the Small Business Administration—in my mind, the community rehabilitation programs around the country—and there are thousands of them in all communities—are the cornerstone to that training and that networking within the community that is going to allow businesses to understand.

It also is going to provide that segue to step from the environment that is currently out there into one where small business equally understands the value of the employee base. Well, the Small Business Administration considers community rehabilitation programs to be adversarial in nature. They are competitive in nature because they are competing against one another for business.

So here on the one hand you have the community rehabilitation associations and programs around the country that are a keynote in every community to helping transition what it is you're looking for, and the Small Business Administration that needs to partner and marry with them. They should be embracing community rehabs. These are small businesses, too. The only difference is their IRS statement period.

If you get their IRS status out of the way, the only other challenge they have is that they are dealing with training and all of the challenges that normal businesses don't.

I would suggest that there does need to be a meeting of the minds, and a clear understanding that these organizations do have to work together to get the result you're looking for.

Chairman MANZULLO. Thank you. Mr. Udall, did you have any questions?

Mr. UDALL. Mr. Chairman, I wanted to thank the panel. Your testimony has been very illuminating and inspiring. It has motivated me further in my travels to make the case that you all have made so eloquently.

Mr. Chairman, I would like to yield my remaining time to my colleague, Mr. Langevin. I know he has additional questions and comments.

Mr. LANGEVIN. I do thank my colleague. Thank you.

If I could, I would just like follow up and perhaps ask Mr. Kosak. Your testimony was particularly compelling.

Can you tell me, on average, how much your company has spent in terms of reaching accommodations and employing people with disabilities; and likewise, have you taken advantage of any of the government programs out there that house small businesses and encourage small businesses to encourage hiring people with disabilities.

Mr. KOSAK. The answer to the first part of your question is, in 10, 12 years I have invested $7 toward accommodations. That was to buy a calculator with oversized numbers so that somebody that was visually-challenged was able to see the numbers.

Accommodating in the workforce, the reality is that we all accommodate for one another all the time. One of the things that my crew learned right away is that there is nobody—absolutely nobody in the workforce that doesn't need special assistance at one time or the other.

Once you get beyond the physical stigmas that are attached, and get to the reality of things, you discover right away there is no additional expense.

My training cost, obviously, went down dramatically. In fact, that goes to the point of your second question. There is targeted job tax credit, which I have taken advantage of. They are a big help to small business—invaluable, I think, in encouraging a company to take a shot.

There is nothing like a grant here or there to make them take a step over a line, and then, later they are going to thank you for it.

The training monies that are available, the first few years, I couldn't in clear conscience take it. I was training continuously prior to then, and my training had stopped because I didn't have the turnover.

Now as the glass ceiling has continued to rise, and the technical barriers that I sometimes face, whether it be signing; whether it be certain things, yes, I am starting to take advantage of some that.

So it is a valuable part of the process, but it is selective because, again, I think small business as much as anybody appreciates efficiency and prudence. So you don't take what you don't need. But it is there. It is important because on occasion you are going to use it.

Mr. UDALL. Along those lines, is there anything, in addition to the things you have already stated, the government could or should be doing to make it easier to employ people with disabilities?

Mr. KOSAK. I think the most important role that government can play is to take all of these great organizations that are working toward the same end, and getting them on the same page so that they understand that—it's extremely close.

What we need is to push some politics aside; push philosophies aside; pay attention to the needs of the community, and that being the needs of small business and the needs of the people that need to be employed. They are both out there waiting.

One group is waiting without employees. The other group is sitting in the living room waiting while we all decide what is best for them. I think if we can get these groups together, the answers are all out there. So the key thing that government can do is small business should be partnering with these agencies—with VR and all that.

We should be paying attention to programs that are out there supporting them because they create these stepping stones into the community.

Mr. UDALL. Thank you. And if I could, the last one, if I still have time, to Ms. Fiore. If you could describe, in a little bit of detail, the process that you engage in when you are going to train someone with a disability for a specific job once you've been contacted and you're placing the person in the job.

Ms. FIORE. Certainly. The process that we take is to look at an individual's dreams, and then, ask them to form some actual goals. Basically, if an individual has a severe disability, technology and tapping in to the services through the public rehab program can

help them get the skills and the technology that they need to overcome those limits.

We take a very one-on-one, customized approach, adding, not only the technology, which is the access for an individual to do a job like you saw in the video; but we also take a look at remediating some of the core skills of spelling, reading and writing that a person with a disability—a severe disability from birth does not always come out of high school with the same level of education as an individual who is not disabled.

For example, if a person with a disability has a scribe that helps them write all of their tests and all of their papers during school, it is not unlikely to meet a very bright person like Carlos in the back of the room who just doesn't spell very well because it's later in life that he receives that form of access.

So we take a look at all of the federal programs that are available. We look at the labor market statistics of the business economy—what type of people are they looking to hire, and then, we try to match that up with the goals and dreams of people with severe disabilities, using technology and training to bridge the gap.

Chairman MANZULLO. Thank you, Ms. Fiore. Mr. Davis, did you have any questions?

Mr. DAVIS. Yes, sir, Mr. Chairman, I do. Let me, first of all, thank you and Ranking Member Velazquez for holding this hearing. As a matter of fact, I have found it to be very intriguing.

I also want to commend my colleagues, Mr. Langevin and Mr. Udall for the leadership and sensitivity that they displayed in relationship to this issue. It was also pleasing to note that although neither one of them are what we call veterans around here.

They are relatively new, but very early and very quickly they have seized upon an opportunity on an issue, and I think that speaks well to their level of understanding and maturation in what it is that they are doing.

Of course, Mr. Chairman, I want to thank the panelists for coming and testifying. Of course, with your being from Illinois, you know that we are firm believers in the notion that you can't lead where you don't go; and that you can't teach what you don't know.

I am very pleased to note that a member of my staff, Bob Hart, the good looking gentleman there with the gray suit on, who does outstanding work and has prepared an excellent statement to date that I would like unanimous consent to submit for the record, if I could, Mr. Chairman.

Chairman MANZULLO. Without objection it will be admitted.

Mr. DAVIS. Thank you very much. Of course, Bob is challenged. Bob is partially blind and I can tell you that the level of work that he does—the level of work that he has done and his keen insight and understanding, he has been our champion as I am a sponsor of the Macassa Bill.

Bob has done most of our work on Macassa, and I know that it is in great hands when he is handling it. So I am going to advocate for anybody that has never had a disabled person or a challenged person physically working for you, then you, too, might get that experience.

Then when you have talked to small businesses, you're talking from experience and not from research or speculation. You are talk-

ing what it is that you actually know. I've listened intently to the discussion, and it seems to me that we are suggesting that education is an obvious key in terms of trying to acquaint small businesses with the benefits that could, in fact; and would, in fact; and does, in fact, derive from their employment of challenged individuals.

As a matter of fact, in our community we oftentimes don't allow utilization of the term disabled. We have a group that we work with, and they just say that they are physically challenged. And that it means that they've got to put forth a different kind of effort sometimes in order to accomplish what others would accomplish.

My question is, and of course, I was interested, Mr. Kosak, to listen to your testimony and to know that you made pork for the Republican convention. I know that my colleague doesn't know anything about pork and stuff like that.

Chairman MANZULLO. Mr. Davis, that's because I'm a cattle producer. [Laughter.]

Mr. DAVIS. But my question, in addition, the education—I mean, we have got incentives. Are there other legislative things that come to mind that we might be able to do that would add another dimension of opportunity for individuals who are, in fact, challenged and who could benefit from additional attention to their special needs?

Ms. FIORE. Yes, may I?

Mr. DAVIS. Yes.

Ms. FIORE. The IDEA is the legislation that provides services to students with disabilities during the public education process. There is very little funding for transition services.

When a student goes from public education to adulthood, they are kind of lost in an unfunded place because the school system is waiting for graduation when the 80–year old program of public rehabilitation can take over and start funding services for those students.

The Office of Vocational Rehabilitation is an alternative. It operates with a $2.3 billion budget serving all of the needs for education, technology and training of not just the people with disabilities, but also, to help the businesses in hiring them.

So transition funding in the IDEA, and additional 80-year old public program of vocational rehabilitation can allow so much more to happen. Thank you.

Mr. DAVIS. Well, thank you very much. And I think a great deal like my colleague from California who always thinks big that there isn't enough resource in the allocation and we need to add to that.

So Mr. Chairman, that concludes my portion.

Chairman MANZULLO. I appreciate that. One of the shameful things that Congress has done is created the unfunded mandate idea and turned around and not funded it. It's been a tremendous burden on the local school districts and we have all fought to bring it up to the original amount, but it has been funded to about, I think, 35 percent. And it's been woefully deficit.

Well, thank you all for this testimony. We thank you all for taking the time. If we could get the second panel up here as soon as possible. I want to make sure we have plenty of time for them. Thanks again.

(Off the record at 11:40 a.m.)

Chairman MANZULLO. The Committee will come to order. The second panel we would like to welcome. As the first witness, Guillermo, Bill—that is a Swedish name like Manzullo, I presume—Vidal?

Mr. VIDAL. Vidal.

Chairman MANZULLO. I look forward to your testimony.

STATEMENT OF GUILLERMO VIDAL, EXECUTIVE DIRECTOR, DENVER REGIONAL COUNCIL OF GOVERNMENTS (DRCOG)

Mr. VIDAL. Thank you, Mr. Chairman, members of the Committee. It's an honor to be invited to testify in front of you today. My name is Guillermo Vidal. I am the executive director of the Denver Regional Council of Governments, also known as DRCOG.

We are a voluntary association of 51 county and municipal governments in the Denver, Colorado metropolitan area, and here we work together to resolve our regional issues. We are also the metropolitan planning organization as designated by the federal transportation legislation, the Transportation Equity Act of the 21st Century, also known as TEA 21.

As you can imagine, like any major urban area across the country, the Denver region is grappling with unprecedented growth and development. Between 1990 and 2000, we grew by one million new residents, and that was a 40 percent increase of population in a 10-year period.

We also expect another million people in the next 20 years. So our growth, although it may have slowed down some, we are still going to see large numbers in our area. This growth brings many challenges, none less daunting than providing an adequate transportation system for our region citizens.

So we as the metropolitan planning organization are the ones who work with implementing agencies to develop the transportation plan for our area. That's why I am here today in support of H.R. 1035 sponsored by our own Congressman Mark Udall.

Because of our responsibility to establish a transportation plan, we know that the increase and demand on our highway systems makes the effective use of telecommuting an imperative. The basis of my support of this bill is threefold. By encouraging small business to adopt telecommuting programs, H.R. 1035 will accelerate the practice of telecommuting, which will reduce the number of cars on our highways during the peak congestion periods.

Secondly, DRCOG offers consulting services to the metropolitan area employers where we help them establish telecommuting practices and policies. The enactment of H.R. 1035 would potentially increase demand for these services, enabling us to help more employers to establish telecommuting programs.

Third, you heard some compelling arguments by people with disabilities and small businesses and how many employees they make up. We know that transportation services for disabled people who cannot drive are greatly underfunded. When you can't drive, at least in our community, you become isolated in that community.

So H.R. 1035's emphasis on small businesses to particularly encourage telecommuting of employees with disabilities will allow more disabled people to find increased opportunities to enter the

workforce without needing transportation services as they can work from home. The technology already exists.

DRCOG has long been in the business of managing demand on our transportation system. In 1999 we created an organization called Telework, Colorado. We did so in the firm believe that telecommuting holds great potential as a key element of our region's transportation solution; particularly, because telecommuting completely eliminates commuting trips, not just reduces them like other commuting options.

Even if you telecommute part-time, there is an elimination of those trips. Through our experience, we can confirm many impressive results yielded by employers that adopt telecommuting programs. For example, 85 percent of employees participating in Telework, Colorado report increased productivity and 90 percent report improved morale due to telecommuting.

On the average, they save 82 minutes per day due to participation in telecommuting work arrangements. Employees telecommuting are helping reduce the traffic congestion and improve our air in Denver. Last year alone, we measured a reduction of nearly 750,000 commuter vehicle miles and 13 tons of air pollution, a reduction of that, demonstrating the potential for telecommuting to help reduce traffic congestion during peak commuting periods.

By enacting H.R. 1035, you can raise the awareness among small businesses about the virtues of telecommuting, thereby, encouraging to adopt telecommuting programs. I also offer our services at DRCOG in implementing the provisions of H.R. 1035 should Denver be chosen by the Small Business Administration as one of the five SBA regions for its telecommuting program.

On behalf of the Denver Regional Council of Governments, I urge your support for this legislation to bring the productivity and improvement of quality of life and other benefits of telecommuting closer to reality for thousands of Americans. Thank you for the opportunity to give this testimony today.

[Mr. Vidal's statement may be found in the appendix.]

Chairman MANZULLO. Thank you very much.

Mr. Udall, I forgot we had a bifurcated panel. Did you have an opening statement that you wanted for this part of this hearing that you helped bring together?

Mr. UDALL. Mr. Chairman, I'm very intrigued to hear the testimony of the panel. If I could include my statement in the record, I would appreciate it.

Chairman MANZULLO. That would be fine.

Mr. UDALL. I ask unanimous consent to do that. Then when we question the panel, I will have an opportunity to make some more remarks.

Chairman MANZULLO. That will be fine. Thank you. I appreciate that.

Mr. Kane, we look forward to your testimony.

STATEMENT OF TIM KANE, PRESIDENT, INTERNATIONAL TELEWORK ASSOCIATION AND COUNCIL (ITAC)

Mr. KANE. Thank you. I would like to thank the Chairman and the members of the Committee for inviting me here today to share

my perspectives on telework and express my support of the Small Business Telecommuting Act.

I hope that today I can shed some light on sort of the state of telework in this country, which will further lend support to this bill, and hopefully, provide some insights as you over the bill forward.

I feel that my experiences add—I come at this from several dimensions. I am CEO and founder of a company called Kinetic Workplace, which is a small business based in Pittsburgh.

It's a small business that consults to Fortune 500 and Fortune 1000 companies on how to set up telework programs. So we work with many large organizations. I am also proud to say that I am the president of the International Telework Association and Council, whose mission is to drive the growth and success of work independent of location and promote the economic, social and environmental benefits of telework.

I should probably start by—before I go any further, I should probably say that there is a lot of different definitions that float around. We hear about telecommuting. We hear about telework. I can't say how often people ask me what the difference is.

Telecommuting is a concept of people working from home avoiding a commute into the office. Telework is a more encompassing concept that enables people to work anywhere at anytime. Those are the folks that are working from hotel rooms, airport clubs—those types of things. So I put that forward just as a baseline for definitions as we move forward.

Telework has come a long way; particularly, in the past few years. Since 1998, we have seen it increase dramatically in this country. ITAC's annual telework America research from 2001 found that there about 28 million teleworkers in the United States. That's up from 1999 when we had 19.6 teleworkers in the country.

I believe that there are—I have seen also studies out there that say there will be about 50 million teleworkers by the year 2006, which is about one third of the U.S. workforce.

What's attributed to this growth since 1998? I personally believe it can be attributed to four things. One, the continuing availability of broadband access throughout the U.S. I think there is also an increasing emphasis on work/life balance, and the employer's need to compete for precious talent by providing these types of programs.

Telework is continually in the top three preferred prerequisites amongst knowledge workers. Amongst IT workers, it generally ranks No. 1 or No. 2. So it is a powerful benefits package for employers.

I think the third thing is the sharp increase that we saw in rental rates in 1999 and 2000. Many of us in small business in the tech industry were paying $90 per square foot for space in markets in Boston, San Francisco, Austin, Texas. Now those rates have gone down, but it certainly made an impression upon us as to how we can lease less space.

I think that the last thing is the continued comfort that people are having with internet security. Virtual private network or VPN technology has become very common to people; very accessible to businesses; and it gives them a certain level of security that their

data can be put out on the internet to a variety of different locations.

So I think those four factors have really shaped the growth of telework. I think they will continue to shape the growth, and I do believe that 50 million teleworkers number is achievable by 2006.

ITAC's research is also shedding light on who is teleworking. We are starting to learn a lot more. We know that most teleworkers are concentrated in the Pacific region or in the Northeast. We know that they are generally in a professional or managerial role or in a sales position.

A typical teleworker earns $40,000 a year or more. I think of particular relevance to this Committee, most teleworkers work for either very small organizations—25 employees or less—or very large employees, over 1000 employees. The highest concentration out of all those brackets is within companies with 1 to 25 employees.

My experience in helping companies implement programs tells me that small businesses are at somewhat of an advantage in implementing telework programs because of their flat organization structures. They do not find themselves to be faced with a lot of the issues that come up with managerial anxiety, et cetera.

Chairman MANZULLO. How are you doing on time—talking about anxiety.

Mr. KANE. Speaking of anxiety.

Chairman MANZULLO. Including 30 seconds there.

Mr. KANE. Okay. I think that telework is a key for small business. It can provide greater agility, flexibility. It can provide more of an opportunity for organizations to reduce costs and increase productivity.

And if I could say one final thing, I think it's very important that the Committee, and the Small Business Administration, looking at this bill do a little bit more research into the needs of small business in telework.

Most major studies have focused on the needs of enterprise, large organizations, and I think it can only be helpful to this bill's effectiveness to delve further into the needs of those small business. So I thank you much and I commend Congressman Udall for putting this bill forward.

[Mr. Kane's statement may be found in the appendix.]

Chairman MANZULLO. Thank you, Mr. Kane. Our next witness is Jane Anderson, Executive Director of the Midwest Institute for Telecommuting Education, commonly known as MITE. I look forward to hearing your——

Ms. ANDERSON. Affectionately known.

Chairman MANZULLO. What is that?

Ms. ANDERSON. Affectionately known.

Chairman MANZULLO. Affectionately? I look forward to your testimony.

STATEMENT OF JANE ANDERSON, EXECUTIVE DIRECTOR, MIDWEST INSTITUTE FOR TELECOMMUTING EDUCATION

Ms. ANDERSON. Thank you, Chairman Manzullo and Ranking Member Christian-Christensen and to Congressman Udall for introducing this legislation.

I come from an organization that started in 1989, affiliated with the Minneapolis Rehabilitation Center in the Twin Cities, and the State of Minnesota, asked us to develop a home-based work program for people with disabilities.

Along from just encouraging businesses to utilize telework, which we strongly advocate, it was also kind of a new concept in the midwest. In the first year, though, there were over 100 people that came to us with disabilities who wanted telework jobs. Since then, MITE was developed to train employers on all those issues that small business have concerns about in hiring someone to be off site.

So what we have found is that, surprisingly enough, there is a whole, hidden pool of people who have chronic changing disabilities, such as multiple sclerosis, arthritis, rheumatoid arthritis, heart disease, diabetes—the kinds of conditions that when you meet the person you may not realize they have a disability. But the issue is common among all of them. It is fatigue and lack of stamina to get up, drive to work, spend a whole day working.

So what we realized is, that whole population is quite broad, and the age range was actually from about 30 to 55 years old of people referred. They really wanted to work about 30 hours per week to ensure they maintained their health.

So we also saw a need from our employers—the need for a customized skill training before teleworkers went off site, because to work remotely you need PC skills. You need customer service skills and you need phone etiquette as well. All the kinds of skills that you need to interact with people from a distance.

We also included a flexible training program for teleworkers, and along with that, home-based training if some people needed it. So that was truly a successful element of our program.

The types of jobs that most people started, and in terms of meeting the small business need, jobs were customer service—proofers, data entry. These are people that have been out of the workforce for up to 20 years who were referred.

Secretaries—I have a home-based secretary who has been with me for 11 years, and she has arthritis and has extreme difficulty in driving and moving. But she knows our customer base. She knows all the individuals that are on staff and works closely with us. She comes into work one day per month.

The important element is that she spends quality time with us, not quantity. So I have found that the quantity of time you spend in an office doesn't always necessarily mean that it leads to productivity.

The necessary teleworker skill, though, particularly wanted from our employers we brought on as a small council, was customer service. And the small employers also needed to nurture their customer services. The two issues they have are lack of time to implement telework and customer service. So help us do this quickly.

So the advantage to small businesses were ADA compliance. It helped them recognize, through actually doing, the things they could implement with people with disabilities. Decreased employee recruitment costs—a lot of customer service, a lot of positions in companies turn over at the rate of about 33 percent per year; and in most companies, it's too hard to deal with recruitment.

Also, cost containment—saving occupancy costs, as Tim suggested; expanded geographic reach—one company with which we worked, Service 800, now has sites in London, Twin Cities and best of all, Alexandria, Minnesota. Those are pools of teleworkers that work in their homes and they conduct customer service for high tech firms, finding out how they're business product is doing. They have grown from 25 employees to 200.

Obtaining buy-in from the businesses was important, too. So the placement approach is that we sat with the businesses and helped them determine where is your need? Where do you need staff that is not in the office? Where are you not meeting your customer needs now?

So one company we talked with, Precision Tune, brought on four people to do customer follow-up. They didn't have that kind of program. The concerns of small business—how to screen and recruit appropriate persons. Once again, vocational rehabilitation and our agency helped them do that.

The support services, in terms of set up—would you help with training? That was an important component, too. The employee, they felt—they worried they would have lack of knowledge about the company. So we assisted teleworkers on going into the office, and they needed to spend a little time in the office. And then, once again, the customized training.

Other concerns were safety and liability. There is no greater risk for people with disabilities in the home than there is out on the road for any of us. Just ask yourself this at rush hour traffic.

Supervision and productivity—we helped them look at what are they really trying to measure. And then, disaster recovery—what happens if people can't get to the office. That proved to be another important strategy for small businesses.

Our major implementation collaborators were the state Vocational Rehabilitation, which helped supplement training monies for individuals. Our agency, Resource, Inc, which MITE is a part of, the Small Business Association and the Chambers in which we actually conducted training so we could meet their business needs. They also wanted those quick-start ways to help them do this.

So what we found, over time—and this program still continues today, and it places 24 people per year. The three-prong approach is using a disability placement agency that provides training, screening and support; comprehensive telework education for small business so they can implement comfortably; and then, support of a small employer advisory council and the state Vocational Rehabilitation once again.

The need is there. The talent is there, now we need the resources to open up opportunities for small businesses and for people with disabilities to work together. Thank you.

[Ms. Anderson's statement may be found in the appendix.]

Chairman MANZULLO. Thank you very much. I just have one question—actually, it is more of a comment. That is, I come from the midwest. Rockford is the second largest city in the state, but many of the smaller areas; especially, to the west of Rockford on the way to the Mississippi River, have lost population.

We had better come up with new and innovative ways to keep the kids in the rural areas—the rural values, the quality of life—otherwise, we are going to have people going to both coasts.

I mean, it pollutes the air. It jams the traffic. I am particularly intrigued because a good friend of mine was a pastor in Miltona, Minnesota—not to far from Alexandria—and we caught some good fish there together. But Alexandria is what, about two and a half hours outside of Twin Cities?

Ms. ANDERSON. Yes, two and a half.

Chairman MANZULLO. Then you are about the same distance from Fargo, correct?

Ms. ANDERSON. About four hours.

Chairman MANZULLO. So you really are sort of isolated there. How many people are working on the telephone there in that city?

Ms. ANDERSON. They hired 60 people to work in their homes. SERVICE 800 no longer recruits—they no longer have any difficulty recruiting people.

Chairman MANZULLO. So the people all live in the small town.

Ms. ANDERSON. In or about, yes.

Chairman MANZULLO. But they all work out of their homes individually. That's an amazing story.

Congressman Udall, first of all, thank you for this segment of the hearing. This is really fascinating, and please, go ahead.

Mr. UDALL. Thank you, Mr. Chairman. As I said earlier, I look forward to seeing my statement in the record. I would like to turn to the panel for some questions. But before I do that, I did want to thank you and Ranking Member Velazquez and Ranking Member today Donna Christian-Christensen for holding the hearing today. This has been a good day for all of us.

I did also want to also acknowledge the two staffers in my office who worked really hard on this, Ian Pfeiffer, who now works for Congressman Filner, initially, brought this idea forward; and then, Zach Phillips, who is here today with me. They have done the yeoman's work on this particular area. I just very pleased that we have had a chance today to begin the discussion.

I think we saw in the hearing on Congressman Langevin's bill the synergies that exist with telecommuting, telework of the disabled community. Mr. Chairman, you have talked about the great benefits we see in the environmental arena if we get people off the roads, and my good friend, Guillermo Vidal talked about it in the Denver area in particular.

I would like to just mention that this bill has also been introduced by Senator Kerry in the Senate. He was motivated, as was I, by the realization that small businesses—and Tim you talked about this—were in many ways being left behind when it came to teleworking and telecommuting.

The whole idea of this legislation is to encourage the Small Business Administration—to give them the statutory authority to conduct a pilot program to raise additional awareness about telecommuting and telework. We would create five regions and the SBA would then bring these pilot programs into those regions. We hope that we would see one in Denver, of course; but it would be most important that we begin the process of making these programs available to people across the country.

Let me just throw out a general questions to the panel. I think we all know how strongly the case can be made to the benefits of telecommuting and telework. There are some folks who would rebut those arguments or who would say there are some problems. I would just like each one of you to talk, just briefly, about the problems that have been suggested that might arise and what you have seen actually in reality when it comes to the work place.

Maybe we can start with Guillermo and then move right down the line.

Mr. VIDAL. We spent a lot of time, actually—we are a consultant to businesses to establish telecommuting policies. What we are finding—the biggest problem is normally one of education. I think, culturally, it seems like we are more used to measuring attendance than we are performance. So that sometimes what you have to do is how do you structure the measuring of performance of the employee?

What we have found in helping businesses is that once we do that, and they get over the discomfort that this person may not be showing up to the office every day, and they start seeing the production that's happening from home, what we find is that employers are—I mean, we have found this 100 percent of the time that employers are convinced that this is a great tool for morale, productivity and actually for attracting new employees.

So we find that if you can cross that barrier of education that you can get converts.

Mr. UDALL. Bill, in the Denver area you have a wide membership in this consortium that's supporting telecommuting. Would you just share with the Committee some of the organizations and some of the interests that supported this effort?

Mr. VIDAL. Well, most of the people that have supported this effort have been large businesses such as AT&T and CH2M HILL, which is a large engineering consulting firm. But also, the downtown Denver partnership, which is basically a membership organization of businesses in the lower downtown area, have really sponsored what we are doing in telework for the reasons that I mentioned.

I think that because small businesses make up such a larger number of employers, that there is great interest in doing more for small businesses.

Mr. UDALL. So it is very broad-based.

Mr. VIDAL. Very broad-based.

Mr. UDALL. We have got a number of municipal governments—regional government entities and wide support among those entities as well, is that right?

Mr. VIDAL. Yes.

Mr. UDALL. Tim, talk a little bit about the concerns people raise with telecommuting and what you have learned and how you would respond.

Mr. KANE. It is almost—over eight years of doing this, I have kind of come up with like a David Letterman Top 10 list of things that I always hear when I talk to people. I would say some of the top ones are how do people—everyone wants to work in teams today. How do they work in teams if they are not physically proximate?

We all know that there are a lot of technological tools out there—instant messaging. There are a lot of other tools to facilitate those type of communication.

The second would be what is my increased cost in IT? Oftentimes, today, it's a minimal investment for an organization from an IT infrastructure standpoint to make the transition over. A lot of it is more around training—making sure that people are ready to go into that more virtual-type of environment.

Number two would probably be what is the increased liability? I can't tell you how many times people say somebody goes to the refrigerator, trips and falls, and I have got a workman's comp claim. I think, through this bill and SBA's work, there is a lot of education that can be done. There has been a study at the U.S. Department of Labor that has shown the number of instances of workman's comp claims amongst teleworkers is statistically meaningless.

Then last, the number one reason that we all come across is how do I know they are working if I can't see them? And we just touched on this. How do you know they're working if you can see them? How do you know they're working if you're in the office? As the gentleman mentioned about objectives-oriented measurements—those types of things.

All these things can be overcome through education and just making people aware of things. It's out there. It exists today. It can be done.

Mr. UDALL. All the more reason for a program or a set of programs that would provide educational services to small businesses to answer so many of those questions.

Jane, I listened with great interest to your testimony, and thanks for this very comprehensive statement and presentation that you have provided us.

When you talked about your assistant with arthritis and so on, I was reminded of the fact that I have a very good friend who was paralyzed from the waist down in a climbing accident. He, at one point, began to call me a TAB. I said what is that term? He said you are temporarily able-bodied.

The point was that all of us, at some point or another, are going to have a disability. And you don't think of arthritis necessarily as a disability, but many of us are going to face conditions as the baby boomer generation ages.

Mr. Chairman, as the stock market continues to fall, and all of us look at working longer and longer, we are going to want to have, I think, in our own generation access to these tools that technology is now providing us; and so many of us maybe telecommuting and teleworking as we work longer in our lives, too, for all the good reasons to be more serious.

Would you just speak to my question as well? The arguments about, well, this won't work and people don't see each and how you have responded and what you have seen through experience.

Ms. ANDERSON. Thank you. Through our experiences, we have found that—I supervise people that are off site, and I consider myself similar to a small business, even though, I'm non-profit. Well, actually, I might be a lot of small businesses at this point, too, but what we do is plan our communications and that's what it takes.

That you plan your time together and your time when you communicate by phone and by e-mail.

It makes it much more efficient rather than having someone's go to someone desk in the office eight times a day with a different question each time, and then, distracting them. Most of productivity is lost due to interruptions and distraction.

I want to give you an example. We worked with Hennepin County, and they had ticket processers on site in cubicles. The average number of tickets they processed per day was 450. They moved them totally off site full-time and the number of tickets processed per day per person went up to 900. They said "What was going on?" They said the distractions. People stop by and say hello. The minute is lost. We found that in our organization, too. You lose so much productivity because lots of jobs require thinking, writing, reporting, talking, and communicating. If that train of thought is lost, it is hard to regather it.

I think another issue concerning people with disabilities is the sense of isolation, and that, a long time ago was brought up as a major issue. Well, here we are isolating people. But we actually—MITE worked with the Virginia Commonwealth University a year ago to survey 60 teleworkers with disabilities who had been off site for two or more years, and asked them that question about isolation.

Over 90 percent said they never feel isolated, and one of the reasons is that they communicate with their employer. They communicate with their team in other ways and they also have time for family. They balance their work and life better. As Tim brought up, too, balancing the work and life.

Regarding the liability and safety issue—we worked with St. Paul Company Insurance, and that was very important at the beginning to get a grasp on what is the actual liability issues. St. Paul Companies is not concerned about home-based workers or teleworkers. They are worried about those of us with lap tops and cell phones, using them inappropriately most of the time.

They said that is where our injuries are. That is where our worker's comp injuries are. It is not so much with people that are working in their home. They know their homes. For people with disabilities, I think, ergonomics is important because poor ergonomics points to more fatigue and strain as in the office.

So what we found was that, interestingly enough, companies who have good worker's comp programs on site will have good worker's comp programs and ergonomic programs off site, too.

Chairman MANZULLO. Thank you. Mr. Langevin, do you have any questions?

Mr. LANGEVIN. Mr. Chairman, I want to thank you for holding this hearing, and Mr. Udall for sponsoring this legislation. I am proud to be supporting it. Thank you to members of the panel.

Not so much a question as a comment because I want to yield my time to my colleague. Telecommuting is becoming more and more of an essential option for businesses, both in terms of attracting employees and in terms of cost-cutting, not to mention that this is a wonderful option—a great marriage between those with disabilities and small businesses allowing them to partner up.

Ironically, I was doing work in Florida over the weekend, and had the opportunity to meet with the vice president of a major telecommunications company in this country. He was describing how one company, by way of example, Jetblue, cut costs. They are a major user of telecommuting services now. They eliminated the need to lease a building when they are doing their bookings in terms of having people actually come there. They have a software package that can move around with the individual.

If someone moves, they can just take it with them and they are still an employee of Jetblue booking people on their flights. Again, it is helping their productivity as well as attracting and keeping employees.

With that, I would like to yield the balance of my time to my colleague, Mr. Udall.

Mr. UDALL. Thank you, Mr. Langevin. Mr. Chairman, you have been very flexible here. I thought I would ask one final question because I know we are running late. In an area of great interest to you, and you just alluded to your concerns and interest, and that's broadband access. I would ask the panel if they have any advice or concern about broadband access and how important it is or isn't to telecommuting and telework? I know, Mr. Kane, you work particularly in this area.

Mr. KANE. Prior to 1998, one of the main things that stopped the growth of telework was access and speed—access to the home. Most people in earlier studies found that they would rather go into the office. The reason that they did not telework was because they were connected at 2088 or something like that, that just did not provide them with the same speed and productivity that they could get from the office.

Broadband has changed that dramatically. We are now seeing, through DSL, cable modem, and now we're seeing some great technology coming out in satellite broadband, which really takes away that 'last mile' and frees it up to a lot more folks. I think that is going to be essential for the continued growth of telework. And having more robust applications, people will be able to do them from anywhere at anytime. It's going to be critical to have that speed. I have seen it dramatically since 1998 cause the explosive growth of telework.

Mr. UDALL. So you would encourage us to continue our support of broadband deployment and to continue to work on the problem of so-called digital divide. That is an area in which we need to continue to pay attention; particularly, when it comes to rural areas and some cases urban areas that are also distressed.

Mr. KANE. I think that's essential. And just to the Chairman's issue about the rural telecommunicating, I know that there is some great work going on right now at Washington State University on that subject matter. So I would encourage the Committee, if that is something that you would like to talk to those folks.

Mr. UDALL. Mr. Chairman, again, if I could conclude, I would like to thank you for holding the hearing today. I wanted to thank our panel for taking their time, and I know we are going to call on you in the future as we hope we can move this legislation and Mr. Langevin's as well.

I did want to, again, thank my good friend, Guillermo Vidal, for making the long trip. I would point out, Mr. Chairman, Guillermo headed our DOT, Department of Transportation, under Governor Romer. So he was involved in the physical movement of people and ideas and culture and goods. Now he is involved in a virtual enterprise of moving people and goods and services and ideas.

I want to thank you for your leadership and look forward to working with you in the future. Mr. Chairman, again, thank you.

Chairman MANZULLO. Thank you very much. There was an article that appeared in the Rockford, Illinois newspaper on Sunday dealing with the tremendous challenges to our manufacturing base, and Norma Wooten King, who runs a place called Eveready Pin. She was asked why she was busy. She said the first thing you do is you never have an automatic answering machine—that voice mail or whatever it is answer a business.

I know we are going to get some people offended here and everything, but I will call a business something—if I get that machine, I will just hang up and call somebody else. I don't have time to go through the steps to hit this number, hit that number and sometimes you have those kitchen telephones where you are actually holding the entire telephone yourself. So you have got to listen to the directions, take it down, hit the right number, by that time, you missed the other one.

She talked about the fact that when people call, they want a real, live voice answering as opposed to somebody giving all those directions. So whatever you could do to encourage people in business—especially, the big people. Actually, the small businesses now. The fact that you have that animated voice coming on is just so unappealing. I think it does more to turn away business and whatever you can do to displace those voices with some real live people working out of their homes, I think that's tremendous.

Mr. UDALL. Would the chairman yield?

Chairman MANZULLO. Of course. I know you concur with that, don't you?

Mr. UDALL. I do very much. I cannot recollect which witness it was. It may have been Jane, who talked about the concept of high tech/high touch, and the underlying theory is that as technology evolves and becomes more and more sophisticated, there is still a human need to have that high touch component. In other words, we still want to interact with each other through physical contact, through voice contact and a machine doesn't do it.

One of the interesting things Jane was talking about was people being isolated or thinking they were going to be isolated. I can tell you, my daughter, on instant messaging, doesn't seem to me to be very isolated, even though, she is at home talking to her friends using that technology all over the city in which I live. So I wanted to agree wholeheartedly with what you are saying.

Chairman MANZULLO. I appreciate that. Well, thank you all for coming to Washington. Next year, if things remain the same, we need to follow up on this. You can tell I'm from the midwest here, but you guys have hit upon something that is so critical.

We have been talking about this in terms of how do we keep the kids in the small towns. We have got to move certain segments of business in large cities back to the small towns and that's being

done with what the three of you are doing. Your testimony is almost prophetic. It's just the beginning of, as far as I'm concerned, the study on how to revitalize the small towns in America.

Thank you again—thank both of you for the tremendous effort in bringing in great witnesses. These witnesses today are absolutely stellar. Again, thank you. This Committee is adjourned.

[Whereupon, at 12:42 p.m., the Committee was adjourned.]

September 24, 2002

OPENING STATEMENT

CHAIRMAN DONALD A. MANZULLO
COMMITTEE ON SMALL BUSINESS

The role the Federal Government and small businesses
are playing in assisting individuals with disabilities
and
The advantages of telecommuting

Good morning and welcome to this hearing of the Committee on Small Business. A special welcome to those who have come some distance to participate and to attend this hearing.

Today's hearing will have two panels. The first panel will tell us what small businesses and the Federal Government are doing to help those with disabilities lead productive and self-fulfilling lives through employment and ownership of small businesses.

We welcome here today the Assistant Secretary of Labor for Disability Employment Policy, Roy Grizzard, who will tell us what the Federal Government is doing to assist those with disabilities. We also have the owners of three small businesses who will tell us of their contribution to help those with disabilities take their rightful place in the workplace.

Panel two will tell us of the benefits to the Nation and our local communities of encouraging telecommuting and the special benefits that telecommuting provides to individuals with disabilities.

Congressman Udall of Colorado, a valued colleague and member of this Committee, has introduced H.R. 1035. The bill would direct the Small Business Administration (SBA) to conduct a pilot program to raise awareness about telecommuting among small business employers, and to encourage such employers to offer telecommuting options to employees. The hearing will provide an opportunity to discuss the provisions of this bill.

Again, thank you for coming to this hearing. I now yield to the Ranking Democratic Member of the Committee, Ms. Velazquez for her opening statement.

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COMMITTEE ON SMALL BUSINESS

September 24, 2002

Statement from Rep. Mark Udall on the Small Business Telecommuting Act

I would like to thank Chairman Manzullo and Ranking Member Velazquez for holding this hearing today to discuss telecommuting, which is often referred to as telework, and why small businesses need a hand up so they can fully utilize this new technology. I would also like to thank all of the witnesses for being able to be here today to illustrate why Congress should pass the Small Business Telecommuting Act.

My interest in telework springs from seeing the rapid growth in Colorado over the last decade. Growth has had many benefits, but it has brought a handful of problems as well. One of the biggest problems along Colorado's Front Range has been the increase in the number of cars on our already overburdened roads. On some mornings you might mistake the Boulder turnpike for one of the large arterioles that have become infamous for gridlock in much larger cities.

Traffic congestion is a problem throughout the U.S. and policymakers and business leaders are discussing a number of different solutions to address this problem. Unfortunately, many of those solutions will take years to construct and could cost **billions** of dollars. But, there is something a handful of businesses are doing today that helps get cars off the road, and it is relatively inexpensive--that is telework.

I recently saw an AT&T employee telework survey that showed that 56% of AT&T managers telework at least one day per month. The benefits on our environment derived from taking these AT&T managers off the roads is staggering. It was calculated that AT&T teleworkers **didn't** drive 110 million miles that they normally would have driven to and from work, saving 5.1 million gallons of gasoline. They also reduced pollution because their cars **did not** produce the 1.7 million tons of carbon monoxide, 220,000 tons of hydrocarbons, 110,000 tons of nitrogen oxides, and 50,000 tons of carbon dioxide that they would have produced had they not been teleworking.

Telework also has a number of other benefits aside from just reducing traffic. There have been studies that show workers who telecommute are better workers and are more satisfied with their jobs. Much of this may be a result of being able to spend more time with their family and less time sitting in stop and go traffic.

Another benefit has been the inclusion of more people with disabilities into the workplace. In the past, many people with disabilities have been reliant on public assistance because no one realized what they were capable of. Lack of mobility and the need for special equipment kept many businesses from employing these people. With telework, people with disabilities can work out of their home or a facility that has the special equipment they need to do their job.

PRINTED ON RECYCLED PAPER

Telework is already changing the modern workplace. More and more businesses are using this technology. However, many small businesses are being left behind. Small businesses often don't think they can use this technology effectively. This is why Senator John Kerry and I introduced *The Small Business Telecommuting Act.* This bi-patisan legislation directs the Administrator of the Small Business Administration (SBA) to conduct a pilot program to raise awareness about telecommuting, or telework, among small business employers. The SBA Regional Offices selected to take part in the pilot program would each formulate a unique outreach campaign to educate small businesses about telework. They would produce educational materials and conduct presentations designed to raise awareness about the benefits and the ease of instituting a telework program. They would also conduct outreach to organizations and small businesses that employ or assist people with disabilities.

Any business practiçe that leads to a cleaner environment, less traffic congestion and improved employee productivity, has got to be good for business and good for America. I am committed to fostering telework for all these reasons, but also because at the end of the day, telework can provide more than just environmental benefits and improved quality of life. It can open the door to people who have been precluded from working in a traditional office setting due to physical disabilities.

We need to make sure that small businesses do not get left behind. We know that large.companies like AT&T are using this technology with success. Small businesses need to understand that they too can use this technology to improve their operations. I hope that after today's hearing my colleagues will show their support for my Small Business Telecommuting Act.

Mr. Chairman, I want to thank you for scheduling this hearing and focusing attention on a very valuable, but vastly underutilized resource for the small business community. It is the many diverse talents and capabilities that Americans with disabilities have to offer.

Many of us are aware of the unacceptably high 70% unemployment rate that exists among working age adults with disabilities. Numerous case studies

have shown, however, that this 70% unemployment rate problem can be turned from an economic liability and social failure into assets that pay tremendous dividends - for the health and well being of the individuals whose lives are transformed, as well as for our entire society. To do this, however, the small business sector that forms the backbone of our economy must be willing to re-evaluate old myths and stereotypes about the capabilities of people with disabilities, and it must be

willing to form stronger partnerships with a variety of government, nonprofit and educational programs designed to enable people with disabilities to reach their full potential.

We all know that the Emancipation Proclamation, by itself, did not free African-Americans from slavery and economic bondage. In a similar fashion, the noble words and civil rights enumerated in the Americans With Disabilities Act of

1990 cannot, by itself, erase the 70% unemployment rate and misinformation that exists about people with disabilities.

In addition to more involvement by individual small business men and women, we must continue to update our government programs to provide appropriate support mechanisms and remove work disincentives. One of the bills I am sponsoring, H.R. 3612, the Medicaid Community-Based Attendant Services and Supports

Act, known as MiCASSA, is an example of how government must step up to the plate so small businesses can access a labor pool they cannot now reach. Instead of allowing people with disabilities who qualify for Medicaid to obtain needed support services in their own homes and communities, our outmoded Medicaid law forces them to lose these needed support services or move into nursing homes. We can do better, and we must continue to form innovative

partnerships and update our programs.

I want to thank the panel members who have joined us today for helping this committee as we try to identify small business success stories that can work in other communities, and as we try to learn how we can employ advances in assistive technology and telecommunications to open wider the doors of opportunity for Americans with disabilities

SEPT 24 SMALL BUSINESS HEARING

Thank you, Mr. Chairman. I congratulate you on your insight in holding this hearing on the Role the Federal Government and Small Businesses Are Playing in Assisting Individuals with Disabilities. According to the US Census, people with a disability are less likely than people with no disability to have a job or business. For people ages 21 to 64 with no disability, the likelihood of having a job or business is 82.1%. For people with a non- severe disability, the rate is 76.9%; the rate drops to 26.1% for those with a severe disability.

Small business plays a vital role in the employment of people with disabilities. Profit-making and not-for-profit enterprises offer opportunities for entrepreneurship as well as competitive and supported employment. People with disabilities who have the entrepreneurial spirit find that being their own boss in a small business offers them the ultimate in flexible and rewarding work. Many other people with non-severe and severe disabilities work in all phases of small business, while people with the most severe disabilities often receive vital employment supports working for not-for-profit small businesses such as Community Rehabilitation Programs (CRPs) and other non-profit agencies.

Approximately 54 million Americans experience disability. Of these, about 11 million Americans experience disability severe enough that they qualify for federal disability programs such as Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI), Medicare, and Medicaid. Only 26.1% or 2.9 million of these 11 million people with severe disabilities are employed. This means that nearly 8.1 million people with severe disabilities are not currently n the workforce. Surveys such as the Louis Harris survey of 1999 consistently show that 2/3 of people with disabilities who are unemployed want to work. This leaves approximately 5.5 million people with severe disabilities who, with appropriate training and supports, could join the workforce through small business and similar programs.

Thank you, Mr. Chairman..

Testimony of
Dr. Roy Grizzard, Assistant Secretary
Office of Disability Employment Policy
U. S. Department of Labor
Before the Committee on Small Business
U.S. House of Representatives

September 24, 2002

Thank you, Chairman Manzullo, Ranking Member Velazquez and members of the committee for inviting me to testify before you this morning. I am pleased to have this opportunity to highlight the important initiatives that are underway at the U.S. Department of Labor to help ensure that Americans with disabilities have access to employment opportunities that utilize their tremendous, but often underutilized, talents and abilities. Small business holds great promise as a path to employment, business ownership, and entrepreneurship for people with disabilities, so I would also like to draw attention to some untapped resources that are available to small businesses so that they may have the tools they need to create employment opportunity.

I am honored to be here today as the first Assistant Secretary of the Office of Disability Employment Policy (ODEP) within the Department of Labor. ODEP was established within the Department in January 2001. Its mission is to provide national leadership in policy development for increasing employment opportunities and eliminating barriers to employment for adults and youth with disabilities. As the only Assistant Secretary-level federal agency specifically focused on disability employment issues, this new office provides an incredible opportunity for a fresh start on an issue of critical importance to people with disabilities, and, ultimately, to our national economy.

ODEP does not provide direct services, investigate or litigate cases, promulgate rules, or run formula programs. Instead, our mission is to conduct policy research and analysis and implement a variety of initiatives that facilitate policy recommendations to remove barriers to the employment of people with disabilities. ODEP also provides technical assistance, promotes the development and utilization of successful employment practices, and provides outreach, education, and constituent information. In conducting these activities, ODEP works with both internal and external customers, including federal and state agencies, employers, people with disabilities, and family members.

ODEP, with the strong support of President George W. Bush and Secretary of Labor Elaine L. Chao, will also play a strong leadership role in implementing the employment-related provisions of the New Freedom Initiative (NFI), announced by President Bush in one of his first executive actions after taking office. Our task is critical: to afford people with disabilities the same opportunities for meaningful,

competitive employment as those without disabilities, and through employment, enable them to be fully participating members of our communities.

According to the 2000 Census, the number of Americans with disabilities is at least 49 million, making such individuals one of the largest minority groups in the country. Disability issues cut across all socioeconomic backgrounds, geographic areas, and demographic characteristics.

Despite the passage of the Americans with Disabilities Act of 1990 and other legislation intended to assist people with disabilities in achieving independence, productivity and full participation, many people with disabilities continue to experience significant gaps in employment, income, education, and other quality of life indicators.

According to the 2000 Census, only 57 percent of the nearly 31 million people with disabilities between the ages of 21 and 64 are employed. High unemployment among people with disabilities has resulted in a significant income gap between people with disabilities and the rest of the population. People with disabilities are more likely to rely on public assistance programs. One out of every three adults with disabilities lives in very low-income households (defined as those with less than $15,000 of annual income), as opposed to one out of every eight non-disabled adults.

Unemployment, however, is not the only reason for the earnings gap. Even people with disabilities who are working tend to be employed below their skill level, which impacts their earnings. The economic effects of disability are multiplied for those individuals belonging to other minority groups.

The last two decades have provided information, new ideas, and many successful strategies for how to create pathways into employment, and thus a road out of poverty and dependency, for people with disabilities. Small business, self-employment, and entrepreneurial activities are an essential part of these strategies. We know that small businesses, including those operated from the owner's home, play a substantial role in our economy. Small businesses employ more than half of the nation's workers and have consistently served as the primary generator of new jobs. I believe strongly that small business and entrepreneurship can significantly enhance results for people with disabilities, including young people transitioning from school to work.

In spite of these advances in attitudes and understanding, many still view people with disabilities as incapable of being productive employees. Yet there are many success stories across the country of people with the full range of disabilities who are successfully demonstrating their ability to contribute in small businesses and as owners of small businesses. It is critical that we begin to publicize their stories and those of other businesses that have employees with disabilities so that small business owners who have not yet included people with disabilities in their workforce are aware of their potential contributions. We must find ways to ensure that participation in small business is part of the menu of choices available to people with disabilities as they consider employment options.

Although ODEP is less than two years old, it already has several important national initiatives underway:

- ODEP is awarding $1 million to conduct three pilot demonstrations to evaluate the extent and the manner in which various home-based telework and telecommuting arrangements can enhance the employment of people with disabilities. Integral components of these initiatives include tailored, individualized training, appropriate technology, and supportive mechanisms (e.g., reasonable accommodations, job coaching, shadowing, mentoring, customized employment, etc.). These initiatives have relevance not only for large businesses, but also for small business owners who wish to incorporate telecommuting into their workplace.

- ODEP is also funding more than $23 million in pilot initiatives in 2002 that will be used to develop and validate successful employment practices, build capacity within workforce systems, and provide a critical link to the knowledge necessary to develop recommendations for policy action. A number of these initiatives relate specifically to expanding opportunities for small business participation for people with disabilities. I am committed to leveraging what we learn from these initiatives in order to expand opportunities in this area.

ODEP also has several initiatives that are available to all types of businesses, and we encourage small businesses to utilize them. These initiatives include:

- Interagency Disability Website: the President's new initiative to develop a comprehensive federal website that serves people with disabilities. ODEP is collaborating with other federal agencies to develop the website, which will be launched later this fall.

- The Job Accommodation Network (JAN): a toll-free information and referral service on job accommodations, the employment provisions of the Americans with Disabilities Act, and resources for technical assistance, funding, education, and services related to the employment of people with disabilities. JAN also provides information and referral services to potential entrepreneurs who have disabilities.

- The Employment Assistant Referral Network (EARN): a national toll-free telephone electronic information and referral service for employers seeking to hire workers with disabilities, including small business owners.

- Business Leadership Network (BLN): a business-led effort to provide technical assistance to employers, including employers in small businesses. ODEP is working with the U.S. Chamber of Commerce, the Social Security

Administration, and the Department of Labor's Employment and Training Administration to assist the BLN in expanding its infrastructure.

- The Small Business Self-Employment Service (SBSES): a resource for comprehensive information, counseling, and referrals about self-employment and small business ownership opportunities for people with disabilities through a toll-free telephone number and website.

We recognize that tackling something as vast as the unemployment rate of people with disabilities, including expanding their opportunities to participate in small business, is not something that we can do alone. Accordingly, ODEP is continuing to develop partnerships with other DOL agencies and agencies outside the Department of Labor to ensure that ODEP maximizes the use of its resources to develop employment policies that facilitate the creation of real jobs, real wages, and real choices for people with disabilities.

While we are conducting a wide range of activities, more needs to be done. One such area is ownership of businesses by individuals who have disabilities. Although entrepreneurship has been an effective tool for alleviating poverty and increasing the standard of living among women and minority groups, it has not been widely acknowledged as a mechanism for advancing economic opportunity among people with disabilities.

Although very little data is available on the prevalence and success of businesses owned and operated by people with disabilities, the limited available data have provided an excellent starting point for understanding this issue. According to the Census Bureau, 12 percent of people with disabilities are self-employed, compared to 8 percent of people without disabilities. According to information from the U.S. Chamber of Commerce, of more than 9 million sole proprietors in the U.S., nearly 2 million (18 percent) report some disability or work limitation, and nearly 3 percent report a severe disability.

Small business ownership offers many unique advantages to people with disabilities. Barriers that inhibit the ability of people with disabilities to find employment, such as transportation, an accessible worksite, the need for personal assistance, and the need to accommodate periods of fatigue, may be reduced or even eliminated. Modern technologies, including the Internet, enable a business owner with a disability to do business around the corner or around the world. New technologies are opening the door to opportunities for even people with the most severe disabilities, enhancing their ability to participate in the workforce, and creating opportunities that were seldom imagined only a decade ago.

Government programs and private agencies have begun to encourage people with disabilities to consider entrepreneurship as a career option and provide the technical assistance they need. The most recent amendments to the Rehabilitation Act of 1973 (Title IV of the Workforce Investment Act of 1998) emphasize self-employment and small business ownership as legitimate employment outcomes for vocational

rehabilitation clients. The Social Security Administration, which has begun issuing tickets to beneficiaries and recipients of its cash benefit programs under the new Ticket to Work Program, has included the support of an individual's entrepreneurial goals as a possible use of the ticket.

Across the country, a small number of private and public programs are successfully assisting people with disabilities in becoming competitive members of the small business community. Small business development centers have begun to express interest in opening their doors to people with disabilities. ODEP's Small Business Self-Employment Service operates a website that receives over 10,000 visits per month from individuals with disabilities interested in starting businesses.

Vital knowledge gaps are being identified. Agencies that serve people with disabilities regularly report that their staff members are not knowledgeable about small business procedures or resources. At the same time, organizations that support small business development report a lack of knowledge about how to serve people with disabilities or what resources might be available to help those individuals. ODEP's goal is to close these gaps and make sure that individuals with disabilities will have the opportunity to participate more fully in America's workforce and make valuable contributions to our nation.

As you may know, October is Disability Employment Awareness Month. During this time, we at ODEP look forward to increased attention to our agency's initiatives and activities, as well those of other agencies and organizations promoting the employment of individuals with disabilities. Our mission, to which we are firmly committed, is to support President Bush, Secretary Chao, and the entire Administration in enhancing employment opportunities for people with disabilities. This goal, of course, includes advancing small business opportunities for workers in the 21st century workforce, which will not only benefit people with disabilities, but our nation as a whole. Mr. Chairman, my staff and I look forward to working collaboratively with you, the Committee, and other partners, both public and private, to make this a reality. I will be pleased to respond to any questions you may have. Thank you.

Testimony of Janet Fiore,
CEO, The Sierra Group, Inc.
For the Small Business Committee Hearing
September 24, 2002

Focusing on the major role that small businesses are playing in helping individuals with disabilities lead productive and self-fulfilling lives through employment and ownership of small businesses.

Background:

U.S. Census statistics show that 20 percent of all Americans have a disability. Of that total, 27 million Americans have a severe disability that affects their ability to see, hear, walk or perform other functions necessary for the workplace. Assistive technology is enabling thousands of these individuals to work; however, the unemployment rate for people with disabilities remains more than eleven times the national rate of six percent. Twelve years following the passage of the Americans with Disabilities Act -- which was enacted to prohibit discrimination solely on the basis of disability in employment, public services, and public accommodations -- the unemployment rate for people with disabilities remains at 70 – 80 percent.

Assisting people with disabilities in finding and maintaining competitive employment is important to society. To the extent that natural talent and ability can be turned into competitive work skills, small business can retain a local, quality workforce while creating positive economic impact for this segment of society.

Leveraging assistive technology and training in a pre-vocational environment, people with disabilities can obtain the skills they need to 'get to work'. Likewise, site and person specific accommodations, technologies and training can occur to cost effectively keep a person employed despite a functional limitation. The Sierra Group, Inc., is cost effective because we implement effective 'get to work' and 'stay at work' strategies using assistive technology to overcome functional limitations.

A National Organization on Disability (NOD) study in 1998 revealed that 25 percent of all people with disabilities who work use assistive technology. This same study also noted that 45 percent of those with disabilities who are unemployed state that they would require assistive technology in order to become employed.

Individuals with disabilities often lack the core educational skills required to work or to learn to use available technology that would accommodate their physical disability and allow them to work. This group of unemployed Americans requires assistance from providers with expertise in core skill remediation, and technological workplace accommodation. Upon receiving the educational skills required for work, these individuals with disabilities require technological integration services to ensure that their assistive devices 'fit in' with the corporate IT requirements and the business software programs. Pre-vocational training and employment integration services are provided by

The Sierra Group, Inc. and are more cost effective generally than existing government-funded programs. Further, Sierra has an effectiveness rate that far exceeds national averages wherein only 49 percent of AT solutions remain in use six months after they are acquired. (1999 Report by the Rehabilitation Engineering Society of North America (RESNA).

In the last 10 years, with the improvements in technology, and assistive technology, The Sierra Group, Inc., have trained and educated over 2,000 individuals. Sierra has an 80 percent success rate – success being defined as four years after an individual is provided with assistive technology or training for vocational and educational purposes, they are still utilizing the services provided.

State Programs: Direct grant programs such as the On the Job Training Contracts (OJT), and the Independent Capital Access Network (ICAN) grants, which exist in the Commonwealth of Pennsylvania, serve as more direct, less complex methods of providing business with financial incentives to hiring a person with a disability. (OJT pays up to 50 percent of the employee's wages for up to the first 6 months of employment; ICAN grants pay up to $50,000.00 per year for businesses of under 100 employees to provide accommodations or training to hire or retain workers with disabilities).

How is The Sierra Group "For Profit" in a "Non-Profit" world?

Sierra currently receives assistance from several government agencies. We receive payment from the state Office of Vocational Rehabilitation, who is funded from the US Dept. of Education, and we receive funding from grants that provide computer and IT training for individuals with disabilities. School districts also hire Sierra, however, they are often limited in their ability to do so due to their funding limits. Sierra is also hired by non-profits to assist in the delivery of their programs and directly by corporations who are hiring or retaining people with disabilities.

In 10 years of operation, Sierra has served almost 2000 and affected the following:

GROUP 1: SEVERLY DISABLED INDIVIDUALS WHO HAVE NEVER WORKED

820 'Get to Work' solutions at an average cost of $1,950. Nearly 90 percent of this total occurred with a population defined as Most Severely Disabled. The average cost of workplace accommodations for this population is $2,800. In general, the direct rehabilitation costs associated with providing a comprehensive assessment, equipment and training is approximately $4,750 per person in this group.

GROUP 2: INJURY ON THE JOB

1120 'Stay at Work' solutions at an average training cost of $300. This group is generally comprised of people with disabilities and functional limitations that preclude them from effectively maintaining competitive employment. The average cost of workplace accommodations (equipment) for this population is $200. In general, the

direct rehabilitation costs associated with providing this population with a comprehensive assessment, equipment, and training that addresses their specific functional needs is approximately $500 per person.

Of the clients served by Sierra during the past 10 years, the average assessment and training cost is $1000 and the average equipment/accommodation cost is $1300 per person. This yields a composite solution cost of $2300 per person.

Economic Benefit vs. Government Assistance:

While the financial impacts associated with Group 2 are significant and often represent savings for the Social Security Administration, Worker's Compensation Funds, and Short and Long Term Disability Insurance benefits. By working to accommodate this group, they continue to generate local, state and federal tax contributions while providing economic impact for their community.

The most dramatic changes occur when rehabilitation solutions are offered to Group 1. Assuming the following generalities, the relative costs associated with core skill development can be noted as follows:

Assume a 27 year-old male with a life expectancy of 55 years whose functional limitations are a result of Spina Bifida. Also assume that this individual has a Special Education Diploma and a functional fifth grade reading and writing level. This person has never worked.

From the time we meet this person, at 27 years old, make the assumption that no pre-vocational skills have occurred, the following is likely to occur:

Monthly SSI for the next 336 months	$265,000 over expected lifetime.
Monthly coverage and costs associated with Medical Assistance through Medicaid.	$80,000 over expected lifetime.
Monthly costs associated with Section 8 Housing and low-income utility programs.	$180,000 over expected lifetime.
Attendant Care support for independent living	$270,000 over expected lifetime.

Therefore, it is likely that this individual will consume approximately ($795,000) over the next 336 months. While this is substantially less than the likely ($1.2 million) charge associated with nursing home support over the same period, relatively minor investments in pre-vocational training can have tremendous impact.

Assume that $5,000 worth of training and accommodation can increase this person's functional reading level to the eighth grade level and that this person now has the skills to perform basic computer functions. Also, assume that this person now earns $400 per month on a part time basis. Economic impact occurs in the following areas:

- State Income Tax On Earnings
- Employer Paid State Unemployment
- Employee Paid Social Security Taxes
- Employer Paid Social Security Taxes
- Employee Paid Federal Income Taxes
- Offsets In The Amount Of Section 8 Housing Subsidy
- State Sales Tax Revenue Based On Consumption

It is reasonable to assume that nearly $130 per month of tax contribution (or savings on overall tax consumption) would be realized on an 18 hours per week minimum wage job.

This equates to a savings of nearly $60,000 over the individual's lifetime.

NOW, assume that a larger investment of $40,000 is made in this individual that allows them to acquire sustaining vocational skills. This is reflected in four years of part-time schooling that results in an $18,000 per year job. This person will work in this capacity for 15 years.

The resulting contribution to the system (minus the cost of the education) based on impacts in the following is

- State Income Tax On Earnings
- Employer Paid State Unemployment
- Employee Paid Social Security Taxes
- Employer Paid Social Security Taxes
- Employee Paid Federal Income Taxes
- Offsets In The Amount Of Section 8 Housing Subsidy
- State Sales Tax Revenue Based On Consumption
- SSI Offset.
- Medical Assistance Offset.

It is reasonable to assume that the SSI and Section 8 payments would be eliminated for the 15 years in question. Adding these costs to the taxes likely to be generated would

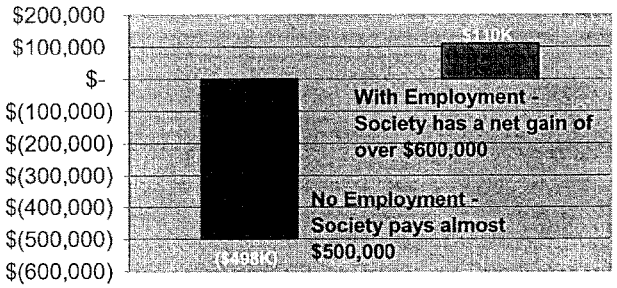
result in a benefit of $243,000. After removing the cost of education, the resulting benefit would be $200,000 over the working lifetime.

In consideration of the lifetime tax consumption for this individual as detailed in the beginning of this exercise of ($795,000), the contribution they could generate over 15 years of low skill employment would reduce total tax consumption to ($595,000).

Extending this example, to depict an individual with a disability competitively working for 30 years for the annual salary of $18,000.00 with benefits, would further enhance the return on an educational training investment. This individual would contribute approximately $110,000 in tax revenue instead of consuming almost $500,000 in taxes. The net gain to society would be approximately $600,000.

If less than 10 percent of individuals with disabilities collecting Supplemental Security Income were to find employment to this level over a 30-year working career, society would gain over $250,000,000,000 ($250 billion).

Society's Gain By Employing One Person With A Disability For 30 Years: Over $600,000



It is estimated by SSA that nearly 6.6 million people are currently receiving SSI due to a disability limiting their ability to work.

APPENDIX A

Janet Fiore (Narrator)
Oral Testimony – Video Tape Voice Over

Meet Carlos. Carlos is a 33-year-old man with Muscular Dystrophy. When I first met Carlos it was to help him improve his typing speed and enhance his reach of the keyboard. He was working part-time doing date entry. During training, Carlos admitted that he could not spell well enough to compose a simple letter.

Sierra taught Carlos to use a software package called Soothsayer, which tripled his speed AND overcame his spelling issues. With this $300.00 network compatible software application Carlos excelled in his advanced computer and business writing classes. He was promoted to a full time teaching position and has since attained financial self-sufficiency. Carlos, who once lived from social security benefits alone has purchased his first investment property and is hoping to retire early through the proceeds. The right combination of technology and training helped Carlos to change his life. He now teaches others how to do the same.

Karin DiNardi is the Admissions Representative at the Academy, she uses assistive technology to communicate her spoken and written thoughts. (She states via her Pathfinder device) "How was your internship interview Edwin?"

Sierra evaluates all individuals according to their own vocational goals, while observing their disability related limits. We consider labor market demands as we customize a technology and training plan for each person with a disabling condition.

Today's technology can even allow for mouse movement via brain waves. Sierra serves the needs of business by accommodating worker's who develop disabilities lowering worker's compensation and long term disability premiums. (Video ends with Colleen Murray stating, "They helped me keep my job.")

TO:

CONGRESS OF THE UNITED STATES

HOUSE OF REPRESENTATIVES

COMMITTEE ON SMALL BUSINESS

SUBJECT:

CONTRIBUTIONS MADE BY SMALL BUSINESS
IN ASSISTING PERSONS WITH DISABILITIES
TO ENTER THE WORKFORCE

HEARING DATE:

TUESDAY, SEPTEMBER 24, 2002, 10:00 AM

PRESENTER:

SANFORD P. LUPOVITZ
RHODE ISLAND BUREAU OF INVESTIGATION, LTD.

Rhode Island Bureau of Investigation, or RIBI Security, is a family owned business headquartered in Providence, RI. The company, licensed in Rhode Island and Massachusetts, provides a full range of security services to business and industry. The primary activity is that of furnishing uniformed security officers on a contractual basis. RIBI Security was founded in 1946. Our family acquired ownership from the original owner in 1980. At present, the average compliment of employees, both full and part time, is 200. The 45-50 clients include manufacturing facilities, hotels, truck depots, airport parking patrol, apartment complexes, retail stores, automobile dealerships, construction sites, deep water port, hospitals and medical care locations, power plants, and schools. Contrary to the popular perception of the general public as well as clientele, contract security officers do not provide law enforcement services. Their primary responsibilities include deterring violations of security and safety policies, observing and reporting unusual incidents, maintaining a safe environment, physically securing the facility assigned to, and, when necessary, summoning appropriate municipal agencies such as police, fire, and emergency departments. Many of the applicants who apply cannot be considered professional, career oriented or interested in long term employment. They have not gone through a training program nor have they aspired to become a security officer. They use the industry as a temporary source of income. Alternatively, there is a significant category of applicant which includes individuals who find it necessary to seek employment in a field where they lack training and experience and do seek long term employment. This group would include aspiring law enforcement professionals, skilled workers with full time jobs who want to supplement their income, retirees, women with grown families who have decided to return to work, and individuals who are experiencing a barrier to employment. Frequently the barrier is a disability. Our experience in working with this last category is what brings me to this hearing.

To better assist individuals with disabilities who either apply on their own

or are referred by agencies, we have developed a process which enables us to determine which individuals with disabilities may be considered for employment. We begin with an in depth interview which focuses on whether the applicant should even be considered for a security position. The wrong decision here can be harmful to both the individual and the company. The next step is to assign the new hire to a site with the maximum potential for success. We then schedule extra support on the job by field staff to assure the trainee that the company is there to give full support in the event that difficulties arise.

We have come a long way in our efforts to offer job opportunities to physically challenged since 1985 when we experienced our first contact with an agency assisting a job seeker. They asked us to consider hiring Mitchell, a new American with a physical disability. He had lost his arm and could no longer continue to work in his profession, forestry. He was assigned to a new account where considerable vandalism was taking place in the parking lot. He stopped it. The client was delighted. Today Mitchell is assigned to a magnificent office building where he plays a key role in their security program. Given that experience of success we continued to consider disabled applicants for suitable openings. Another example is John, a stroke victim. Fortunately, his speech, hands, and upper body skills were not affected. He was able to accept an assignment working in a collection booth in a parking facility. Mike, who could no longer perform his duties as a computer specialist due to the onset of a chronic illness, was assigned to a truck depot where he developed a system for maintaining a constant inventory of tractors, trailers, and a variety of equipment. This was one of those things the client always wanted to develop but never found the time or personnel to do so. We were put on notice never to transfer mike from his assignment. Joe really gave us a problem about where and when he could work. After two sessions with Joe and his case worker an assignment was agreed to. The problem was more one of apprehension than accommodation. We arranged for him to ease into the training and the work schedule. "Try it, you'll like it." He does. While we have not succeeded in every case, we have scored more wins than losses. What we have found is that in most cases, once given the opportunity to join or rejoin the work force, the disabled employee turns out to be a reliable, dedicated, productive asset to the company. The point is that this can be a two way street. While the employer is assisting the disabled job applicant, once hired, the disabled employee will frequently become quite valuable to the company.

In retrospect, whatever success we have had over the years can be attributed to a combination of circumstances, policies, and procedures which can be summarized as follows:

SMALL BUSINESS
As a small business, because of size, we feel we have a better opportunity to succeed due to closer proximity to disabled employees and the ability to personalize the attention needed to insure success.

COMMITMENT
We have made a conscious commitment on the basis of community responsibility, to consider applicants with disabilities.

LET IT BE KNOWN
We have let it be known to agencies working with job seeking disabled that

we will attempt to put them to work. In this connection we are in continuous communication with the Employer Service Network, a part of the Rhode Island One Stop Career Center. We also work closely with NetworkRI, a conglomeration of agencies set up to assist job seekers including disabled. Permit me to suggest here that there appears to be room for improvement on the part of the professional agencies with respect to reach out to potential employers.

SECURITY HAS OPPORTUNITIES FOR DISABLED
With the realization that our industry can place individuals in assignments which are not physically demanding, not stressful, and do not require extensive training, we feel that there are employment opportunities for the disabled. This condition is enhanced for the surging demand for more trained security personnel. With respect to training, we could place more disabled individuals if they were trained to perform and understand basic security skills prior to submitting an application. This procedure would also give them more confidence in the application process and certainly when assigned to a site.

TEAMWORK
We have learned that an open exchange of information by all parties involved will reduce the incidence of failure. The agencies need to meet with employers to learn about the job responsibilities and expectations the applicant will be charged with. The employer needs to be provided with as much history as possible about the capabilities and limitations of a referral. Preferably, this should be done before the application and interview. The applicant should be briefed before meeting with the employer. In a service business, such as ours, the client company is more inclined be patient when kept informed about certain limitations a new assignee may have. With a view to extending extra support, we alert our entire staff about the need to be of assistance to a new employee with a disability. The referring agency must be ready to assist should there be a need after their referral is hired.

In closing, we congratulate the COMMITTEE ON SMALL BUSINESS for scheduling this hearing and extend our thanks and appreciation for giving us the opportunity to participate. It demonstrates to individuals with disabilities that when there is despair, there are real efforts being made to bring help.

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Testimony Before the House Committee on Small Business
In support of H.R. 1035
Delivered by Guillermo V. Vidal
Executive Director
Denver Regional Council of Governments
September 24, 2002

Good afternoon.

My name is Guillermo V. Vidal. I am the executive director of the Denver Regional Council of Governments – or "DRCOG" – a voluntary association of 51 county and municipal governments in the Denver, Colorado, metropolitan area working together to address regional issues. We are also the metropolitan planning association.

I am here today to urge passage of H. R. 1035 sponsored by Congressman Mark Udall of Colorado. This bill would direct the Administrator of the Small Business Administration to conduct a pilot program to raise awareness about telecommuting among small business employers, and to encourage these employers to offer telecommuting options to employees – in particular those with disabilities.

Like many major urban areas across the country, the Denver region is grappling with unprecedented growth and development. Between 1990 and 2000, more than one million new residents called the Denver metro area home, and we expect our region's population to grow by another million people in the next 20 years.

This growth brings many challenges, none less daunting than providing an adequate transportation system for our region's citizens. As the Denver region's Metropolitan Planning Organization, DRCOG is responsible for creating a long-

range regional transportation plan, which establishes the basis for application of federal highway dollars in the Denver region. Unfortunately, the need for these funds greatly outpaces their availability. Under our current plan, we anticipate a $10.3 billion shortfall in transportation funds through the year 2030.

This shortfall, and the increase in demand on our highway system, make effective use of transportation demand management strategies in general – and telecommuting in particular – an imperative.

The basis of my support for this bill is three-fold: First, as the Denver region grows, we see telecommuting becoming an increasingly important part of our long-range regional transportation plan. By encouraging small businesses to adopt telecommuting programs, H.R. 1035 will accelerate the practice of telecommuting, which will reduce the number of cars on our highways during the peak congestion periods. This might perhaps reduce some of the transportation shortfall I mentioned.

Second, through our TeleworkColorado program, DRCOG offers consulting services to Denver metro area employers interested in developing telecommuting programs. Enactment of H.R. 1035 would potentially increase demand for these services, enabling DRCOG to help more employers establish telecommuting programs in the relatively near term.

Third, we know that transportation services for the disabled are greatly under funded. H.R. 1035's emphasis on small businesses, to particularly encourage telecommuting of employees with disabilities, may allow more disabled people to find increased opportunities to enter the workforce.

DRCOG has long been in the business of managing the demand on our transportation system. Through our RideArrangers program, DRCOG has served as the Denver region's rideshare agency since 1975. We partner with Denver

metro employers to offer commuting choices like carpooling and vanpooling to metro area commuters. Earlier this year, DRCOG RideArrangers was recognized by the U. S. Department of Transportation as a Commuter Choice Pioneer for our work promoting alternative transportation solutions for commuters.

In 1999, we created Telework Colorado as part of RideArrangers in collaboration with AT&T and the Downtown Denver Partnership, Denver's downtown economic development agency. We did so in the firm belief that telecommuting holds great potential as a key element of our region's transportation demand management strategy, particularly because telecommuting completely eliminates commuting trips, not just reduces them like other commuting options. Further, telecommuting offers obvious advantages for helping people with disabilities remain in the work force and lead a productive lifestyle.

TeleworkColorado provides consulting services for employers in the Denver metro area interested in developing a telecommuting program. Free of charge, TeleworkColorado offers a comprehensive package of technical assistance, including:

- One-on-one consultation with telecommuting experts
- Presentations on telecommuting designed for upper and middle management
- Design and implementation of telecommuting programs
- Identification and selection of telecommuting candidates
- Development of telecommuting policies, procedures and agreements
- Sample materials, case studies and implementation kits
- Training sessions for employees and managers
- Program evaluation guidelines and strategies

We have a full-time telework program coordinator on staff that has, to date, provided assistance to over 100 employers, including small businesses.

Through our experience, we can confirm many of the impressive results yielded by employers that adopt telecommuting programs. For example, 85% of employees participating in TeleworkColorado report increased productivity and 90% report improved morale due to telecommuting. On average, teleworkers saved 82 minutes per day due to participation in a telecommuting work arrangement.

And, TeleworkColorado is helping reduce traffic congestion and improve the quality of Denver's air. Last year alone, TeleworkColorado is credited with a reduction of nearly 750,000 commuter vehicle miles and 13 tons of air pollution, demonstrating the potential for telecommuting to help reduce traffic congestion during peak commuting periods.

By enacting H.R. 1035, Congress can raise awareness among small businesses about the virtues of telecommuting, thereby encouraging them to adopt telecommuting programs. I offer the services of DRCOG RideArrangers and TeleworkColorado in implementing the provisions of H. R. 1035 should Denver be chosen by the Small Business Administration as one of the five SBA regions for a telecommuting pilot program.

On behalf of the Denver Regional Council of Governments, I urge you to pass this legislation and bring the productivity improvement, quality of life, and other benefits of telecommuting closer to reality for thousands of Americans.

Thank you.

Prepared remarks of Timothy J. Kane, President and Chief Executive Officer of Kinetic Workplace, Inc. and President of ITAC, The International Telework Association and Council, for the House Small Business Committee

I would like to thank the Committee for inviting me here today to share my perspectives on Telework and express my support of the Small Business Telecommuting Act.

I feel that my experiences provide me with some unique insights in speaking to this Committee today. I am the founder and CEO of Kinetic Workplace; a small Pittsburgh-based company, which for the past eight years has helped businesses of all sizes, develop and implement Telework programs. Further, I am currently the President of ITAC, the International Telework Association and Council, whose mission is to drive the growth and success of work independent of location and promote the economic, social and environmental benefits of Telework.

Since 1998, there has been a dramatic increase in the number of Teleworkers in the United States. According to ITAC's annual *Telework America Survey 2001*, there were approximately 28 million Teleworkers in the US at the end of 2001, up from 19.6 million in 1999. Other studies predict that nearly one-third of the US workforce (50 million workers) will Telework by 2006. This growth can be attributed to several factors:

1. The widespread availability of broadband connectivity;
2. An increasing emphasis on work-life balance by employees, coupled with employers' need to compete for talented employees;
3. The sharp increase in office rents that occurred in 1999 and 2000; and,
4. Increases in Internet security, such as virtual private network ("VPN") technology, which has given organizations confidence in having corporate information available via the web.

ITAC's research also sheds light on who is Teleworking:

- Most Teleworkers are located in the Northeast and Pacific Census Regions[1];
- Most are in a professional/managerial role or sales position;
- The typical Teleworker earned $40,000 or more annually; and, **of particular relevance to this Committee;**
- Most Teleworkers work for either very small or very large companies (less than 26 or greater than 1,000[2]).

The highest concentrations of Teleworkers exist in companies with 1 to 25 employees. My experience in helping companies implement programs, tells me that small businesses are able to achieve higher participation rates because of their

[1] See Table 1 in Appendix

[2] See Table 2 in Appendix

fairly flat organizational structures, which allow them to overcome the cultural challenges that are often associated with Teleworking (management resistance, anxiety about promotions, loss of control).

As the president of a small business that has a Telework program, I can tell you Telework has had a direct effect on the performance of my company. Enabling our people to work from anywhere, anytime, has allowed us to be a more agile company and to effectively compete with much larger organizations. It has also allowed us to provide a better work/life balance for our people and to access talented employees who were not willing to relocate. With our people no longer tethered to the office, we are able to occupy about two-thirds of the space that an organization of our size would typically lease (based on industry standards). I can't stress how important this savings was to us in the third and fourth quarter of last year when the economy slowed dramatically. It literally saved us from having to lay-off employees.

In sum, Telework supports some of the key success factors for most small businesses:

- Greater agility and flexibility
- The opportunity to reduce costs
- Increased productivity and employee satisfaction

Based on ITAC's research, many small businesses have discovered the benefits of Telework already. However, given the critical role that small business plays in our economy, it is important that more and more businesses be exposed to, and take advantage of the benefits of Telework. It can only lead to a stronger, more competitive small business community and overall economy.

In my opinion, the activities proposed in H.R. 1035 will help increase the level of Telework in small businesses. While most small business do not face the cultural challenges to Telework that large enterprises do, they are often intimidated by the perceived magnitude of implementing a program. By providing education, training, assistance (financial or process related) and ongoing support, the Small Business Administration can provide great value to its constituents.

On a final note, I would like to encourage this Committee and the Small Business Administration, as part of this Bill, to conduct further research into the specific needs of small business in implementing Telework programs. To date, nearly all, significant Telework research has focused on the needs of large enterprises. While I have described some of the challenges that I believe small businesses face based on my eight years of experience, I cannot point to any research that provides a more in depth description of the needs of small business in this area. I believe that such

research would make this Act even more meaningful to the small business community.

In closing, I would like to thank the Committee and Chairman Manzullo for inviting me here today to lend my support to this Bill. I applaud this Committee's and Congressman Udall's efforts to increase Telework among small businesses. I would like to offer my continued assistance to you in the future, and I welcome any questions that you have for me.

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Appendix

Table 1: Distribution of Teleworkers and non-Teleworkers by US Census Regions (From The International Telework Association and Council's ***Telework in the United States: Telework America Survey 2001*****)**

		Telework						Group Total		
		Yes			No					
		Count	Col %	Row %	Count	Col %	Row %	Count	Col %	Row %
Region	Northeast	52	21.0%	24.2%	163	17.7%	75.8%	215	18.4%	100%
	Midwest	51	20.6%	18.7%	222	24.1%	81.3%	273	23.3%	100%
	South	80	32.3%	19.3%	335	36.3%	80.7%	415	35.5%	100%
	West (incl. Alaska, Hawaii)	65	26.2%	24.3%	202	21.9%	75.7%	267	22.8%	100%
Group Total		248	100%	21.2%	922	100%	78.8%	1170	100%	100%

Table 2: Distribution of Teleworkers and non-Teleworkers by organization size at work site (From The International Telework Association and Council's ***Telework in the United States: Telework America***

		Telework						Group Total		
		Yes			No					
		Count	Col %	Row %	Count	Col %	Row %	Count	Col %	Row %
Organization Size at Work Site	1 or 2	39	16.3%	43.8%	50	5.8%	56.2%	89	8.1%	100%
	3-15	73	30.5%	24.3%	228	26.6%	75.7%	301	27.5%	100%
	16 - 25	21	8.8%	21.2%	78	9.1%	78.8%	99	9.0%	100%
	26 - 99	35	14.6%	15.2%	195	22.8%	84.8%	230	21.0%	100%
	100 - 499	35	14.6%	15.4%	193	22.5%	84.6%	228	20.8%	100%
	500 - 999	10	4.2%	18.5%	44	5.1%	81.5%	54	4.9%	100%
	1000 or more	26	10.9%	27.4%	69	8.1%	72.6%	95	8.7%	100%
Group Total		239	100%	21.8%	857	100%	78.2%	1096	100%	100%

Statement of Jane Anderson
Executive Director
Midwest Institute for Telecommuting Education - MITE
Before the House Committee of Small Business
September 24, 2002
Testimony submitted in regard to HR 1035

Chairman Udall, Ranking Member, and other Members of the Committee, on behalf of the Midwest Institute for Telecommuting Education (MITE), thank you for the opportunity to submit testimony concerning the needs of small businesses, the use of telework, and the hiring of and/or retention of employees with disabilities and veterans.

The Midwest Institute for Telecommuting Education has a 14-year history in working with employers in the hiring of persons with disabilities and veterans to telework. MITE implemented their telework program for persons with disabilities in 1989 and it continues to place approximately 24 persons with disabilities per year in new telework positions. Over 90% of the employers, which hire persons with disabilities, are small businesses. The purpose of this submission is two-fold in regard to small businesses and hiring of persons with disabilities: 1) to describe the participation, education, benefits and challenges to small businesses in hiring persons with disabilities and veterans and 2) to inform and encourage the SBA to give serious consideration to approving this bill. MITE is a program of RESOURCE, Inc., a non-profit human service agency which assists persons in transition to achieve self-sufficiency.

In 1989, MITE was developed jointly with the telework placement program for persons with disabilities at the Minneapolis Rehabilitation Center. The State of Minnesota expressed a need for flexible or telework placement for candidates who had fatigue and lacked stamina to work full-time and commute daily to the job. Through our experiences in marketing the program, we found that small businesses more readily had part-time jobs that utilized a computer and phone. They viewed telework as a cost containment strategy and customer service solution. Positions included dispatcher, customer service, data entry, research, and word processing. The program met their needs by providing individuals that could conduct customer follow-up and perform functions in which employees would not occupy office space. Many small businesses could not

budget for a full-time customer service representative, but needed to expand or improve their customer service functions.

MITE is the creation of more than 50 business and government leaders who contributed hundreds of hours and expertise to the curriculum, seminar and manual development. Due to the reservations of both large and small employer education was needed on legal, liability, policy, supervision, productivity metrics, remote communications and other telework implementation issues.

MITE has trained over 12,000 employers nationally and provided intensive consulting to more than 50 companies. We specialize in the areas of employment law and liability issues, start-up strategies, technical and remote office setup, supervisor issues, evaluation and productivity metrics, and the development of internal policies crucial to the success of telework. Legal and risk consulting is provided through Faegre & Benson, a nationwide employment law firm.

In 1999, MITE worked in collaboration with the Minnesota Department of Transportation and AT&T to provide outreach and telework implementation training to rural and metro Chambers of Commerce throughout the State of Minnesota. The majority of the 300 participating employers were small businesses that had not implemented these arrangements due to uncertainties about implementation steps, workers compensation, liability, supervisory strategies, costs and technology concerns. Many small businesses questioned the value or need for telework for persons with disabilities due to concerns about the ADA, costs, technology, and time needed for implementation. These barriers constituted the greatest hurdle to marketing this concept to businesses.

Current Status of Teleworkers with Disabilities

While the current number of teleworkers with disabilities is thought to be relatively small, (Eaton, High Tech Careers, August 1998) many could benefit from a combination of part-time and full-time telework. The National Association for the Development of Disability Research in 1999 stated that the demand for telework from clients with multiple sclerosis continues to grow. In 1998, Willard cites a need for telework options in 12% of the client cases in a sampling of state vocational rehabilitation counselors in Massachusetts.

For persons with disabilities, telework is a sound alternative to minimize transportation, medical and personal conditions that impede them from maintaining a regular 40-hour work schedule. Many job tasks (i.e. customer service, writing, data entry, analysis, reporting, phoning, programming, proofing) are conducive to telework, at minimum on a part-time basis. Some jobs are more appropriate because they need recent work related experience. (1-1 computer programming.)

The range of disabilities represented among teleworkers is very wide. Multiple sclerosis, spinal cord injuries, respiratory and heart illness, and other chronic conditions that limit mobility are common among teleworkers. There is no specific type of disability which fits telework, rather it is the symptoms which demonstrate the need for remote work.

These individuals, many with a strong work ethic, constitute a hidden labor pool. For persons with significant disabilities, the increasing prevalence of telework offers the possibility of an accessible, barrier-free workplace, flexible scheduling and the elimination of disability-related bias or discrimination.

Telework may be more often implemented as reasonable accommodations after an employee with a chronic disability has been with the employer for a while and trust has been established. Specialized efforts which meet the needs of the teleworker with a disability, the employer, and customer needs are needed to enable successful implementation for new employees with disabilities.

When MRC and MITE began recruiting for the telework program with referrals from the Vocational Rehabilitation Services, there were over 100 persons referred from the State of Minnesota. Of these 100 individuals, between 70-80% had a chronic disability and had challenges with stamina in working a 40-hour workweek. The population was in the age range of 25 to 55. Persons had multiple disabilities and mobility issues. We found that the majority of persons wanted to start work at 20-30 hours per week and gradually increase their hours over time. Some individuals reported that 20 hours of work per week was most beneficial to maintaining their health. Along with health concerns, mobility was difficult for some due to long commutes and the process of preparing to go to work in the morning often added to their

fatigue. In addition, homebased training was also conducted in word processing and keyboarding.

Customized Training Component

MITE and its affiliate, the Minneapolis Rehabilitation Center (MRC), with the Business Advisory Council, developed a supplemental training program for teleworkers with disabilities that not only provided technical skills, but also trained in communications, phone etiquette, customer service, and specific teleworker skill areas for the newly hired teleworker with a disability. Call center training (96 hours) was also developed from employer input to ensure training meets the business need. A Business Advisory Council was established to guide training and placement efforts.

Our experiences have shown that it is often difficult for individuals to transition quickly from being unemployed to successfully working 40 hours per week. Compounding the problem is that more than 70% of trainees referred have not succeeded in more traditional training settings due to the intensity in which most of these programs are conducted. Trainees need to practice and masterwork related behaviors and communications skills.

A gradual approach to the teleworker training and number of hours per week has been most successful. For certain types of jobs, particularly for the call center or customer service track, candidates have experienced increased fatigue levels. Some persons realized they did not want to be using a phone for the majority of the day. Therefore, the most effective approach has been to provide flexible hours and training schedules at the beginning of training and then build the number of hours over time.

Case Example: MITE assisted seven Twin Cities hospitals to train and hire medical transcriptionist interns with significant disabilities in full-time telework positions. Teleworker medical transcription training was lengthened over a 16-month period rather than the typical 9-months to accommodate disability issues.

Even though individuals had obtained a wide variety of educational levels, overall computer skills and speed were decreased due to lack of proper instruction and practice. Candidate kills in keyboarding and computer operation were limited. In some cases, individuals stated they knew how to type and operate a PC, but had limited experience in consistent use. Individuals due to

lack of self-confidence, also needed to feel more comfortable in communicating effectively through the phone and email. Curriculum topics included conflict resolutions, assertiveness, interaction with supervisor and team, use of the phone and business email usage. Individuals had choice on attending flexible class schedules or having homebased instructions, which was funded by state vocational rehabilitation.

Necessary Teleworker Skills

A home intake and vocational evaluation was conducted for each candidate, which assessed keyboarding, reading, vocabulary and phone skills. This assisted in developing an effective vocational plan. In addition to basic computer skills, small employers expressed the ongoing need for employees to have strong customer service skills. They found that potential employees typically lacked a strong set of communication and employment preparation skills, along with decreased self-confidence. Specific areas identified were:

- PC Proficiency
- Phone & customer service
- Writing and email
- Problem solving
- Writing and email

Increased long-term support was needed to learn the job at home, since many persons could not come to the office. Staff calls averaged 1-2 times per week during the first few months of the job in order to ensure that the teleworker was functioning sufficiently. Due to decreased self-confidence, individuals needed more emotional support, during the first few months of the job. Ironically, in some cases family members either hindered or provided additional support for the teleworker in starting the job. Having a separate area or office was extremely important.

Work Projects: Many individuals lacked self-esteem and confidence, so temporary work projects for specific candidates were developed to determine follow through and speed skills. We recruited employers to provide occasional temporary projects (collating, proofing) in which candidates could try out their skills and to assist them to be more comfortable with employer expectations. Many candidates needed realistic updates on employer expectations and employee responsibilities.

Staff also worked with the supervisors in suggesting ways to involve the teleworker socially and have increased integration with the team. Individuals', who were contractors, therefore needed

less teamwork skills. The majority of supervisors included conference calls, required face-to-face meetings every other month, and phone calls to help the teleworker stay in touch and feel a part of the team.

As teleworkers became more comfortable in working remotely, self-confidence improved and they continued with their employment. Some individuals were able to increase their hours over a period of time from 20 to 30 hours.

Call Center Telework Implementation

Many call center jobs seem conducive to telework.

Case Example: MITE assisted Dataserv, an IT technology support service to implement a telework initiative for persons with significant disabilities in their dispatch call center. Four individuals were hired to work 30 to 40 hours per week at home and were recruited, screened, and trained. Long-term follow-up was provided as well. The individuals had pain, fatigue, hearing and mobility issues. They were employed for a minimum of 9 years and proved to be excellent trainers for other telework employees. The manager reported no employee turnover and increased customer satisfaction due to the advanced knowledge of these employees.

Case Example: In 1992, MITE and MRC assisted a small call center, First Call for Help, through the Twin Cities United Way. Their goal was to implement 24-hour coverage by assisting 7 persons with significant disabilities to become information specialists for their second and third shifts. MITE provided the recruitment, screening, testing, development of customized training and follow up support for individuals for them to work in their homes. One of these individuals became the call center lead person and was responsible for scheduling and coordination of shifts as well. They have remained in their jobs for 10 years.

Need to Train Small Businesses on Telework Implementation

Small businesses strive to keep both existing talent and also entry-level workforces. They may have higher turnover in entry-level positions due to the recruitment of these employees to large corporations with a wider range of benefits and increased promotional opportunities. New college graduates often stay less than 1 year in entry-level jobs, so employers deal with high turnover. Dataserv and United Way had a 33% turnover per year with their dispatchers, costing an average $10,000 - $17,000 per employee due to lost time, retraining of new hires and recruitment costs. Employees with disabilities who telework tended to remain in these jobs over longer periods of time and have a more extensive knowledge of the company products.

Meeting Requirements of ADA

An additional benefit of telework for small businesses is that it offers one solution for compliance with the Americans with Disabilities Act of 1990 (ADA). The ADA, prohibits discrimination in hiring, promotion and termination of individuals with disabilities. Telework can be suggested as an alternative employment model for workers with disabilities that may be difficult or costly to accommodate in the workplace. Small businesses are also concerned about legal and discriminatory practices, which may ultimately result in loss of time, staff, and legal fees.

Decreased employee recruitment costs and use of temp agencies

In marketing telework, MITE has found that most small employers have been very interested in considering telework candidates, particularly for part time positions or assistance with customer follow-up and coverage. Recruitment efforts over time cost businesses both time and money. They also strive to retain employees who are knowledgeable in regard to their business processes and customers. The use of employment agencies to meet new staffing needs also requires increased training and supervisory time. Businesses struggle to both meet customer needs and train new staff on a recurring basis. This reduces overall company productivity due to lost time for replacing and training high turnover staff.

Case Example: For Service 800, the use of persons with disabilities proved invaluable at their time of growth. Service 800 no longer advertises for their customer service positions. Instead they utilize word-of-mouth and connections with our agency and their own employees to fulfill their staffing needs.

Cost containment

In marketing telework, the overall bottom line for small business to hire teleworkers is to ensure future growth and maintain costs. Ironically, after hiring employees, they have found that they can increase customer coverage and utilize other skills of the employee.

Case Example: For example we worked with a printer who had hired a woman to collate difficult projects in her home over a 1-year period of time. This employee's quality of work was excellent; therefore the employer asked her to work in-house as well performing quality control. She eventually became a full time employee, with split hours in the home office and onsite.

For small businesses, which have a high need to provide customers satisfaction and coverage, hiring telework employees with disabilities can provide more flexibility to meet customer needs.

Case Example:
Broader hours of customer coverage and increased satisfaction

- A small law firm in Duluth, Minnesota hired a person to work from 3 to 10 pm to handle phone calls from customers for their TV advertising campaign. They wanted the customer to connect with a person, not a machine, but could not afford a full time customer service representative.
- Another small furnace and heating company hired an individual with a disability to schedule maintenance appointments with customers during the day as he was out of the office. Appointments can be conducted at times other than regular business hours.
- Precision Tune contracted with MRC to hire and supervise 4 customer follow-up staff. MRC hired them as temporary employees for 6 months, then Precision Tune hired as permanent employees. This minimized the occupancy costs as well for Precision Tune. The agency hired these four persons as "temp" employees for the first few months.

Expanded geographic reach

Small businesses may utilize employers in other areas of the state or country.

Case Example: Service 800 provides customer satisfaction research for the large technology firms and utilizes a homebased workforce to conduct business calls to obtain customer feedback during business hours. In starting their company in 1988, they have grown from 12 employees to over 200 over a 10-year period. Over a 2-year period, they hired 13 persons with disabilities to work in positions of 30-40 hours per week. They now have pools of employees who live in the Twin Cities, Alexandria, MN, and London. Service 800 has saved money in their occupancy costs.

Meeting the concerns of small business

Many small employers will question the value or need for telework within their business. Employers also have concerns about employing individuals with disabilities who are working at a remote site. Together, these two attitudinal barriers constitute the greatest hurdles to marketing telework to businesses. This section will describe the types of questions and concerns that have arisen, as MITE has worked with small businesses to promote telework as an option for employees with disabilities.

What types of jobs work well for teleworkers with disabilities?

Many job tasks (i.e. customer service, writing, data entry, analysis, reporting, phoning, proofing) are conducive to telework, at minimum on a part time basis. Whereas these are entry-level jobs,

these are also positions in which small businesses find challenges in their employee recruitment efforts.. Small employers are instrumental in hiring individuals, with the average wage being $8.50 - $10 per hour. Candidates also typically have been unemployed for several years; therefore do not have current skills for more advanced positions.

Do employees have to telework full-time?

Over 90% of telework starts on a part-time basis, that is 1 to 3 days each week. The employee is not isolated because they do go into the office the other days of the workweek. Even if employees telework full-time, there are expectations for them to be present at regular staff meetings and interact on a frequent basis with coworkers or members of their team. Some full-time telecommuting jobs can meet business needs such as customer service. For this population part-time jobs comprised 90% of the work offered by employers.

How can employers use telework to retain employees with disabilities?

For persons who experience chronic or changing disabilities, telework options may be excellent solutions for assisting individuals to not only find employment, but also remain employed because of enhanced personal control. As disability symptoms fluctuate, persons can better preserve their stamina, thus remaining a healthier and reliable employee. By eliminating daily commutes and reducing fatigue issues, telework also helps them to maintain their productivity and may serve as a long-term job retention strategy.

What is the employment status of the person with a disability?

Of the individuals hired, over 80% were hired as contractors, to start and on a part-time basis. The remaining teleworkers were hired as employees. Only 10% of the FlexWork population were full-time employees.

How do employers hire individuals who are not trained for the job?

MITE found that employers needed individuals with both computer and communications skills in order to obtain jobs in data entry, customer relations or any position requiring customer contact. Email, phone and fax communications are essential to many jobs. Individuals who need to be entirely homebased typically have not succeeded in a regular training environment because their personal needs, medical issues, lack of stamina and other disability-related factors prevent them

from daily, consistent attendance. Long distance or web-based learning can supplement some of these training needs. We have found that employers need to provide some "hands-on" training as well, at the business site. Training needs to be conducted on a flexible basis. We have found that a combination of in-house and remote training worked well for some individuals with disabilities, along with the use of trainers who conduct training in candidates homes.

What are the safety and liability risks?

Employers are obliged to document home office worksite injuries and are responsible for employer-provided equipment. The Occupational Health and Safety Administration exempted employers from responsibility for teleworkers. Despite the absence of legal mandates many small employers establish remote office setup and management practices that are in compliance with their company's office-based procedures and policies. An agreement between the company and teleworker can state that the employer is not responsible for third party injuries that may occur in the home office. The agreement should also indicate that employer property is not to be used by other household members, and is designated specifically for business use.

For workers with a disability, proper ergonomics may be an important component of workplace accommodations. If the employee is sitting at a desk for many hours per day, it is especially critical for the employer to inspect and provide employee education regarding home office setup. When MITE works with employers, we often stress that the ergonomic chair is the most critical element that the employer should provide, if necessary. For employees with disabilities, comfort and correct fit is essential for them to maintain productivity and more importantly their health. The MITE and MRC program provided assistance on the employer on set-up of home office for participants, whether they were contractors or employees.

Workers' compensation injuries that occur during the course of work are covered by the employer. At this time there appears to be no greater incidence of workers compensation claims from home office workers than in house company employees, as reported by St. Paul Companies Insurance. A comprehensive telework policy that establishes parameters for privacy, home life-work life balance, employee and company safety responsibilities, office set-up, risk/liability management, security and work schedule helps the company to implement a successful telework program.

How can productivity and supervision be maintained for remote workers?

MITE has found that many firms assume they measure productivity, but often use the "management by walking around" style to substitute for measurement. For some types of positions, teleworkers need to be onsite for a couple of weeks with flexible hours, to ensure they understand the job tasks and the business culture. MITE and MRC work with small businesses to supplement their current training, with additional instruction or in adaptation of training materials. This additional step may be necessary for the teleworker to succeed. MITE also works with the employer to ensure that communication strategies and follow-up procedures are in place.

How is telework a disaster recovery strategy?

In several situations, teleworkers were able to keep the business and customer service open during weather emergencies.

Case Example: In 1993, Dataserv had 4 of their 64 in-house customer service dispatchers make it to work due to winter storm. Their call center was disabled. The four teleworkers were able to keep handling customer calls over a 30-hour period while other dispatchers could not get to work. The company had not seen telework as a disaster recovery strategy until they used this strategy again in 1994 during an emergency evacuation that lasted 3 hours. Teleworkers were able to keep on working, while remaining employee productivity plummeted.

Will the teleworker feel isolated or out of touch with the company?

In a research study conducted by Virginia Commonwealth University and MITE in 2001, 60 teleworkers with disabilities were asked about feeling socially isolated in their jobs. The majority of over 90% did not feel a sense of isolation. Many survey participants have active lives with family and friends and have a balanced sense of work and life.

Will the employer ultimately have higher medical benefit costs due to hiring of these teleworkers with disabilities?

In the majority of the cases of teleworkers with disabilities, many workers already have existing medical insurance in place. The vast majority of persons are on government assistance or have coverage through a family member or spouse. This population wants to work part time because they can maintain their current benefit status. Individuals are often on Social Security Disability or veterans' assistance, which provides a portion of their income. From their point of view, it is

extremely risky for them to withdraw this status to obtain employment. Most of the wages are $8 to $10 per hour, part-time to start. The job helps them to supplement their current income and to increase their standards of living to a point in which they are more financially stable. Participants fear that in taking a job, there is a possibility of failure and inability to retain their jobs due to health concerns. This premise holds true, particularly for those who have chronic or progressive diseases, in which their current medical status must be maintained.

Does the employer pay for modifications, equipment and furniture?

If the person is teleworking full-time, the company often will provide the basic computer and telephone lines, to ensure that the employee is connected and that customer service is not impaired. The business may have to replicate the technology and hardware for some types of jobs and pay for ongoing dedicated telephone line charges. Of course, this is dependent upon the job. Many state vocational rehabilitation agencies can often assist with equipment purchases if the employee is registered with their service. Employers may want to use their own equipment because connectivity is enhanced, rather than having the employee use their own PC.

Summary

Both small businesses and person with disabilities obtain benefit from telework. To be successful, a 3-prong approach is needed: 1) candidate screening, customized, flexible PC and communications training, and support for teleworkers during the first year of employment; 2) comprehensive telework education for small businesses; and 3) the support of an employer advisory council and state vocational rehabilitation services. These three program components are necessary to help the organization meet their business goal and to enable long-term employment for the individual.

Addendum - Telework Disability Case Studies

Dataserv – Dispatchers
Dataserv, Inc., now merged with WANG, is a technology maintenance provider for high tech companies. They are a 24-hour by 7-day operation. The call center typically had 64 FTE dispatchers, a job which typically has a high employee turnover rate per year (over 30%). One major reason for having a home-based workforce was to increase employee retention. They hired four full-time dispatchers with disabilities to work from home. The individuals dealt with MS, back injury, complications of cancer, and hearing sensitivity to noise. They dispatched customer calls and requests to a large number of field engineers throughout the U.S.

The company duplicated all office equipment and telecommunications in each person's name and ensured that it was an ergonomic set up. These telecommuters initially were trained at the company for 2-3 weeks and regularly returned to the corporate site for staff meetings and training. Coworkers kept in touch on a regular basis. The company put the pictures of the four-offsite workers on a wall in the call center. One of these dispatchers after 3 years was named Employee of the Year.

During a 3-foot snowstorm at the corporate site in Minnesota, none of the in-house dispatchers were able to get to work and the telecommuting employees took all customer calls straight for 30 hours. This ended up being a disaster recovery program for the company, in addition to increasing employee retention.

Precision Tune – Customer Service
Precision Tune hired 3 contractual workers to perform customer service follow-up calls for several of their locations in the Twin Cities. Persons worked out of their homes between 20 to 30 hours per week. The Minnesota Resource Center acted as the employer and hired individuals as temporary employees. This small company wanted to implement a customer follow-up service and found an innovative way to accomplish it. The company did not have occupancy space for the 3 employees. After 6 months, they hired the employees as permanent because they did not want to lose this employee skill base and knowledge of the customers.

Chimneysweeps – Scheduler/Secretary
A sole proprietor who provided furnace and air conditioning maintenance services hired an individual with arthritis to schedule his appointments and handle customer phone calls. He would forward his office line to her home after 9:00 a.m. each day until 5:00 p.m. She also handled some of the weekend calls on a regular basis. This was the perfect solution for him because he was not able to take calls while he was working on other projects and she also informed him of emergency calls. She was able to provide full call coverage to maintain his business customers.

Law Firm – Customer Service
A firm in Duluth, Minnesota hired an individual to take calls during 5-10:00 p.m. in the evenings. They forwarded the calls to her home from their offices. At one time, they were also running advertisements on television and received many calls at night. This extended their coverage for potential customers.

Northland Insurance Company – Transcriber
This firm employs two telecommuters who work 30 hours a week at home transcribing accident reports from audiotapes and sending them to the corporate site via modem. One of these individuals has been unable to work in a regular position for more than 10 years due to multiple sclerosis. The other person has chronic back pain that requires her to change position every 15 to 20 minutes. Working at home allows both employees to spread six hours of work over an entire day, allowing for needed breaks. The state initially purchased the equipment for the employees. The employer provided software and courier services.

RESOURCE, Inc. – Secretary
This large, nonprofit organization has a home-based secretary who splits her time between two programs. She copes with disability-related fatigue and pain, and telecommuting enables her to better manage and maintain her health. If this employee worked in-house daily commute time would be almost two hours. She is responsible for database management, mailings, and handling customer calls and orders. She attends regular staff meetings and maintains

daily contact via email and voice mail. The company provides all equipment and pays for an additional phone line and voice mail.

United Way – Information Specialists
Nonprofit agencies such as the Minneapolis United Way have implemented a pilot in which referral specialists receive calls and provide information and assistance. This is an excellent strategy to give 24-hour service to callers in need. Individuals with disabilities work from home and have calls from the corporate office forwarded at 4:30 p.m. each day and then forwarded to the next employee at midnight. Seven individuals with severe disabilities have found long-term employment and work 20-30 hours per week. A coordinator who also has a disability supervises them. These employees want to work part-time so they can still retain their medical assistance. The company provides periodic training updates that employees are required to attend in-house.

SWANSON RINK

Consulting Engineers

September 17, 2002

Swanson Rink, Incorporated is a small engineering firm that specializes in mechanical, electrical and telecommunications for new construction or renovation projects. We have been in business since 1949, have 74 employees, and consistently rank in the top 10 engineering firms in Colorado.

In January of 2001, we opened a satellite office in Thornton, Colorado, that is seamlessly integrated with our main office in downtown Denver. This office can accommodate 12 employees who work, or telework, from there full time.

The primary factor in initially deciding to open the satellite office was the need for additional office space. Since we needed more space to accommodate more employees, we decided to take a look at commute problems – as we found this issue often came up as an area of concern with potential recruits and employee retention. A satellite office on the north side of the metro area made the most immediate sense since the majority of employees with long commutes were closest to that general location. The satellite office was set up as an extension of the main downtown office rather than a stand-alone office. An additional reason for establishing the satellite center was so that we could gauge first-hand how well the technology we implemented works in a real-life business situation.

Teleworking requires us to keep an open mind and to look closely at our work processes. The satellite office provides employees who live nearby, or north of downtown, with an alternative to traveling to the main downtown office – in some cases an additional 13 miles one-way, and up to 45 minutes of rush hour commute time. The location of the office was determined based on its vicinity to the employees' homes and lower real estate costs rather than its adjacency to their client base. The benefit of the alternative office solution is to attract and retain employees. During our recruiting efforts one of the most important issues to potential employees is commute time.

The satellite office is connected to the Denver office via a T-1 line for voice and data, and three ISDN lines for the videoconferencing system that allows for collaboration on drawings and other documents via cameras and computer monitors. The system is also compatible with other videoconferencing systems, making it a convenient and cost effective way to do business with clients and other remote team members.

Due to the success of the facility, and the very positive response from our employees, we are now looking at an additional satellite office to the south.

1120 Lincoln Street, Suite 1200 Denver, Colorado 80203-2139 www.rink.com (303) 832-2666 FAX (303) 832-7563

In April of 2002, we sought the assistance of Telework Colorado in order to determine how our telework program, and our satellite office, was going. The following facts are based on surveys completed by our teleworkers, their supervisors and their coworkers:

Productivity
About 63 percent of the teleworkers and 50 percent of telemanagers believe that teleworking resulted in greater productivity.
Teleworkers estimate that on average productivity improved by 14 percent.

Recruitment and Retention
About 63 percent of teleworkers reported that they are less likely to look for another job elsewhere due to teleworking.

Morale
All the teleworkers and about 50 percent of the managers thought that morale improved as a result of teleworking. Furthermore, both groups unanimously believe that teleworking is good for the company.

Transportation and Air Quality
As a result of teleworking full time, each teleworker saves, on average:

- 58 minutes per day in commute time.
- That equals six hours per week,
- 288 hours per year,
- or roughly 3½ weeks per year in commute time my employees save.

This translates into an approximate savings of 28,000 vehicle miles traveled and 958 lbs of pollutants.

Swanson Rink has benefited greatly from its telework program. Our business runs smoothly even from different sites; it's seamless; and its seamless to our clients, and that's probably the most important thing. It has raised employee productivity, morale, and retention, has helped reduce traffic congestion during Denver's interstate reconstruction project and regain its clean air status. Teleworking was definitely a good solution for us. Legislation such as Congressman Udall's H.R. 1035 could help other small businesses recognize some of the same benefits.

Thank you,

Gary W. Orazio
President
Swanson Rink, Inc.

House Committee on Small Business
September 24, 2002, 10 AM
2360 Rayburn House Office Building

Statement for the Record
Bob Chamberlin, President and CEO, NISH

Thank you for the opportunity to submit a statement for the record on the employment of people with disabilities in small businesses, the role government is (or could be) playing in that process, and what can be done legislatively to increase employment opportunities for people with disabilities.

People with disabilities are less likely then people without disabilities to have a job or a business. For people ages 21 to 64 without a disability the likelihood of them having a job or business is 82.1%. For people with a non-severe disability, the rate is 76.9%; the rate drops to just 26.1% for those with a severe disability.

We are striving for full employment for people with disabilities, and the hearing was an excellent first step in building a new productive partnership between the small business and disability communities. The next step is to make this new partnership a reality by capitalizing on our existing infrastructure and programs; additionally we need to work to build better relationships between all federal agencies involved with creating job opportunities for disadvantaged groups.

I believe there are certain steps that could be taken legislatively that would further assist federal departments and agencies to support increased job opportunities for people with disabilities. I will discuss these proposals later in this letter but first want to provide some background information.

My organization, NISH, has as its primary mission, creating job opportunities for people with severe disabilities. In my current capacity, I have had the opportunity to gain a true appreciation for the tremendous potential that resides in the network of over 2100 Community Rehabilitation Programs (CRPs) affiliated with our organization (as well as hundreds of other non-affiliated CRPs throughout the United States that also serve people who are blind or have severe disabilities).

CRPs are IRS 501(c) (3) organizations established under the Rehabilitation Act that are in effect "not-for-profit" small businesses. They have two primary missions: first, they provide a stable work environment, complete with necessary support systems, in which people who are severely disabled may receive vocational rehabilitation, gaining necessary skills and experience to become a part of the public workforce. They offer the intensive job training, work adjustment, experience, confidence building, and workplace supports required by people with severe disabilities that most small businesses could not afford to offer. In so doing, not-for-profit small businesses provide people with severe disabilities with the opportunity to enter the competitive labor market, develop increased skills, foster self-esteem, and become taxpaying Americans.

Secondly, they operate just like any other business: they have payroll requirements, purchase supplies and equipment (in many cases from for-profit small businesses), and must meet their expenses; and their "business survival" depends on delivery of quality products and services. As such, they are an integral part of local economies and are key employers in both rural and urban settings throughout the United States. In the case of NISH affiliated not-for-profits, these products and services include key components for commercial aircraft and military weapons systems as well as services at facilities ranging from the Statue of Liberty and other national treasures to military bases and federal facilities throughout the 50 states and U.S. territories. These services include everything from custodial and grounds maintenance to preventative maintenance on wheeled vehicles and operation of sophisticated call centers.

During the last year almost 34,000 job opportunities were created by NISH affiliated not-for-profits under the umbrella of Javits-Wagner-O'Day (JWOD) Program through providing quality products and services to the federal government. These same not-for-profits (along with hundreds of other not-for-profits) also generated thousands of other jobs in support of the commercial sector. In each case these jobs provided meaningful employment for individuals who would have otherwise been unemployed, generated additional federal and state tax revenues, and resulted in reduced dependence on entitlement programs. Additionally, the CRPs made local tax payments, supported other small businesses through purchasing products and services; and with the federal tax dollars saved through their "not-for-profit" status, they invested additional resources into the wide range of rehabilitation, job training, and employment supports necessary to create additional job opportunities in both the for-profit and not-for profit small business communities.

As stated earlier, we already have much of what is needed to make dramatic progress in the employment of people who are blind or severely disabled. The existing national network of not-for-profits have the skills and experience necessary to both train and support people with disabilities and also to manage small businesses. Additionally, the government has already played a critical role in laying the foundation that will bridge the gap between the commercial small businesses and not-for-profit small businesses. In other words, much of the solution is simply in supporting programs already in place.

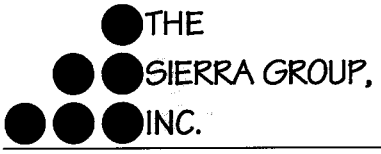
However, some changes to current legislative initiatives could make a dramatic impact through both assisting federal contracting activities in supporting small businesses while also providing a dramatic increase in employment opportunities for people with severe disabilities. In my visits to government contracting activities a major issue is consistently articulated; specifically, since contracting officers receive no credit toward small business goals when they award a contract to a not-for-profit small business, there is little incentive for them to support not-for-profit programs whose mission is to employ people with disabilities. As small business goals are raised even higher, this disincentive is exacerbated. NISH wants to work with you and your staff to improve the discussion draft for Representative Lane Evans' proposed bill entitled **Veterans Small Business Preference Act of 2002**. The proposed bill addresses the following three objectives:

1. It affords small business firms owned and controlled by service-disabled veterans and other disabled individuals a time limited preference in the award of federal contracts under section 8(a) of the Small Business Act.
2. The proposed bill additionally provides for a 3% participation goal for small business firms owned and controlled by veterans to include any small business firms owned and controlled by service-disabled veterans that are not participating in the 8(a) program.
3. Last, but not least, it requires all federal agencies to establish procurement goals for small businesses, and each category of small businesses, that are at least equal to legislatively specified government–wide goals.

If this proposal contained two additional provisions, we would expand employment opportunities for people who are blind or who have severe disabilities. For example:

1. Allow all federal procuring agencies to count contracts with not-for-profit small businesses towards meeting their small business goals. Congress should pass legislation that allows not-for-profit organizations to have opportunities to perform primary or subcontracts for supplies and services provided to the U.S. government to the maximum extent practicable. The provision should permit procurement agencies to count purchases from associated non-profit agencies towards their small business goals.
2. Allow federal prime contractors to count subcontracts with non-profit small businesses towards meeting their small business goals. Congress should enact legislation that extends to all other federal agencies the same current authority held by the Department of Defense prime contractors that have negotiated subcontracting plans for small businesses to count purchases from nonprofit small business organizations towards meeting these goals.

Again, thank you for this opportunity to submit a statement on these important issues. Carolina Fine Snacks and NISH look forward to working with the Committee to increase employment opportunities for people with disabilities through for-profit and not-for-profit small businesses.



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Workplace Technology and Strategies for People with Disabling Conditions.

A Rehabilitation Engineering Consulting Company

September 26, 2002

The Honorable Donald Manzullo
Chairman
Committee on Small Business
2361 Rayburn House Office Building
Washington, D.C. 20515

Dear Mr. Chairman:

The following is a submission for the Record for the hearing before the House Committee on Small Business on September 24, 2002, addressing the role that the Federal Government and small businesses are playing in assisting individuals with disabilities. This is to supplement the written testimony I submitted at the hearing. I have provided some statistics from several different studies, as you requested, and additional facts about the most underserved group of individuals with disabilities.

The Sierra Group, Inc. primarily serves the needs of individuals with multiple, severe disabilities (physical and cognitive) and little or no prior work history. The testimony of the Honorable Tony Coelho, Phil Kosak, and Sandford Lupovitz focused on workers in high skill, high paying jobs and workers in factories or security jobs, who primarily have cognitive disabilities. They spoke to the issue of employer education and awareness. These employers do not rely significantly on tax credits, incentives or other state or Federal programs in making hiring decisions. This leaves open the question of employment for my group--those with severe disabilities who are not qualified for employment.

In reviewing their testimony I found a general consensus about placement problems arising out of discrimination for workers in the high skill, high paying professions and workers in factories or security fields. This testimony supported the suggestion that the employers hiring qualified people with disabilities had nominal, if any, costs associated with their hiring decisions. While all of these witnesses stated that accommodation, in the form of cooperation or education, was required, they presented testimony that essentially stated that qualified workers with disabilities could be successful at work if discrimination alone were eliminated.

I represent a different category of people with disabilities—the most underserved. Studies show that this group is unemployed at the highest percent. Additional education,

technology, and accommodation as well as overcoming discrimination are necessary for this population to become substantially employed. Despite the need for these more extensive supports, society benefits economically by assisting this underserved group of people.

In fact, a U.S. Census Bureau 2001 survey detailing Selected Characteristics of Persons 16-74 with disabilities states the following:

Of the over 11,000,000 individuals identified as both unemployed and having a severe disability, nearly 50 percent of them have an education that has not culminated in a high school diploma. In fact, nearly 40 percent of this population is educated at or below the eighth grade level. A poorly educated population faces employment challenges regardless of disability. Data representing those 5,500,000 individuals with severe disabilities that also have poor educational preparedness indicates the need for significant intervention in order for employment to occur. Additionally the Journal of Rehabilitation (July/Aug./Sept. 2002, volume 68, Number 9) addresses the need for accommodations during GED testing for adults with disabilities because research demonstrates that people with disabilities ages 15 to 20 fail to complete high school at twice the rate as those without disabilities (41 percent vs. 21 percent).

Working with this population, The Sierra Group, Inc. has successfully increased reading speed and comprehension using both strategy and technology as follows:

A typical student entering Sierra's training program with reading difficulty is severely disabled, 30 yrs. old with no prior work history and has the following entrance scores on reading speed and comprehension:

Reads:	69 WPM (average is 250 WPM, Bailey RW, & Bailey LM 1999)
Comprehension tests:	27%
Spelling:	55%

Sierra uses a software package called Ace Reader as a *cognitive orthodic* for 100 hours of instruction (2 courses).

Students results increase dramatically thus allowing for entry-level employment or success in a program of higher education. Results show the following average increases:

Reads:	97 WPM	up 41%
Comprehension:	76%	up 204 %
Spelling:	78%	up 42%

The Rehabilitation Act (PL 101-559) specifies that states must first target assistance to individuals designated most severely disabled through an order of selection, which each state must develop if it has a waiting list for vocational rehabilitative services.

This Federal mandate to serve those with the most severe disabilities first did not also include proportional increases in funding.

The requirements imposed by Federal regulations, especially the 1992 amendments to the Federal Rehabilitation Act of 1973 have generally resulted in higher costs of delivering services to participants with disabilities. This is primarily based on the following:

- The presumption that all individuals applying for services, regardless of the severity of their disabilities, can attain employment with assistance from the program.
- That clients are to make informed choices about their vocational goals, the services they receive, and the providers of those services.
- That State Vocational Rehabilitation programs must coordinate their provision of services with local agencies that furnish services related to the rehabilitation of people with disabilities.
- That those designated most severely disabled are to be served before helping those with less severe disabilities.

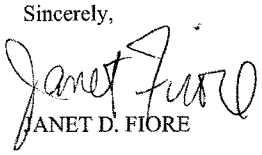
On January 22, 2001, the Department of Education, Rehabilitation Services Administration (RSA) issued final regulations in the *Federal Register*, eliminating extended employment as a successful closure under the VR program, thereby indicating that for those with severe disabilities a job is not a mandated outcome in order for the state program to gain a successful closure, per Federal standards. These regulations are a departure from the concept of aggressively seeking employment outcomes for those who need rehabilitative services the most. Employment data continues to demonstrate that people with severe disabilities remain chronically unemployed.

The American Congress of Community Supports and Employment Services states that RSA is accurate in its assessment that extended employment (permanent, long term work) is a valuable goal in preparing individuals with disabilities for employment in integrated settings. However, for those individuals with severe, persistent, and complex disabilities who have the most difficulty in achieving such employment, or choose not to pursue employment in an integrated setting, RSA, through this regulation discourages the work that is performed in extended employment programs in a work-centered, community-based environment. Individuals with disabilities who have the desire to enter or re-enter the workforce should be free to choose from a variety of options within the VR system. The regulations have had serious implications on work centers and community rehabilitation programs (CRPs) in small towns and underserved areas.

Eliminating the requirement for extended employment outcomes has limited, not increased, competitive employment opportunities for those with severe disabilities who have traditionally been served by CRPs. In New Jersey, for example, vocational rehabilitation counselors are avoiding highly effective CRPs. Therefore, an entire segment of jobs - and thus independence for individuals with severe disabilities - no longer exists as an option for the very people that the regulations aim to benefit.

In conclusion, we submit that employers hire skill. While skill can take many different forms, it is a tangible product that is essential to successful employment. Ignoring skill because it is embodied in a person with a disability is wrong and discriminatory on its face. In the absence of skill, passing over a candidate is a sound business practice. There are over 11,000,000 unemployed people with severe disabilities who consume a variety and growing number of taxpayer-supported services in this country. It is, therefore, our ardent hope that Congress promote educational reform and remediation efforts to secure the dream of employment and participation of this portion of the American public.

Sincerely,



JANET D. FIORE

Unemployment Rate for People with Disabilities

Source: US Bureau of the Census, Census 2000 – DP-2 Social Characteristics Data

State	Small Business Committee Member(s)	Population (21-64) with a Disability	Percent with Disability Unemployed per State	Number Unemployed with Disability per State
Illinois	Manzullo, Donald (Chairman) Davis, Danny Phelps, David	1,203,915	42.6%	**512,868**
Texas	Combest, Larry Gonzalez, Charles	2,315,414	41.7%	**965,528**
Colorado	Hefley, Joel Udall, Mark	406,742	38.1%	**154,969**
Maryland	Bartlett, Roscoe	529,949	38.3%	**202,970**
New Jersey	LoBiondo, Frank Ferguson, Mike Pascrell, William	844,726	40.6%	**342,959**
New York	Velazquez, Nydia (Ranking Member) Kelly, Sue Grucci, Felix J.	2,294,611	45.9%	**1,053,226**
Ohio	Chabot, Steve Tubbs Jones, Stephanie	1,120,611	44.0%	**493,069**
Pennsylvania	Toomey, Pat Shuster, Bill Brady, Robert	1,196,717	45.2%	**540,916**
South Carolina	DeMint, Jim	514,963	44.5%	**229,147**
South Dakota	Thune, John	62,238	36.0%	**22,406**
Indiana	Pence, Mike	635,620	39.2%	**249,163**

State	Small Business Committee Member(s)	Population (21-64) with a Disability	Percent with Disability Unemployed per State	Number Unemployed with Disability per State
California	Issa, Darrell E. Millender-McDonald Juanita Napolitano, Grace	3,848,497	45.1%	**1,735,672**
Missouri	Graves, Sam Akin, Todd W.	567,320	44.7%	**253,592**
Virginia	Schrock, Edward L.	712,330	41.5%	**295,617**
West Virginia	Moore Capito, Shelly	247,261	59.6%	**147,368**
Virgin Islands	Christian-Christensen, Donna	Data Not Available	Data Not Available	**Data Not Available**
New Mexico	Udall, Todd	209,280	46.5%	**97,315**
Washington	Baird, Brian	606,589	42.4%	**257,194**
Rhode Island	Langevin, James P.	116,305	41.6%	**48,383**
Arkansas	Ross, Mike	345,338	48.4%	**167,144**
Oklahoma	Carson, Brad	405,333	44.8%	**181,589**
Puerto Rico	Acevedo-Villa, Anibal	Data Not Available	Data Not Available	**Data Not Available**

Table DP-2. Profile of Selected Social Characteristics: 2000

Geographic area: Illinois

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text]

Subject	Number	Percent
SCHOOL ENROLLMENT		
Population 3 years and over enrolled in school	**3,450,604**	**100.0**
Nursery school, preschool	253,102	7.3
Kindergarten	189,795	5.5
Elementary school (grades 1-8)	1,490,164	43.2
High school (grades 9-12)	707,505	20.5
College or graduate school	810,038	23.5
EDUCATIONAL ATTAINMENT		
Population 25 years and over	**7,973,571**	**100.0**
Less than 9th grade	597,684	7.5
9th to 12th grade, no diploma	882,759	11.1
High school graduate (includes equivalency)	2,212,291	27.7
Some college, no degree	1,720,386	21.6
Associate degree	482,502	6.1
Bachelor's degree	1,317,182	16.5
Graduate or professional degree	760,867	9.5
Percent high school graduate or higher	81.4	(X)
Percent bachelor's degree or higher	26.1	(X)
MARITAL STATUS		
Population 15 years and over	**9,707,837**	**100.0**
Never married	2,804,684	28.9
Now married, except separated	5,206,193	53.6
Separated	175,757	1.8
Widowed	653,789	6.7
Female	535,281	5.5
Divorced	867,414	8.9
Female	498,204	5.1
GRANDPARENTS AS CAREGIVERS		
Grandparent living in household with one or more own grandchildren under 18 years	**258,038**	**100.0**
Grandparent responsible for grandchildren	103,717	40.2
VETERAN STATUS		
Civilian population 18 years and over	**9,158,208**	**100.0**
Civilian veterans	1,003,572	11.0
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION		
Population 5 to 20 years	**2,880,883**	**100.0**
With a disability	221,924	7.7
Population 21 to 64 years	**7,059,044**	**100.0**
With a disability	1,203,915	17.1
Percent employed	57.4	(X)
No disability	5,849,129	82.9
Percent employed	77.6	(X)
Population 65 years and over	**1,416,418**	**100.0**
With a disability	573,878	40.5
RESIDENCE IN 1995		
Population 5 years and over	**11,547,506**	**100.0**
Same house in 1995	6,558,427	56.8
Different house in the U.S. in 1995	4,635,247	40.1
Same county	3,010,802	26.1
Different county	1,624,445	14.1
Same state	959,323	8.3
Different state	665,122	5.8
Elsewhere in 1995	353,831	3.1

Subject	Number	Percent
NATIVITY AND PLACE OF BIRTH		
Total population	**12,419,293**	**100.0**
Native	10,890,235	87.7
Born in United States	10,768,063	86.7
State of residence	8,335,553	67.1
Different state	2,432,510	19.6
Born outside United States	122,172	1.0
Foreign born	1,529,058	12.3
Entered 1990 to March 2000	687,584	5.5
Naturalized citizen	603,521	4.9
Not a citizen	925,537	7.5
REGION OF BIRTH OF FOREIGN BORN		
Total (excluding born at sea)	**1,529,058**	**100.0**
Europe	389,928	25.5
Asia	359,812	23.5
Africa	26,158	1.7
Oceania	2,553	0.2
Latin America	731,397	47.8
Northern America	19,210	1.3
LANGUAGE SPOKEN AT HOME		
Population 5 years and over	**11,547,506**	**100.0**
English only	9,326,786	80.8
Language other than English	2,220,719	19.2
Speak English less than "very well"	1,054,722	9.1
Spanish	1,258,876	10.9
Speak English less than "very well"	665,995	5.8
Other Indo-European languages	640,237	5.5
Speak English less than "very well"	253,352	2.2
Asian and Pacific Island languages	248,800	2.2
Speak English less than "very well"	111,065	1.0
ANCESTRY (single or multiple)		
Total population	**12,419,293**	**100.0**
Total ancestries reported	*13,248,253*	*106.7*
Arab	52,798	0.4
Czech[1]	152,461	1.2
Danish	59,632	0.5
Dutch	195,847	1.6
English	831,820	6.7
French (except Basque)[1]	267,850	2.2
French Canadian[1]	45,664	0.4
German	2,440,549	19.7
Greek	95,064	0.8
Hungarian	65,971	0.5
Irish[1]	1,613,005	12.2
Italian	744,274	6.0
Lithuanian	87,294	0.7
Norwegian	178,923	1.4
Polish	932,996	7.5
Portuguese	7,593	0.1
Russian	121,397	1.0
Scotch-Irish	126,983	1.0
Scottish	150,255	1.2
Slovak	42,966	0.3
Subsaharan African	73,194	0.6
Swedish	303,044	2.4
Swiss	37,505	0.3
Ukrainian	47,623	0.4
United States or American	569,102	4.6
Welsh	51,769	0.4
West Indian (excluding Hispanic groups)	27,286	0.2
Other ancestries	4,035,408	32.5

-Represents zero or rounds to zero. (X) Not applicable.

[1]The data represent a combination of two ancestries shown separately in Summary File 3. Czech includes Czechoslovakian. French includes Alsatian. French Canadian includes Acadian/Cajun. Irish includes Celtic.

Source: U.S. Bureau of the Census, Census 2000.

Table DP-2. Profile of Selected Social Characteristics: 2000

Geographic area: Texas

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text]

Subject	Number	Percent
SCHOOL ENROLLMENT		
Population 3 years and over enrolled in school	**5,948,260**	**100.0**
Nursery school, preschool	390,094	6.6
Kindergarten	348,203	5.9
Elementary school (grades 1-8)	2,707,281	45.5
High school (grades 9-12)	1,299,792	21.9
College or graduate school	1,202,890	20.2
EDUCATIONAL ATTAINMENT		
Population 25 years and over	**12,790,893**	**100.0**
Less than 9th grade	1,465,420	11.5
9th to 12th grade, no diploma	1,649,141	12.9
High school graduate (includes equivalency)	3,176,743	24.8
Some college, no degree	2,858,802	22.4
Associate degree	668,494	5.2
Bachelor's degree	1,998,250	15.6
Graduate or professional degree	976,043	7.6
Percent high school graduate or higher	75.7	(X)
Percent bachelor's degree or higher	23.2	(X)
MARITAL STATUS		
Population 15 years and over	**15,937,843**	**100.0**
Never married	4,076,687	25.6
Now married, except separated	9,006,327	56.5
Separated	392,957	2.5
Widowed	902,613	5.7
Female	738,953	4.6
Divorced	1,559,049	9.8
Female	895,265	5.6
GRANDPARENTS AS CAREGIVERS		
Grandparent living in household with one or more own grandchildren under 18 years	**551,047**	**100.0**
Grandparent responsible for grandchildren	257,074	46.7
VETERAN STATUS		
Civilian population 18 years and over	**14,871,550**	**100.0**
Civilian veterans	1,754,809	11.8
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION		
Population 5 to 20 years	**5,183,137**	**100.0**
With a disability	410,150	7.9
Population 21 to 64 years	**11,612,066**	**100.0**
With a disability	2,315,414	19.9
Percent employed	58.3	(X)
No disability	9,296,652	80.1
Percent employed	74.7	(X)
Population 65 years and over	**1,966,272**	**100.0**
With a disability	879,976	44.8
RESIDENCE IN 1995		
Population 5 years and over	**19,241,618**	**100.0**
Same house in 1995	9,545,367	49.6
Different house in the U.S. in 1995	8,970,191	46.6
Same county	5,204,389	27.0
Different county	3,765,802	19.6
Same state	2,402,953	12.5
Different state	1,362,849	7.1
Elsewhere in 1995	725,960	3.8

Subject	Number	Percent
NATIVITY AND PLACE OF BIRTH		
Total population	**20,851,820**	**100.0**
Native	17,952,178	86.1
Born in United States	17,727,394	85.0
State of residence	12,970,203	62.2
Different state	4,757,191	22.8
Born outside United States	224,784	1.1
Foreign born	2,899,642	13.9
Entered 1990 to March 2000	1,335,524	6.4
Naturalized citizen	914,326	4.4
Not a citizen	1,985,316	9.5
REGION OF BIRTH OF FOREIGN BORN		
Total (excluding born at sea)	**2,899,640**	**100.0**
Europe	152,327	5.3
Asia	466,218	16.1
Africa	64,470	2.2
Oceania	6,984	0.2
Latin America	2,172,476	74.9
Northern America	37,165	1.3
LANGUAGE SPOKEN AT HOME		
Population 5 years and over	**19,241,518**	**100.0**
English only	13,230,765	68.8
Language other than English	6,010,753	31.2
Speak English less than "very well"	2,669,603	13.9
Spanish	5,195,182	27.0
Speak English less than "very well"	2,369,096	12.3
Other Indo-European languages	358,019	1.9
Speak English less than "very well"	92,380	0.5
Asian and Pacific Island languages	374,330	1.9
Speak English less than "very well"	186,504	1.0
ANCESTRY (single or multiple)		
Total population	**20,851,820**	**100.0**
Total ancestries reported	*19,485,505*	*93.4*
Arab	63,733	0.3
Czech[1]	187,729	0.9
Danish	43,719	0.2
Dutch	202,568	1.0
English	1,482,984	7.0
French (except Basque)[1]	466,815	2.2
French Canadian[1]	88,964	0.4
German	2,068,981	9.9
Greek	32,319	0.2
Hungarian	30,234	0.1
Irish[1]	1,507,845	7.2
Italian	363,354	1.7
Lithuanian	12,598	0.1
Norwegian	118,968	0.6
Polish	228,309	1.1
Portuguese	16,552	0.1
Russian	58,465	0.3
Scotch-Irish	337,630	1.6
Scottish	289,827	1.4
Slovak	10,341	-
Subsaharan African	132,754	0.6
Swedish	127,871	0.6
Swiss	28,774	0.1
Ukrainian	15,574	0.1
United States or American	1,554,012	7.5
Welsh	81,113	0.4
West Indian (excluding Hispanic groups)	40,345	0.2
Other ancestries	9,915,141	47.6

-Represents zero or rounds to zero. (X) Not applicable.

[1]The data represent a combination of two ancestries shown separately in Summary File 3. Czech includes Czechoslovakian. French includes Alsatian. French Canadian includes Acadian/Cajun. Irish includes Celtic.

Source: U.S. Bureau of the Census, Census 2000.

Table DP-2. Profile of Selected Social Characteristics: 2000

Geographic area: Colorado

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text]

Subject	Number	Percent
SCHOOL ENROLLMENT		
Population 3 years and over enrolled in school	1,166,004	100.0
Nursery school, preschool	79,064	6.8
Kindergarten	61,749	5.3
Elementary school (grades 1-8)	503,119	43.1
High school (grades 9-12)	239,240	20.5
College or graduate school	282,832	24.3
EDUCATIONAL ATTAINMENT		
Population 25 years and over	2,778,632	100.0
Less than 9th grade	134,348	4.8
9th to 12th grade, no diploma	228,691	8.2
High school graduate (includes equivalency)	544,360	23.2
Some college, no degree	667,610	24.0
Associate degree	193,866	7.0
Bachelor's degree	599,028	21.6
Graduate or professional degree	308,727	11.1
Percent high school graduate or higher	88.9	(X)
Percent bachelor's degree or higher	32.7	(X)
MARITAL STATUS		
Population 15 years and over	3,385,369	100.0
Never married	912,953	27.0
Now married, except separated	1,883,863	55.6
Separated	54,674	1.6
Widowed	160,243	4.7
Female	128,765	3.8
Divorced	373,606	11.0
Female	210,957	6.2
GRANDPARENTS AS CAREGIVERS		
Grandparent living in household with one or more own grandchildren under 18 years	66,903	100.0
Grandparent responsible for grandchildren	28,524	42.6
VETERAN STATUS		
Civilian population 18 years and over	3,177,044	100.0
Civilian veterans	446,385	14.1
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION		
Population 5 to 20 years	977,264	100.0
With a disability	72,623	7.4
Population 21 to 64 years	2,550,417	100.0
With a disability	406,742	15.9
Percent employed	61.9	(X)
No disability	2,143,675	84.1
Percent employed	81.2	(X)
Population 65 years and over	398,644	100.0
With a disability	159,289	40.0
RESIDENCE IN 1995		
Population 5 years and over	4,006,285	100.0
Same house in 1995	1,766,678	44.1
Different house in the U.S. in 1995	2,102,892	52.5
Same county	919,925	23.0
Different county	1,182,967	29.5
Same state	539,147	13.5
Different state	643,820	16.1
Elsewhere in 1995	134,715	3.4

Subject	Number	Percent
NATIVITY AND PLACE OF BIRTH		
Total population	4,301,261	100.0
Native	3,931,358	91.4
Born in United States	3,875,900	90.1
State of residence	1,766,731	41.1
Different state	2,109,169	49.0
Born outside United States	55,458	1.3
Foreign born	369,903	8.6
Entered 1990 to March 2000	201,072	4.7
Naturalized citizen	116,875	2.7
Not a citizen	253,028	5.9
REGION OF BIRTH OF FOREIGN BORN		
Total (excluding born at sea)	369,894	100.0
Europe	65,274	17.6
Asia	72,417	19.6
Africa	9,763	2.6
Oceania	3,065	0.8
Latin America	205,691	55.6
Northern America	13,684	3.7
LANGUAGE SPOKEN AT HOME		
Population 5 years and over	4,006,285	100.0
English only	3,402,266	84.9
Language other than English	604,019	15.1
Speak English less than "very well"	257,504	6.7
Spanish	421,670	10.5
Speak English less than "very well"	202,883	5.1
Other Indo-European languages	100,149	2.5
Speak English less than "very well"	26,943	0.7
Asian and Pacific Island languages	63,745	1.6
Speak English less than "very well"	32,138	0.8
ANCESTRY (single or multiple)		
Total population	4,301,261	100.0
Total ancestries reported	*4,783,916*	*111.2*
Arab	12,588	0.3
Czech[1]	38,650	0.9
Danish	43,216	1.0
Dutch	86,401	2.0
English	515,058	12.0
French (except Basque)[1]	142,623	3.3
French Canadian[1]	29,464	0.7
German	948,371	22.0
Greek	15,566	0.4
Hungarian	18,411	0.4
Irish[1]	527,506	12.3
Italian	201,787	4.7
Lithuanian	8,650	0.2
Norwegian	109,744	2.6
Polish	101,190	2.4
Portuguese	7,051	0.2
Russian	45,945	1.1
Scotch-Irish	89,035	2.1
Scottish	114,216	2.7
Slovak	6,692	0.2
Subsaharan African	17,766	0.4
Swedish	118,846	2.8
Swiss	21,002	0.5
Ukrainian	10,709	0.2
United States or American	221,463	5.1
Welsh	42,514	1.0
West Indian (excluding Hispanic groups)	4,693	0.1
Other ancestries	1,286,719	29.9

-Represents zero or rounds to zero. (X) Not applicable.

[1]The data represent a combination of two ancestries shown separately in Summary File 3. Czech includes Czechoslovakian. French includes Alsatian. French Canadian includes Acadian/Cajun. Irish includes Celtic.

Source: U.S. Bureau of the Census, Census 2000.

Table DP-2. Profile of Selected Social Characteristics: 2000

Geographic area: Maryland

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text]

Subject	Number	Percent
SCHOOL ENROLLMENT		
Population 3 years and over enrolled in school	**1,475,484**	**100.0**
Nursery school, preschool	98,052	6.5
Kindergarten	75,440	5.1
Elementary school (grades 1-8)	641,844	43.5
High school (grades 9-12)	307,671	20.9
College or graduate school	354,477	24.0
EDUCATIONAL ATTAINMENT		
Population 25 years and over	**3,496,598**	**100.0**
Less than 9th grade	178,169	5.1
9th to 12th grade, no diploma	386,917	11.1
High school graduate (includes equivalency)	933,836	26.7
Some college, no degree	711,127	20.3
Associate degree	186,186	5.3
Bachelor's degree	629,304	18.0
Graduate or professional degree	470,056	13.4
Percent high school graduate or higher	83.8	(X)
Percent bachelor's degree or higher	31.4	(X)
MARITAL STATUS		
Population 15 years and over	**4,159,636**	**100.0**
Never married	1,195,902	28.8
Now married, except separated	2,197,858	52.8
Separated	128,941	3.1
Widowed	270,452	6.5
Female	220,370	5.3
Divorced	366,483	8.8
Female	220,275	5.3
GRANDPARENTS AS CAREGIVERS		
Grandparent living in household with one or more own grandchildren under 18 years	**125,697**	**100.0**
Grandparent responsible for grandchildren	50,974	40.6
VETERAN STATUS		
Civilian population 18 years and over	**3,910,942**	**100.0**
Civilian veterans	524,230	13.4
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION		
Population 5 to 20 years	**1,193,904**	**100.0**
With a disability	96,501	8.1
Population 21 to 64 years	**3,076,165**	**100.0**
With a disability	529,949	17.2
Percent employed	81.7	(X)
No disability	2,546,216	82.8
Percent employed	80.3	(X)
Population 65 years and over	**572,977**	**100.0**
With a disability	227,695	39.8
RESIDENCE IN 1995		
Population 5 years and over	**4,945,043**	**100.0**
Same house in 1995	2,752,061	55.7
Different house in the U.S. in 1995	2,045,875	41.4
Same county	1,085,423	21.9
Different county	960,252	19.4
Same state	465,100	9.4
Different state	495,152	10.0
Elsewhere in 1995	147,307	3.0

Subject	Number	Percent
NATIVITY AND PLACE OF BIRTH		
Total population	**5,296,486**	**100.0**
Native	4,778,171	90.2
Born in United States	4,718,233	89.1
State of residence	2,610,963	49.3
Different state	2,107,270	39.8
Born outside United States	59,938	1.1
Foreign born	518,315	9.8
Entered 1990 to March 2000	228,429	4.3
Naturalized citizen	234,711	4.4
Not a citizen	283,604	5.4
REGION OF BIRTH OF FOREIGN BORN		
Total (excluding born at sea)	**518,315**	**100.0**
Europe	86,840	16.8
Asia	181,504	35.0
Africa	62,588	12.1
Oceania	1,957	0.4
Latin America	176,026	34.0
Northern America	9,300	1.8
LANGUAGE SPOKEN AT HOME		
Population 5 years and over	**4,945,043**	**100.0**
English only	4,322,329	87.4
Language other than English	622,714	12.6
Speak English less than "very well"	246,287	5.0
Spanish	230,829	4.7
Speak English less than "very well"	108,576	2.2
Other Indo-European languages	198,932	4.0
Speak English less than "very well"	58,632	1.2
Asian and Pacific Island languages	135,899	2.7
Speak English less than "very well"	65,973	1.3
ANCESTRY (single or multiple)		
Total population	**5,296,486**	**100.0**
Total ancestries reported	*5,437,506*	*102.7*
Arab	20,401	0.4
Czech[1]	27,492	0.5
Danish	11,652	0.2
Dutch	55,393	1.0
English	476,294	9.0
French (except Basque)[1]	95,885	1.8
French Canadian[1]	22,208	0.4
German	833,718	15.7
Greek	31,149	0.6
Hungarian	22,941	0.4
Irish[1]	623,335	11.8
Italian	267,573	5.1
Lithuanian	17,866	0.3
Norwegian	27,131	0.5
Polish	184,364	3.5
Portuguese	8,398	0.2
Russian	75,818	1.4
Scotch-Irish	68,972	1.3
Scottish	90,298	1.7
Slovak	12,203	0.2
Subsaharan African	98,560	1.9
Swedish	33,026	0.6
Swiss	12,212	0.2
Ukrainian	20,014	0.4
United States or American	305,558	5.8
Welsh	39,601	0.7
West Indian (excluding Hispanic groups)	55,244	1.0
Other ancestries	1,900,204	35.9

-Represents zero or rounds to zero. (X) Not applicable.

[1]The data represent a combination of two ancestries shown separately in Summary File 3. Czech includes Czechoslovakian. French includes Alsatian. French Canadian includes Acadian/Cajun. Irish includes Celtic.

Source: U.S. Bureau of the Census, Census 2000.

Table DP-2. Profile of Selected Social Characteristics: 2000

Geographic area: New Jersey

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text]

Subject	Number	Percent
SCHOOL ENROLLMENT		
Population 3 years and over enrolled in school	**2,217,832**	**100.0**
Nursery school, preschool	181,423	8.2
Kindergarten	121,950	5.5
Elementary school (grades 1-8)	978,203	44.1
High school (grades 9-12)	465,954	21.0
College or graduate school	470,302	21.2
EDUCATIONAL ATTAINMENT		
Population 25 years and over	**5,557,799**	**100.0**
Less than 9th grade	373,429	6.6
9th to 12th grade, no diploma	641,048	11.3
High school graduate (includes equivalency)	1,661,493	29.4
Some college, no degree	998,872	17.7
Associate degree	298,096	5.3
Bachelor's degree	1,063,665	18.8
Graduate or professional degree	621,196	11.0
Percent high school graduate or higher	82.1	(X)
Percent bachelor's degree or higher	29.8	(X)
MARITAL STATUS		
Population 15 years and over	**6,655,233**	**100.0**
Never married	1,868,368	28.1
Now married, except separated	3,636,045	54.6
Separated	159,293	2.4
Widowed	490,779	7.4
Female	400,113	6.0
Divorced	500,848	7.5
Female	302,561	4.5
GRANDPARENTS AS CAREGIVERS		
Grandparent living in household with one or more own grandchildren under 18 years	**185,771**	**100.0**
Grandparent responsible for grandchildren	58,789	31.6
VETERAN STATUS		
Civilian population 18 years and over	**6,321,650**	**100.0**
Civilian veterans	672,217	10.6
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION		
Population 5 to 20 years	**1,808,868**	**100.0**
With a disability	134,026	7.4
Population 21 to 64 years	**4,884,368**	**100.0**
With a disability	844,726	17.4
Percent employed	59.4	(X)
No disability	4,019,642	82.6
Percent employed	77.0	(X)
Population 65 years and over	**1,063,982**	**100.0**
With a disability	411,059	38.6
RESIDENCE IN 1995		
Population 5 years and over	**7,856,268**	**100.0**
Same house in 1995	4,697,484	59.8
Different house in the U.S. in 1995	2,847,019	36.2
Same county	1,629,378	20.7
Different county	1,218,641	15.5
Same state	684,063	8.7
Different state	534,578	6.8
Elsewhere in 1995	311,765	4.0

Subject	Number	Percent
NATIVITY AND PLACE OF BIRTH		
Total population	**8,414,350**	**100.0**
Native	6,938,023	82.5
Born in United States	6,738,114	80.1
State of residence	4,490,524	53.4
Different state	2,247,590	26.7
Born outside United States	199,909	2.4
Foreign born	1,476,327	17.5
Entered 1990 to March 2000	614,416	7.3
Naturalized citizen	682,304	8.1
Not a citizen	794,023	9.4
REGION OF BIRTH OF FOREIGN BORN		
Total (excluding born at sea)	**1,476,327**	**100.0**
Europe	352,914	23.9
Asia	410,123	27.8
Africa	59,917	4.1
Oceania	2,354	0.2
Latin America	634,084	43.0
Northern America	16,935	1.1
LANGUAGE SPOKEN AT HOME		
Population 5 years and over	**7,856,268**	**100.0**
English only	5,854,578	74.5
Language other than English	2,001,690	25.5
Speak English less than "very well"	873,088	11.1
Spanish	967,741	12.3
Speak English less than "very well"	483,069	6.1
Other Indo-European languages	659,248	8.4
Speak English less than "very well"	241,627	3.1
Asian and Pacific Island languages	275,832	3.5
Speak English less than "very well"	119,561	1.5
ANCESTRY (single or multiple)		
Total population	**8,414,350**	**100.0**
Total ancestries reported	*9,586,504*	*113.9*
Arab	72,468	0.9
Czech[1]	45,432	0.5
Danish	22,534	0.3
Dutch	119,315	1.4
English	521,902	6.2
French (except Basque)[1]	125,493	1.5
French Canadian[1]	30,126	0.4
German	1,063,384	12.6
Greek	61,522	0.7
Hungarian	115,615	1.4
Irish[1]	1,336,723	15.9
Italian	1,503,837	17.9
Lithuanian	37,726	0.4
Norwegian	48,403	0.6
Polish	576,473	6.9
Portuguese	72,196	0.9
Russian	189,524	2.3
Scotch-Irish	77,111	0.9
Scottish	108,607	1.3
Slovak	46,264	0.5
Subsaharan African	70,005	0.8
Swedish	58,564	0.7
Swiss	19,983	0.2
Ukrainian	73,809	0.9
United States or American	263,807	3.1
Welsh	40,010	0.5
West Indian (excluding Hispanic groups)	116,475	1.4
Other ancestries	2,771,998	32.9

-Represents zero or rounds to zero. (X) Not applicable.

[1]The data represent a combination of two ancestries shown separately in Summary File 3. Czech includes Czechoslovakian. French includes Alsatian. French Canadian includes Acadian/Cajun. Irish includes Celtic.

Source: U.S. Bureau of the Census, Census 2000.

Table DP-2. Profile of Selected Social Characteristics: 2000

Geographic area: Ohio

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text]

Subject	Number	Percent
SCHOOL ENROLLMENT		
Population 3 years and over enrolled in school	**3,014,460**	**100.0**
Nursery school, preschool	204,086	6.8
Kindergarten	163,537	5.4
Elementary school (grades 1-8)	1,349,361	44.8
High school (grades 9-12)	645,083	21.4
College or graduate school	652,393	21.6
EDUCATIONAL ATTAINMENT		
Population 25 years and over	7,411,740	100.0
Less than 9th grade	331,801	4.5
9th to 12th grade, no diploma	930,284	12.6
High school graduate (includes equivalency)	2,674,551	36.1
Some college, no degree	1,471,964	19.9
Associate degree	439,608	5.9
Bachelor's degree	1,016,256	13.7
Graduate or professional degree	547,276	7.4
Percent high school graduate or higher	83.0	(X)
Percent bachelor's degree or higher	21.1	(X)
MARITAL STATUS		
Population 15 years and over	**8,952,721**	**100.0**
Never married	2,348,701	26.2
Now married, except separated	4,875,521	54.5
Separated	139,602	1.6
Widowed	637,192	7.1
Female	520,456	5.8
Divorced	951,705	10.6
Female	536,437	6.0
GRANDPARENTS AS CAREGIVERS		
Grandparent living in household with one or more own grandchildren under 18 years	**185,443**	**100.0**
Grandparent responsible for grandchildren	86,009	46.4
VETERAN STATUS		
Civilian population 18 years and over	**8,458,130**	**100.0**
Civilian veterans	1,144,007	13.5
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION		
Population 5 to 20 years	**2,601,181**	**100.0**
With a disability	205,844	7.9
Population 21 to 64 years	**6,394,650**	**100.0**
With a disability	1,120,511	17.5
Percent employed	56.0	(X)
No disability	5,274,039	82.5
Percent employed	79.4	(X)
Population 65 years and over	**1,422,071**	**100.0**
With a disability	583,034	41.0
RESIDENCE IN 1995		
Population 5 years and over	**10,599,968**	**100.0**
Same house in 1995	6,095,656	57.5
Different house in the U.S. in 1995	4,383,727	41.4
Same county	2,792,785	26.3
Different county	1,590,942	15.0
Same state	1,002,292	9.5
Different state	588,650	5.6
Elsewhere in 1995	120,585	1.1

Subject	Number	Percent
NATIVITY AND PLACE OF BIRTH		
Total population	**11,353,140**	**100.0**
Native	11,013,861	97.0
Born in United States	10,940,441	96.4
State of residence	8,485,725	74.7
Different state	2,454,716	21.6
Born outside United States	73,420	0.6
Foreign born	339,279	3.0
Entered 1990 to March 2000	143,035	1.3
Naturalized citizen	169,295	1.5
Not a citizen	169,984	1.5
REGION OF BIRTH OF FOREIGN BORN		
Total (excluding born at sea)	**339,267**	**100.0**
Europe	131,683	38.8
Asia	120,213	35.4
Africa	22,034	6.5
Oceania	1,632	0.5
Latin America	47,124	13.9
Northern America	16,581	4.9
LANGUAGE SPOKEN AT HOME		
Population 5 years and over	**10,599,968**	**100.0**
English only	9,951,475	93.9
Language other than English	648,493	6.1
Speak English less than "very well"	234,459	2.2
Spanish	213,147	2.0
Speak English less than "very well"	77,394	0.7
Other Indo-European languages	296,816	2.8
Speak English less than "very well"	99,316	0.9
Asian and Pacific Island languages	84,658	0.8
Speak English less than "very well"	40,574	0.4
ANCESTRY (single or multiple)		
Total population	**11,353,140**	**100.0**
Total ancestries reported	*11,699,513*	*103.1*
Arab	54,650	0.5
Czech[1]	86,892	0.8
Danish	18,103	0.2
Dutch	200,850	1.8
English	1,046,671	9.2
French (except Basque)[1]	272,139	2.4
French Canadian[1]	36,917	0.3
German	2,866,565	25.2
Greek	50,609	0.4
Hungarian	193,951	1.7
Irish[1]	1,447,735	12.8
Italian	675,749	6.0
Lithuanian	23,970	0.2
Norwegian	41,537	0.4
Polish	433,015	3.8
Portuguese	6,002	0.1
Russian	73,863	0.7
Scotch-Irish	165,741	1.5
Scottish	197,437	1.7
Slovak	157,125	1.4
Subsaharan African	65,250	0.6
Swedish	72,369	0.6
Swiss	70,302	0.6
Ukrainian	47,228	0.4
United States or American	981,611	8.6
Welsh	132,041	1.2
West Indian (excluding Hispanic groups)	11,375	0.1
Other ancestries	2,269,815	20.0

-Represents zero or rounds to zero. (X) Not applicable.

[1]The data represent a combination of two ancestries shown separately in Summary File 3. Czech includes Czechoslovakian. French includes Alsatian. French Canadian includes Acadian/Cajun. Irish includes Celtic.

Source: U.S. Bureau of the Census, Census 2000.

Table DP-2. Profile of Selected Social Characteristics: 2000

Geographic area: Pennsylvania

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text]

Subject	Number	Percent
SCHOOL ENROLLMENT		
Population 3 years and over enrolled in school	**3,135,934**	**100.0**
Nursery school, preschool	203,934	6.5
Kindergarten	159,146	5.1
Elementary school (grades 1-8)	1,379,671	44.0
High school (grades 9-12)	690,020	22.0
College or graduate school	703,163	22.4
EDUCATIONAL ATTAINMENT		
Population 25 years and over	**8,266,284**	**100.0**
Less than 9th grade	452,069	5.5
9th to 12th grade, no diploma	1,044,036	12.6
High school graduate (includes equivalency)	3,150,013	38.1
Some college, no degree	1,284,731	15.5
Associate degree	487,804	5.9
Bachelor's degree	1,153,383	14.0
Graduate or professional degree	694,248	8.4
Percent high school graduate or higher	81.9	(X)
Percent bachelor's degree or higher	22.4	(X)
MARITAL STATUS		
Population 15 years and over	**9,861,713**	**100.0**
Never married	2,685,328	27.2
Now married, except separated	5,352,297	54.3
Separated	215,846	2.2
Widowed	806,903	8.2
Female	656,381	6.7
Divorced	799,339	8.1
Female	456,801	4.6
GRANDPARENTS AS CAREGIVERS		
Grandparent living in household with one or more own grandchildren under 18 years	**204,909**	**100.0**
Grandparent responsible for grandchildren	80,423	39.2
VETERAN STATUS		
Civilian population 18 years and over	**9,354,471**	**100.0**
Civilian veterans	1,280,788	13.7
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION		
Population 5 to 20 years	**2,689,895**	**100.0**
With a disability	202,259	7.5
Population 21 to 64 years	**6,837,268**	**100.0**
With a disability	1,196,717	17.5
Percent employed	54.8	(X)
No disability	5,640,551	82.5
Percent employed	78.3	(X)
Population 65 years and over	**1,809,320**	**100.0**
With a disability	712,795	39.4
RESIDENCE IN 1995		
Population 5 years and over	**11,555,538**	**100.0**
Same house in 1995	7,333,591	63.5
Different house in the U.S. in 1995	4,056,716	35.1
Same county	2,513,167	21.7
Different county	1,543,549	13.4
Same state	874,796	7.6
Different state	668,753	5.8
Elsewhere in 1995	165,231	1.4

Subject	Number	Percent
NATIVITY AND PLACE OF BIRTH		
Total population	**12,281,054**	**100.0**
Native	11,772,763	95.9
Born in United States	11,620,495	94.6
State of residence	9,544,251	77.7
Different state	2,076,244	16.9
Born outside United States	152,268	1.2
Foreign born	508,291	4.1
Entered 1990 to March 2000	209,123	1.7
Naturalized citizen	257,339	2.1
Not a citizen	250,952	2.0
REGION OF BIRTH OF FOREIGN BORN		
Total (excluding born at sea)	**508,282**	**100.0**
Europe	182,667	35.9
Asia	182,967	36.0
Africa	25,413	5.0
Oceania	2,178	0.4
Latin America	99,514	19.6
Northern America	15,543	3.1
LANGUAGE SPOKEN AT HOME		
Population 5 years and over	**11,555,538**	**100.0**
English only	10,583,054	91.6
Language other than English	972,484	8.4
Speak English less than "very well"	368,257	3.2
Spanish	356,754	3.1
Speak English less than "very well"	140,502	1.2
Other Indo-European languages	428,122	3.7
Speak English less than "very well"	138,542	1.2
Asian and Pacific Island languages	143,955	1.2
Speak English less than "very well"	76,183	0.7
ANCESTRY (single or multiple)		
Total population	**12,281,054**	**100.0**
Total ancestries reported	*13,575,589*	*110.5*
Arab	49,413	0.4
Czech[1]	70,704	0.6
Danish	16,762	0.1
Dutch	255,373	2.1
English	966,253	7.9
French (except Basque)[1]	211,264	1.7
French Canadian[1]	31,769	0.3
German	3,115,560	25.4
Greek	56,911	0.5
Hungarian	132,184	1.1
Irish[1]	1,983,282	16.1
Italian	1,418,465	11.6
Lithuanian	78,330	0.6
Norwegian	38,869	0.3
Polish	824,146	6.7
Portuguese	13,566	0.1
Russian	178,855	1.5
Scotch-Irish	218,173	1.8
Scottish	185,163	1.5
Slovak	243,009	2.0
Subsaharan African	58,807	0.5
Swedish	105,525	0.9
Swiss	60,107	0.5
Ukrainian	122,291	1.0
United States or American	633,236	5.2
Welsh	182,289	1.5
West Indian (excluding Hispanic groups)	38,398	0.3
Other ancestries	2,288,907	18.6

-Represents zero or rounds to zero. (X) Not applicable.

[1]The data represent a combination of two ancestries shown separately in Summary File 3. Czech includes Czechoslovakian. French includes Alsatian. French Canadian includes Acadian/Cajun. Irish includes Celtic.

Source: U.S. Bureau of the Census, Census 2000.

Table DP-2. Profile of Selected Social Characteristics: 2000

Geographic area: South Carolina

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text]

Subject	Number	Percent
SCHOOL ENROLLMENT		
Population 3 years and over enrolled in school	**1,053,152**	**100.0**
Nursery school, preschool	68,727	6.5
Kindergarten	62,857	6.0
Elementary school (grades 1-8)	474,360	45.0
High school (grades 9-12)	230,359	21.9
College or graduate school	216,839	20.6
EDUCATIONAL ATTAINMENT		
Population 25 years and over	**2,596,010**	**100.0**
Less than 9th grade	215,776	8.3
9th to 12th grade, no diploma	398,503	15.4
High school graduate (includes equivalency)	778,054	30.0
Some college, no degree	500,194	19.3
Associate degree	173,428	6.7
Bachelor's degree	351,526	13.5
Graduate or professional degree	178,529	6.9
Percent high school graduate or higher	76.3	(X)
Percent bachelor's degree or higher	20.4	(X)
MARITAL STATUS		
Population 15 years and over	**3,168,918**	**100.0**
Never married	823,844	26.0
Now married, except separated	1,718,191	54.2
Separated	105,253	3.3
Widowed	231,793	7.3
Female	190,428	6.0
Divorced	290,037	9.2
Female	163,531	5.2
GRANDPARENTS AS CAREGIVERS		
Grandparent living in household with one or more own grandchildren under 18 years	**99,558**	**100.0**
Grandparent responsible for grandchildren	51,755	52.0
VETERAN STATUS		
Civilian population 18 years and over	**2,957,197**	**100.0**
Civilian veterans	420,971	14.2
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION		
Population 5 to 20 years	**916,760**	**100.0**
With a disability	82,446	9.0
Population 21 to 64 years	**2,270,202**	**100.0**
With a disability	514,963	22.7
Percent employed	55.5	(X)
No disability	1,755,239	77.3
Percent employed	77.1	(X)
Population 65 years and over	**465,847**	**100.0**
With a disability	213,448	45.8
RESIDENCE IN 1995		
Population 5 years and over	**3,748,669**	**100.0**
Same house in 1995	2,097,193	55.9
Different house in the U.S. in 1995	1,592,098	42.5
Same county	836,836	22.3
Different county	755,460	20.2
Same state	313,011	8.3
Different state	442,449	11.8
Elsewhere in 1995	59,378	1.6

Subject	Number	Percent
NATIVITY AND PLACE OF BIRTH		
Total population	**4,012,012**	**100.0**
Native	3,896,034	97.1
Born in United States	3,882,472	96.3
State of residence	2,588,954	64.0
Different state	1,293,518	32.2
Born outside United States	33,562	0.8
Foreign born	115,978	2.9
Entered 1990 to March 2000	60,607	1.5
Naturalized citizen	42,983	1.1
Not a citizen	72,995	1.8
REGION OF BIRTH OF FOREIGN BORN		
Total (excluding born at sea)	**115,978**	**100.0**
Europe	27,177	23.4
Asia	29,402	25.4
Africa	3,246	2.8
Oceania	825	0.7
Latin America	49,608	42.8
Northern America	5,718	4.9
LANGUAGE SPOKEN AT HOME		
Population 5 years and over	**3,748,669**	**100.0**
English only	3,552,240	94.8
Language other than English	196,429	5.2
Speak English less than "very well"	82,279	2.2
Spanish	110,030	2.9
Speak English less than "very well"	53,604	1.4
Other Indo-European languages	55,116	1.5
Speak English less than "very well"	14,485	0.4
Asian and Pacific Island languages	25,534	0.7
Speak English less than "very well"	12,489	0.3
ANCESTRY (single or multiple)		
Total population	**4,012,012**	**100.0**
Total ancestries reported	*3,464,624*	*86.4*
Arab	6,480	0.2
Czech[1]	5,824	0.2
Danish	5,017	0.1
Dutch	38,171	1.0
English	328,329	8.2
French (except Basque)[1]	71,105	1.8
French Canadian[1]	13,290	0.3
German	337,984	8.4
Greek	9,244	0.2
Hungarian	7,953	0.2
Irish[1]	318,247	7.9
Italian	81,377	2.0
Lithuanian	3,129	0.1
Norwegian	14,279	0.4
Polish	36,817	0.9
Portuguese	3,099	0.1
Russian	8,005	0.2
Scotch-Irish	116,071	2.9
Scottish	75,593	1.8
Slovak	3,157	0.1
Subsaharan African	31,775	0.8
Swedish	16,981	0.4
Swiss	8,080	0.2
Ukrainian	3,207	0.1
United States or American	557,583	13.9
Welsh	16,888	0.4
West Indian (excluding Hispanic groups)	5,903	0.1
Other ancestries	1,341,066	33.4

-Represents zero or rounds to zero. (X) Not applicable.

[1]The data represent a combination of two ancestries shown separately in Summary File 3. Czech includes Czechoslovakian. French includes Alsatian. French Canadian includes Acadian/Cajun. Irish includes Celtic.

Source: U.S. Bureau of the Census, Census 2000.

Table DP-2. Profile of Selected Social Characteristics: 2000

Geographic area: South Dakota

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text]

Subject	Number	Percent
SCHOOL ENROLLMENT		
Population 3 years and over enrolled in school	**208,229**	**100.0**
Nursery school, preschool	12,893	6.1
Kindergarten	11,173	5.4
Elementary school (grades 1-8)	92,769	44.6
High school (grades 9-12)	48,700	23.4
College or graduate school	42,894	20.6
EDUCATIONAL ATTAINMENT		
Population 25 years and over	**474,359**	**100.0**
Less than 9th grade	35,421	7.5
9th to 12th grade, no diploma	37,759	8.0
High school graduate (includes equivalency)	156,006	32.9
Some college, no degree	109,300	23.0
Associate degree	33,661	7.1
Bachelor's degree	73,563	15.5
Graduate or professional degree	28,449	6.0
Percent high school graduate or higher	84.6	(X)
Percent bachelor's degree or higher	21.5	(X)
MARITAL STATUS		
Population 15 years and over	**589,612**	**100.0**
Never married	154,033	26.1
Now married, except separated	336,502	57.1
Separated	6,160	1.0
Widowed	41,144	7.0
Female	34,104	5.8
Divorced	51,773	8.8
Female	27,121	4.6
GRANDPARENTS AS CAREGIVERS		
Grandparent living in household with one or more own grandchildren under 18 years	**8,019**	**100.0**
Grandparent responsible for grandchildren	4,632	57.8
VETERAN STATUS		
Civilian population 18 years and over	**548,771**	**100.0**
Civilian veterans	79,370	14.5
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION		
Population 5 to 20 years	**186,018**	**100.0**
With a disability	12,653	6.8
Population 21 to 64 years	**399,575**	**100.0**
With a disability	62,238	15.6
Percent employed	64.0	(X)
No disability	337,337	84.4
Percent employed	83.7	(X)
Population 65 years and over	**100,501**	**100.0**
With a disability	39,728	39.5
RESIDENCE IN 1995		
Population 5 years and over	**703,820**	**100.0**
Same house in 1995	391,777	55.7
Different house in the U.S. in 1995	304,918	43.3
Same county	149,023	21.2
Different county	155,895	22.1
Same state	83,347	11.8
Different state	72,548	10.3
Elsewhere in 1995	7,125	1.0

Subject	Number	Percent
NATIVITY AND PLACE OF BIRTH		
Total population	**754,844**	**100.0**
Native	741,349	98.2
Born in United States	737,555	97.7
State of residence	513,867	68.1
Different state	223,688	29.6
Born outside United States	3,794	0.5
Foreign born	13,495	1.8
Entered 1990 to March 2000	7,427	1.0
Naturalized citizen	5,452	0.7
Not a citizen	8,043	1.1
REGION OF BIRTH OF FOREIGN BORN		
Total (excluding born at sea)	**13,495**	**100.0**
Europe	4,255	31.5
Asia	4,063	30.1
Africa	1,561	11.6
Oceania	95	0.7
Latin America	2,502	18.5
Northern America	1,019	7.6
LANGUAGE SPOKEN AT HOME		
Population 5 years and over	**703,820**	**100.0**
English only	658,245	93.5
Language other than English	45,575	6.5
Speak English less than "very well"	16,376	2.3
Spanish	10,052	1.4
Speak English less than "very well"	3,999	0.6
Other Indo-European languages	19,510	2.8
Speak English less than "very well"	7,699	1.1
Asian and Pacific Island languages	3,053	0.4
Speak English less than "very well"	1,505	0.2
ANCESTRY (single or multiple)		
Total population	**754,844**	**100.0**
Total ancestries reported	*877,136*	*116.2*
Arab	1,407	0.2
Czech[1]	17,660	2.3
Danish	20,112	2.7
Dutch	35,655	4.7
English	53,241	7.1
French (except Basque)[1]	21,871	2.9
French Canadian[1]	4,315	0.6
German	307,309	40.7
Greek	733	0.1
Hungarian	982	0.1
Irish[1]	78,481	10.4
Italian	7,541	1.0
Lithuanian	287	-
Norwegian	115,292	15.3
Polish	11,527	1.5
Portuguese	343	-
Russian	9,372	1.2
Scotch-Irish	7,571	1.0
Scottish	7,898	1.0
Slovak	211	-
Subsaharan African	1,731	0.2
Swedish	29,707	3.9
Swiss	3,085	0.4
Ukrainian	875	0.1
United States or American	29,181	3.9
Welsh	3,587	0.5
West Indian (excluding Hispanic groups)	181	-
Other ancestries	106,981	14.2

-Represents zero or rounds to zero. (X) Not applicable.

[1]The data represent a combination of two ancestries shown separately in Summary File 3. Czech includes Czechoslovakian. French includes Alsatian. French Canadian includes Acadian/Cajun. Irish includes Celtic.

Source: U.S. Bureau of the Census, Census 2000.

Table DP-2. Profile of Selected Social Characteristics: 2000

Geographic area: Indiana

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text]

Subject	Number	Percent
SCHOOL ENROLLMENT		
Population 3 years and over enrolled in school	**1,803,554**	**100.0**
Nursery school, preschool	108,711	6.0
Kindergarten	88,979	5.5
Elementary school (grades 1-8)	714,684	44.6
High school (grades 9-12)	338,493	21.1
College or graduate school	352,687	22.0
EDUCATIONAL ATTAINMENT		
Population 25 years and over	**3,893,278**	**100.0**
Less than 9th grade	206,540	5.3
9th to 12th grade, no diploma	489,000	12.6
High school graduate (includes equivalency)	1,447,734	37.2
Some college, no degree	768,856	19.7
Associate degree	225,535	5.8
Bachelor's degree	475,247	12.2
Graduate or professional degree	280,366	7.2
Percent high school graduate or higher	82.1	(X)
Percent bachelor's degree or higher	19.4	(X)
MARITAL STATUS		
Population 15 years and over	**4,771,040**	**100.0**
Never married	1,185,042	24.8
Now married, except separated	2,687,609	56.3
Separated	63,398	1.3
Widowed	316,750	6.6
Female	260,881	5.5
Divorced	518,243	10.9
Female	286,906	6.0
GRANDPARENTS AS CAREGIVERS		
Grandparent living in household with one or more own grandchildren under 18 years	**96,169**	**100.0**
Grandparent responsible for grandchildren	48,181	50.1
VETERAN STATUS		
Civilian population 18 years and over	**4,504,723**	**100.0**
Civilian veterans	590,476	13.1
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION		
Population 5 to 20 years	**1,421,914**	**100.0**
With a disability	117,507	8.3
Population 21 to 64 years	**3,434,336**	**100.0**
With a disability	635,520	18.5
Percent employed	60.8	(X)
No disability	2,798,716	81.5
Percent employed	80.2	(X)
Population 65 years and over	**707,369**	**100.0**
With a disability	301,830	42.6
RESIDENCE IN 1995		
Population 5 years and over	**6,657,818**	**100.0**
Same house in 1995	3,110,861	56.0
Different house in the U.S. in 1995	2,471,808	43.7
Same county	1,444,124	25.5
Different county	1,027,684	18.2
Same state	576,287	10.2
Different state	451,397	8.0
Elsewhere in 1995	75,149	1.3

Subject	Number	Percent
NATIVITY AND PLACE OF BIRTH		
Total population	**6,080,485**	**100.0**
Native	5,893,951	96.9
Born in United States	5,861,618	96.4
State of residence	4,215,694	69.3
Different state	1,645,924	27.1
Born outside United States	32,333	0.5
Foreign born	186,534	3.1
Entered 1990 to March 2000	97,480	1.6
Naturalized citizen	70,983	1.2
Not a citizen	115,551	1.9
REGION OF BIRTH OF FOREIGN BORN		
Total (excluding born at sea)	**186,529**	**100.0**
Europe	43,305	23.2
Asia	49,613	26.6
Africa	7,308	3.9
Oceania	985	0.5
Latin America	77,457	41.5
Northern America	7,861	4.2
LANGUAGE SPOKEN AT HOME		
Population 5 years and over	**5,657,818**	**100.0**
English only	5,295,738	93.6
Language other than English	362,082	6.4
Speak English less than "very well"	143,427	2.5
Spanish	185,576	3.3
Speak English less than "very well"	84,355	1.5
Other Indo-European languages	126,530	2.2
Speak English less than "very well"	37,637	0.7
Asian and Pacific Island languages	36,707	0.6
Speak English less than "very well"	17,798	0.3
ANCESTRY (single or multiple)		
Total population	**6,080,485**	**100.0**
Total ancestries reported	*5,589,916*	*91.9*
Arab	11,880	0.2
Czech[1]	18,565	0.3
Danish	12,244	0.2
Dutch	134,700	2.2
English	540,079	8.9
French (except Basque)[1]	148,848	2.4
French Canadian[1]	19,386	0.3
German	1,377,902	22.7
Greek	18,711	0.3
Hungarian	35,715	0.6
Irish[1]	656,369	10.8
Italian	141,486	2.3
Lithuanian	10,051	0.2
Norwegian	34,174	0.6
Polish	183,989	3.0
Portuguese	2,846	-
Russian	19,007	0.3
Scotch-Irish	79,932	1.3
Scottish	100,264	1.6
Slovak	21,806	0.4
Subsaharan African	22,104	0.4
Swedish	58,175	1.0
Swiss	35,587	0.6
Ukrainian	8,118	0.1
United States or American	730,331	12.0
Welsh	36,392	0.6
West Indian (excluding Hispanic groups)	3,832	0.1
Other ancestries	1,127,843	18.5

-Represents zero or rounds to zero. (X) Not applicable.

[1]The data represent a combination of two ancestries shown separately in Summary File 3. Czech includes Czechoslovakian. French includes Alsatian. French Canadian includes Acadian/Cajun. Irish includes Celtic.

Source: U.S. Bureau of the Census, Census 2000.

Table DP-2. Profile of Selected Social Characteristics: 2000

Geographic area: West Virginia

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text]

Subject	Number	Percent
SCHOOL ENROLLMENT		
Population 3 years and over enrolled in school	**418,553**	**100.0**
Nursery school, preschool	22,008	5.3
Kindergarten	22,820	5.5
Elementary school (grades 1-8)	186,967	44.7
High school (grades 9-12)	94,429	22.6
College or graduate school	92,329	22.1
EDUCATIONAL ATTAINMENT		
Population 25 years and over	**1,233,581**	**100.0**
Less than 9th grade	123,622	10.0
9th to 12th grade, no diploma	182,192	14.8
High school graduate (includes equivalency)	488,334	39.4
Some college, no degree	205,025	16.6
Associate degree	53,448	4.3
Bachelor's degree	109,651	8.9
Graduate or professional degree	73,309	5.9
Percent high school graduate or higher	75.2	(X)
Percent bachelor's degree or higher	14.8	(X)
MARITAL STATUS		
Population 15 years and over	**1,479,301**	**100.0**
Never married	327,275	22.1
Now married, except separated	846,400	57.2
Separated	21,707	1.5
Widowed	129,556	8.8
Female	106,709	7.2
Divorced	154,363	10.4
Female	82,704	5.6
GRANDPARENTS AS CAREGIVERS		
Grandparent living in household with one or more own grandchildren under 18 years	**30,833**	**100.0**
Grandparent responsible for grandchildren	16,151	52.4
VETERAN STATUS		
Civilian population 18 years and over	**1,404,936**	**100.0**
Civilian veterans	201,701	14.4
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION		
Population 5 to 20 years	**376,876**	**100.0**
With a disability	34,350	9.1
Population 21 to 64 years	**1,038,715**	**100.0**
With a disability	247,261	23.8
Percent employed	40.4	(X)
No disability	791,455	76.2
Percent employed	71.5	(X)
Population 65 years and over	**265,759**	**100.0**
With a disability	129,170	48.6
RESIDENCE IN 1995		
Population 5 years and over	**1,706,931**	**100.0**
Same house in 1995	1,081,045	63.3
Different house in the U.S. in 1995	617,562	36.2
Same county	358,912	21.0
Different county	258,640	15.2
Same state	120,153	7.0
Different state	138,487	8.1
Elsewhere in 1995	8,334	0.5

Subject	Number	Percent
NATIVITY AND PLACE OF BIRTH		
Total population	**1,808,344**	**100.0**
Native	1,788,954	98.9
Born in United States	1,782,125	98.6
State of residence	1,342,589	74.2
Different state	439,536	24.3
Born outside United States	6,829	0.4
Foreign born	19,390	1.1
Entered 1990 to March 2000	6,916	0.4
Naturalized citizen	10,446	0.6
Not a citizen	8,944	0.5
REGION OF BIRTH OF FOREIGN BORN		
Total (excluding born at sea)	**19,390**	**100.0**
Europe	6,694	34.6
Asia	8,385	43.2
Africa	664	3.4
Oceania	158	0.8
Latin America	2,411	12.4
Northern America	1,078	5.6
LANGUAGE SPOKEN AT HOME		
Population 5 years and over	**1,706,931**	**100.0**
English only	1,661,036	97.3
Language other than English	45,895	2.7
Speak English less than "very well"	13,550	0.8
Spanish	17,652	1.0
Speak English less than "very well"	5,728	0.3
Other Indo-European languages	19,491	1.1
Speak English less than "very well"	4,970	0.3
Asian and Pacific Island languages	6,038	0.4
Speak English less than "very well"	2,249	0.1
ANCESTRY (single or multiple)		
Total population	**1,808,344**	**100.0**
Total ancestries reported	*1,468,395*	*81.2*
Arab	5,497	0.3
Czech[1]	4,319	0.2
Danish	1,317	0.1
Dutch	37,837	2.1
English	176,297	9.7
French (except Basque)[1]	25,183	1.4
French Canadian[1]	2,824	0.2
German	253,388	14.0
Greek	4,372	0.2
Hungarian	7,477	0.4
Irish[1]	198,473	11.0
Italian	69,935	3.9
Lithuanian	1,880	0.1
Norwegian	3,855	0.2
Polish	28,500	1.6
Portuguese	550	-
Russian	4,436	0.2
Scotch-Irish	37,384	2.1
Scottish	28,139	1.6
Slovak	4,451	0.2
Subsaharan African	2,901	0.2
Swedish	5,351	0.3
Swiss	2,884	0.2
Ukrainian	1,806	0.1
United States or American	340,519	18.8
Welsh	12,138	0.7
West Indian (excluding Hispanic groups)	920	0.1
Other ancestries	205,970	11.4

-Represents zero or rounds to zero. (X) Not applicable.

[1]The data represent a combination of two ancestries shown separately in Summary File 3. Czech includes Czechoslovakian. French includes Alsatian. French Canadian includes Acadian/Cajun. Irish includes Celtic.

Source: U.S. Bureau of the Census, Census 2000.

Table DP-2. Profile of Selected Social Characteristics: 2000

Geographic area: Missouri

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text]

Subject	Number	Percent
SCHOOL ENROLLMENT		
Population 3 years and over enrolled in school	**1,479,573**	**100.0**
Nursery school, preschool	102,502	6.9
Kindergarten	77,764	5.3
Elementary school (grades 1-8)	663,155	44.8
High school (grades 9-12)	316,637	21.4
College or graduate school	319,515	21.6
EDUCATIONAL ATTAINMENT		
Population 25 years and over	**3,634,906**	**100.0**
Less than 9th grade	237,818	6.5
9th to 12th grade, no diploma	441,477	12.1
High school graduate (includes equivalency)	1,189,670	32.7
Some college, no degree	796,999	21.9
Associate degree	184,666	5.1
Bachelor's degree	507,892	14.0
Graduate or professional degree	276,584	7.6
Percent high school graduate or higher	81.3	(X)
Percent bachelor's degree or higher	21.6	(X)
MARITAL STATUS		
Population 15 years and over	**4,414,391**	**100.0**
Never married	1,095,920	24.8
Now married, except separated	2,447,824	55.5
Separated	79,774	1.8
Widowed	315,532	7.1
Female	259,861	5.9
Divorced	475,341	10.8
Female	264,469	6.0
GRANDPARENTS AS CAREGIVERS		
Grandparent living in household with one or more own grandchildren under 18 years	**90,200**	**100.0**
Grandparent responsible for grandchildren	43,907	48.7
VETERAN STATUS		
Civilian population 18 years and over	**4,153,926**	**100.0**
Civilian veterans	592,271	14.3
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION		
Population 5 to 20 years	**1,288,509**	**100.0**
With a disability	103,038	8.0
Population 21 to 64 years	**3,120,642**	**100.0**
With a disability	567,320	18.2
Percent employed	55.3	(X)
No disability	2,553,322	81.8
Percent employed	80.0	(X)
Population 65 years and over	**711,417**	**100.0**
With a disability	303,279	42.6
RESIDENCE IN 1995		
Population 5 years and over	**5,226,022**	**100.0**
Same house in 1995	2,803,368	53.8
Different house in the U.S. in 1995	2,355,291	45.1
Same county	1,229,176	23.5
Different county	1,126,115	21.6
Same state	652,746	12.5
Different state	473,369	9.1
Elsewhere in 1995	67,363	1.3

Subject	Number	Percent
NATIVITY AND PLACE OF BIRTH		
Total population	**5,595,211**	**100.0**
Native	5,444,016	97.3
Born in United States	5,412,743	96.7
State of residence	3,792,261	67.8
Different state	1,620,482	29.0
Born outside United States	31,272	0.6
Foreign born	151,196	2.7
Entered 1990 to March 2000	79,223	1.4
Naturalized citizen	61,786	1.1
Not a citizen	89,410	1.6
REGION OF BIRTH OF FOREIGN BORN		
Total (excluding born at sea)	**151,195**	**100.0**
Europe	43,101	28.5
Asia	52,733	34.9
Africa	8,453	5.6
Oceania	1,580	1.0
Latin America	39,048	25.8
Northern America	6,280	4.2
LANGUAGE SPOKEN AT HOME		
Population 5 years and over	**5,226,022**	**100.0**
English only	4,961,741	94.9
Language other than English	264,281	5.1
Speak English less than "very well"	103,019	2.0
Spanish	110,752	2.1
Speak English less than "very well"	45,990	0.9
Other Indo-European languages	97,816	1.9
Speak English less than "very well"	31,383	0.6
Asian and Pacific Island languages	41,970	0.8
Speak English less than "very well"	21,210	0.4
ANCESTRY (single or multiple)		
Total population	**5,595,211**	**100.0**
Total ancestries reported	*5,387,527*	*96.3*
Arab	12,927	0.2
Czech[1]	31,006	0.6
Danish	18,207	0.3
Dutch	99,948	1.8
English	528,935	9.5
French (except Basque)[1]	195,586	3.5
French Canadian[1]	18,079	0.3
German	1,313,951	23.5
Greek	12,888	0.2
Hungarian	13,694	0.2
Irish[1]	711,995	12.7
Italian	176,209	3.1
Lithuanian	5,571	0.1
Norwegian	40,887	0.7
Polish	90,448	1.6
Portuguese	3,800	0.1
Russian	25,839	0.5
Scotch-Irish	92,708	1.7
Scottish	83,047	1.5
Slovak	4,812	0.1
Subsaharan African	26,140	0.5
Swedish	55,774	1.0
Swiss	21,909	0.4
Ukrainian	6,228	0.1
United States or American	587,082	10.5
Welsh	34,187	0.6
West Indian (excluding Hispanic groups)	4,658	0.1
Other ancestries	1,171,414	20.9

-Represents zero or rounds to zero. (X) Not applicable.

[1]The data represent a combination of two ancestries shown separately in Summary File 3. Czech includes Czechoslovakian. French includes Alsatian. French Canadian includes Acadian/Cajun. Irish includes Celtic.

Source: U.S. Bureau of the Census, Census 2000.

Table DP-2. Profile of Selected Social Characteristics: 2000
Geographic area: New Mexico

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text]

Subject	Number	Percent
SCHOOL ENROLLMENT		
Population 3 years and over enrolled in school	**533,786**	**100.0**
Nursery school, preschool	28,597	5.4
Kindergarten	27,031	5.1
Elementary school (grades 1-8)	238,669	44.7
High school (grades 9-12)	119,224	22.3
College or graduate school	120,265	22.5
EDUCATIONAL ATTAINMENT		
Population 25 years and over	**1,134,801**	**100.0**
Less than 9th grade	104,985	9.3
9th to 12th grade, no diploma	134,996	11.9
High school graduate (includes equivalency)	301,746	26.6
Some college, no degree	259,924	22.9
Associate degree	67,001	5.9
Bachelor's degree	154,372	13.6
Graduate or professional degree	111,777	9.8
Percent high school graduate or higher	78.9	(X)
Percent bachelor's degree or higher	23.5	(X)
MARITAL STATUS		
Population 15 years and over	**1,398,496**	**100.0**
Never married	384,658	27.5
Now married, except separated	741,425	53.0
Separated	24,979	1.8
Widowed	84,845	6.1
Female	67,410	4.8
Divorced	162,589	11.6
Female	92,380	6.6
GRANDPARENTS AS CAREGIVERS		
Grandparent living in household with one or more own grandchildren under 18 years	**46,014**	**100.0**
Grandparent responsible for grandchildren	24,041	52.2
VETERAN STATUS		
Civilian population 18 years and over	**1,300,288**	**100.0**
Civilian veterans	190,718	14.7
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION		
Population 5 to 20 years	**457,185**	**100.0**
With a disability	37,135	8.1
Population 21 to 64 years	**996,726**	**100.0**
With a disability	209,280	21.0
Percent employed	53.5	(X)
No disability	787,446	79.0
Percent employed	72.4	(X)
Population 65 years and over	**205,591**	**100.0**
With a disability	92,015	44.8
RESIDENCE IN 1995		
Population 5 years and over	**1,889,911**	**100.0**
Same house in 1995	919,717	54.4
Different house in the U.S. in 1995	731,488	43.3
Same county	400,128	23.7
Different county	331,360	19.6
Same state	125,093	7.5
Different state	205,267	12.1
Elsewhere in 1995	38,706	2.3

Subject	Number	Percent
NATIVITY AND PLACE OF BIRTH		
Total population	**1,819,046**	**100.0**
Native	1,669,440	91.8
Born in United States	1,650,808	90.8
State of residence	937,212	51.5
Different state	713,596	39.2
Born outside United States	18,632	1.0
Foreign born	149,606	8.2
Entered 1990 to March 2000	58,482	3.2
Naturalized citizen	52,103	2.9
Not a citizen	97,503	5.4
REGION OF BIRTH OF FOREIGN BORN		
Total (excluding born at sea)	**149,606**	**100.0**
Europe	15,286	10.2
Asia	14,330	9.6
Africa	1,118	0.7
Oceania	650	0.4
Latin America	114,858	76.8
Northern America	3,364	2.2
LANGUAGE SPOKEN AT HOME		
Population 5 years and over	**1,689,911**	**100.0**
English only	1,072,947	63.5
Language other than English	616,964	36.5
Speak English less than "very well"	201,055	11.9
Spanish	485,681	28.7
Speak English less than "very well"	158,629	9.4
Other Indo-European languages	22,032	1.3
Speak English less than "very well"	5,121	0.3
Asian and Pacific Island languages	11,517	0.7
Speak English less than "very well"	5,034	0.3
ANCESTRY (single or multiple)		
Total population	**1,819,046**	**100.0**
Total ancestries reported	*1,824,856*	*100.3*
Arab	4,296	0.2
Czech[1]	6,401	0.4
Danish	7,448	0.4
Dutch	21,195	1.2
English	138,405	7.6
French (except Basque)[1]	36,540	2.0
French Canadian[1]	7,529	0.4
German	179,228	9.9
Greek	3,736	0.2
Hungarian	4,331	0.2
Irish[1]	133,965	7.4
Italian	43,218	2.4
Lithuanian	1,775	0.1
Norwegian	18,088	1.0
Polish	20,723	1.1
Portuguese	2,225	0.1
Russian	8,564	0.5
Scotch-Irish	27,427	1.5
Scottish	29,243	1.6
Slovak	1,372	0.1
Subsaharan African	2,793	0.2
Swedish	16,809	0.9
Swiss	4,445	0.2
Ukrainian	1,821	0.1
United States or American	92,940	5.1
Welsh	10,024	0.6
West Indian (excluding Hispanic groups)	1,474	0.1
Other ancestries	998,841	54.9

-Represents zero or rounds to zero. (X) Not applicable.
[1]The data represent a combination of two ancestries shown separately in Summary File 3. Czech includes Czechoslovakian. French includes Alsatian. French Canadian includes Acadian/Cajun. Irish includes Celtic.

Source: U.S. Bureau of the Census, Census 2000.

Table DP-2. Profile of Selected Social Characteristics: 2000

Geographic area: Washington

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text]

Subject	Number	Percent
SCHOOL ENROLLMENT		
Population 3 years and over enrolled in school	1,684,701	100.0
Nursery school, preschool	98,839	6.2
Kindergarten	82,837	5.2
Elementary school (grades 1-8)	697,192	44.0
High school (grades 9-12)	347,619	21.9
College or graduate school	358,414	22.6
EDUCATIONAL ATTAINMENT		
Population 25 years and over	3,827,507	100.0
Less than 9th grade	165,205	4.3
9th to 12th grade, no diploma	329,131	8.6
High school graduate (includes equivalency)	953,544	24.9
Some college, no degree	1,010,501	26.4
Associate degree	307,401	8.0
Bachelor's degree	704,826	18.4
Graduate or professional degree	356,599	9.3
Percent high school graduate or higher	87.1	(X)
Percent bachelor's degree or higher	27.7	(X)
MARITAL STATUS		
Population 15 years and over	4,639,522	100.0
Never married	1,218,610	26.3
Now married, except separated	2,566,957	55.3
Separated	74,786	1.6
Widowed	249,461	5.4
Female	201,464	4.3
Divorced	529,708	11.4
Female	297,822	6.4
GRANDPARENTS AS CAREGIVERS		
Grandparent living in household with one or more own grandchildren under 18 years	84,592	100.0
Grandparent responsible for grandchildren	35,341	41.8
VETERAN STATUS		
Civilian population 18 years and over	4,336,464	100.0
Civilian veterans	670,628	15.5
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION		
Population 5 to 20 years	1,355,830	100.0
With a disability	103,962	7.7
Population 21 to 64 years	3,399,917	100.0
With a disability	606,589	17.8
Percent employed	57.6	(X)
No disability	2,793,328	82.2
Percent employed	78.1	(X)
Population 65 years and over	639,648	100.0
With a disability	270,456	42.3
RESIDENCE IN 1995		
Population 5 years and over	5,501,298	100.0
Same house in 1995	2,675,614	48.6
Different house in the U.S. in 1995	2,650,217	48.2
Same county	1,511,065	27.5
Different county	1,139,152	20.7
Same state	520,757	9.5
Different state	618,395	11.2
Elsewhere in 1995	175,867	3.2

Subject	Number	Percent
NATIVITY AND PLACE OF BIRTH		
Total population	5,894,121	100.0
Native	5,279,664	89.6
Born in United States	5,195,697	88.2
State of residence	2,781,457	47.2
Different state	2,414,240	41.0
Born outside United States	83,967	1.4
Foreign born	614,457	10.4
Entered 1990 to March 2000	286,439	4.9
Naturalized citizen	257,648	4.4
Not a citizen	356,809	6.1
REGION OF BIRTH OF FOREIGN BORN		
Total (excluding born at sea)	614,414	100.0
Europe	126,270	20.6
Asia	239,748	39.0
Africa	18,775	3.1
Oceania	8,064	1.3
Latin America	173,970	28.3
Northern America	47,887	7.8
LANGUAGE SPOKEN AT HOME		
Population 5 years and over	5,501,298	100.0
English only	4,730,512	86.0
Language other than English	770,786	14.0
Speak English less than "very well"	350,914	6.4
Spanish	321,490	5.8
Speak English less than "very well"	155,374	2.8
Other Indo-European languages	176,722	3.2
Speak English less than "very well"	62,281	1.1
Asian and Pacific island languages	242,836	4.4
Speak English less than "very well"	123,088	2.2
ANCESTRY (single or multiple)		
Total population	5,894,121	100.0
Total ancestries reported	*6,483,379*	*110.0*
Arab	15,141	0.3
Czech[1]	33,770	0.6
Danish	72,098	1.2
Dutch	142,387	2.4
English	706,681	12.0
French (except Basque)[1]	215,412	3.7
French Canadian[1]	57,440	1.0
German	1,103,258	18.7
Greek	19,699	0.3
Hungarian	18,590	0.3
Irish[1]	673,206	11.4
Italian	191,442	3.2
Lithuanian	8,071	0.1
Norwegian	367,508	6.2
Polish	102,553	1.7
Portuguese	17,200	0.3
Russian	63,136	1.1
Scotch-Irish	126,490	2.1
Scottish	178,448	3.0
Slovak	5,084	0.1
Subsaharan African	28,660	0.5
Swedish	213,013	3.6
Swiss	33,289	0.6
Ukrainian	30,057	0.5
United States or American	315,737	5.4
Welsh	62,262	1.1
West Indian (excluding Hispanic groups)	5,779	0.1
Other ancestries	1,676,989	28.5

-Represents zero or rounds to zero. (X) Not applicable.

[1]The data represent a combination of two ancestries shown separately in Summary File 3. Czech includes Czechoslovakian. French includes Alsatian. French Canadian includes Acadian/Cajun. Irish includes Celtic.

Source: U.S. Bureau of the Census, Census 2000.

Table DP-2. Profile of Selected Social Characteristics: 2000

Geographic area: Rhode Island

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text]

Subject	Number	Percent
SCHOOL ENROLLMENT		
Population 3 years and over enrolled in school	**290,605**	**100.0**
Nursery school, preschool	16,207	5.6
Kindergarten	14,443	5.0
Elementary school (grades 1-8)	118,488	40.8
High school (grades 9-12)	57,478	19.8
College or graduate school	84,009	28.9
EDUCATIONAL ATTAINMENT		
Population 25 years and over	**694,573**	**100.0**
Less than 9th grade	56,312	8.1
9th to 12th grade, no diploma	96,774	13.9
High school graduate (includes equivalency)	192,914	27.8
Some college, no degree	122,261	17.6
Associate degree	48,495	7.0
Bachelor's degree	110,175	15.9
Graduate or professional degree	67,642	9.7
Percent high school graduate or higher	78.0	(X)
Percent bachelor's degree or higher	25.6	(X)
MARITAL STATUS		
Population 15 years and over	**841,503**	**100.0**
Never married	249,556	29.7
Now married, except separated	433,554	51.5
Separated	16,022	1.9
Widowed	63,120	7.5
Female	51,061	6.1
Divorced	79,251	9.4
Female	47,430	5.6
GRANDPARENTS AS CAREGIVERS		
Grandparent living in household with one or more own grandchildren under 18 years	**16,967**	**100.0**
Grandparent responsible for grandchildren	5,060	29.8
VETERAN STATUS		
Civilian population 18 years and over	**797,047**	**100.0**
Civilian veterans	102,494	12.9
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION		
Population 5 to 20 years	**234,287**	**100.0**
With a disability	21,713	9.3
Population 21 to 64 years	**589,705**	**100.0**
With a disability	116,305	19.7
Percent employed	58.4	(X)
No disability	473,400	80.3
Percent employed	79.4	(X)
Population 65 years and over	**143,565**	**100.0**
With a disability	57,788	40.3
RESIDENCE IN 1995		
Population 5 years and over	**985,184**	**100.0**
Same house in 1995	572,209	58.1
Different house in the U.S. in 1995	387,429	39.3
Same county	240,067	24.4
Different county	147,362	15.0
Same state	50,382	5.1
Different state	96,980	9.8
Elsewhere in 1995	25,546	2.6

Subject	Number	Percent
NATIVITY AND PLACE OF BIRTH		
Total population	**1,048,319**	**100.0**
Native	929,042	88.6
Born in United States	910,056	86.8
State of residence	643,912	61.4
Different state	266,144	25.4
Born outside United States	18,986	1.8
Foreign born	119,277	11.4
Entered 1990 to March 2000	41,476	4.0
Naturalized citizen	56,184	5.4
Not a citizen	63,093	6.0
REGION OF BIRTH OF FOREIGN BORN		
Total (excluding born at sea)	**119,277**	**100.0**
Europe	39,221	32.9
Asia	19,578	16.4
Africa	12,066	10.1
Oceania	397	0.3
Latin America	43,892	36.8
Northern America	4,123	3.5
LANGUAGE SPOKEN AT HOME		
Population 5 years and over	**985,184**	**100.0**
English only	788,560	80.0
Language other than English	196,624	20.0
Speak English less than "very well"	83,624	8.5
Spanish	79,443	8.1
Speak English less than "very well"	40,403	4.1
Other Indo-European languages	91,449	9.3
Speak English less than "very well"	31,517	3.2
Asian and Pacific Island languages	19,926	2.0
Speak English less than "very well"	9,991	1.0
ANCESTRY (single or multiple)		
Total population	**1,048,319**	**100.0**
Total ancestries reported	*1,231,139*	*117.4*
Arab	7,171	0.7
Czech[1]	1,673	0.2
Danish	1,811	0.2
Dutch	5,832	0.6
English	125,393	12.0
French (except Basque)[1]	114,264	10.9
French Canadian[1]	66,792	6.4
German	56,066	5.3
Greek	6,482	0.6
Hungarian	2,127	0.2
Irish[1]	193,273	18.4
Italian	199,077	19.0
Lithuanian	3,419	0.3
Norwegian	4,307	0.4
Polish	43,159	4.1
Portuguese	91,445	8.7
Russian	9,662	0.9
Scotch-Irish	12,037	1.1
Scottish	20,024	1.9
Slovak	843	0.1
Subsaharan African	23,249	2.2
Swedish	18,752	1.8
Swiss	1,370	0.1
Ukrainian	3,331	0.3
United States or American	31,357	3.0
Welsh	2,780	0.3
West Indian (excluding Hispanic groups)	4,574	0.4
Other ancestries	180,889	17.3

-Represents zero or rounds to zero. (X) Not applicable.

[1]The data represent a combination of two ancestries shown separately in Summary File 3. Czech includes Czechoslovakian. French includes Alsatian. French Canadian includes Acadian/Cajun. Irish includes Celtic.

Source: U.S. Bureau of the Census, Census 2000.

Table DP-2. Profile of Selected Social Characteristics: 2000

Geographic area: Arkansas

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text]

Subject	Number	Percent
SCHOOL ENROLLMENT		
Population 3 years and over enrolled in school	**675,109**	**100.0**
Nursery school, preschool	43,353	6.4
Kindergarten	37,746	5.6
Elementary school (grades 1-8)	311,515	46.1
High school (grades 9-12)	154,432	22.9
College or graduate school	128,063	19.0
EDUCATIONAL ATTAINMENT		
Population 25 years and over	**1,731,200**	**100.0**
Less than 9th grade	162,464	9.4
9th to 12th grade, no diploma	264,985	15.3
High school graduate (includes equivalency)	590,415	34.1
Some college, no degree	355,329	20.5
Associate degree	69,578	4.0
Bachelor's degree	190,427	11.0
Graduate or professional degree	98,001	5.7
Percent high school graduate or higher	75.3	(X)
Percent bachelor's degree or higher	16.7	(X)
MARITAL STATUS		
Population 15 years and over	**2,111,663**	**100.0**
Never married	447,067	21.2
Now married, except separated	1,229,643	58.2
Separated	40,818	1.9
Widowed	161,058	7.6
Female	133,447	6.3
Divorced	233,077	11.0
Female	127,314	6.0
GRANDPARENTS AS CAREGIVERS		
Grandparent living in household with one or more own grandchildren under 18 years	**57,895**	**100.0**
Grandparent responsible for grandchildren	33,618	58.1
VETERAN STATUS		
Civilian population 18 years and over	**1,967,107**	**100.0**
Civilian veterans	281,714	14.2
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION		
Population 5 to 20 years	**612,542**	**100.0**
With a disability	57,733	9.4
Population 21 to 64 years	**1,473,716**	**100.0**
With a disability	345,338	23.4
Percent employed	51.6	(X)
No disability	1,128,378	76.5
Percent employed	76.7	(X)
Population 65 years and over	**354,606**	**100.0**
With a disability	173,400	48.9
RESIDENCE IN 1995		
Population 5 years and over	**2,492,205**	**100.0**
Same house in 1995	1,327,374	53.3
Different house in the U.S. in 1995	1,131,174	45.4
Same county	616,239	24.8
Different county	512,935	20.6
Same state	260,835	10.5
Different state	252,100	10.1
Elsewhere in 1995	33,657	1.4

Subject	Number	Percent
NATIVITY AND PLACE OF BIRTH		
Total population	**2,673,400**	**100.0**
Native	2,599,710	97.2
Born in United States	2,585,866	96.7
State of residence	1,707,529	63.9
Different state	878,337	32.9
Born outside United States	13,844	0.5
Foreign born	73,690	2.8
Entered 1990 to March 2000	40,741	1.5
Naturalized citizen	22,055	0.8
Not a citizen	51,635	1.9
REGION OF BIRTH OF FOREIGN BORN		
Total (excluding born at sea)	**73,690**	**100.0**
Europe	10,028	13.6
Asia	15,846	21.5
Africa	1,503	2.0
Oceania	1,165	1.6
Latin America	43,309	58.8
Northern America	1,839	2.5
LANGUAGE SPOKEN AT HOME		
Population 5 years and over	**2,492,205**	**100.0**
English only	2,368,450	95.0
Language other than English	123,755	5.0
Speak English less than "very well"	57,709	2.3
Spanish	82,465	3.3
Speak English less than "very well"	43,535	1.7
Other Indo-European languages	22,695	0.9
Speak English less than "very well"	5,332	0.2
Asian and Pacific Island languages	15,238	0.6
Speak English less than "very well"	7,865	0.3
ANCESTRY (single or multiple)		
Total population	**2,673,400**	**100.0**
Total ancestries reported	*2,177,085*	*81.4*
Arab	2,405	0.1
Czech[1]	6,541	0.2
Danish	4,636	0.2
Dutch	40,428	1.5
English	211,226	7.9
French (except Basque)[1]	51,177	1.9
French Canadian[1]	8,155	0.3
German	249,857	9.3
Greek	2,595	0.1
Hungarian	2,309	0.1
Irish[1]	255,279	9.5
Italian	34,574	1.3
Lithuanian	1,062	-
Norwegian	13,046	0.5
Polish	18,867	0.7
Portuguese	1,472	0.1
Russian	3,270	0.1
Scotch-Irish	46,580	1.7
Scottish	35,864	1.3
Slovak	1,136	-
Subsaharan African	12,693	0.5
Swedish	14,562	0.5
Swiss	4,770	0.2
Ukrainian	1,295	-
United States or American	424,920	15.9
Welsh	11,003	0.4
West Indian (excluding Hispanic groups)	2,731	0.1
Other ancestries	714,732	26.7

-Represents zero or rounds to zero. (X) Not applicable.

[1]The data represent a combination of two ancestries shown separately in Summary File 3. Czech includes Czechoslovakian. French includes Alsatian. French Canadian includes Acadian/Cajun. Irish includes Celtic.

Source: U.S. Bureau of the Census, Census 2000.

Table DP-2. Profile of Selected Social Characteristics: 2000

Geographic area: Oklahoma

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text]

Subject	Number	Percent
SCHOOL ENROLLMENT		
Population 3 years and over enrolled in school	930,865	100.0
Nursery school, preschool	60,100	6.5
Kindergarten	50,220	5.4
Elementary school (grades 1-8)	412,966	44.4
High school (grades 9-12)	204,317	21.9
College or graduate school	203,262	21.8
EDUCATIONAL ATTAINMENT		
Population 25 years and over	2,203,173	100.0
Less than 9th grade	134,976	6.1
9th to 12th grade, no diploma	292,257	13.3
High school graduate (includes equivalency)	693,607	31.5
Some college, no degree	516,456	23.4
Associate degree	119,106	5.4
Bachelor's degree	297,082	13.5
Graduate or professional degree	149,689	6.8
Percent high school graduate or higher	80.6	(X)
Percent bachelor's degree or higher	20.3	(X)
MARITAL STATUS		
Population 15 years and over	2,717,552	100.0
Never married	607,432	22.4
Now married, except separated	1,558,218	57.3
Separated	47,283	1.7
Widowed	189,169	7.0
Female	155,587	5.7
Divorced	315,452	11.6
Female	175,328	6.5
GRANDPARENTS AS CAREGIVERS		
Grandparent living in household with one or more own grandchildren under 18 years	67,194	100.0
Grandparent responsible for grandchildren	39,279	58.5
VETERAN STATUS		
Civilian population 18 years and over	2,536,569	100.0
Civilian veterans	376,062	14.8
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION		
Population 5 to 20 years	809,597	100.0
With a disability	70,153	8.7
Population 21 to 64 years	1,885,835	100.0
With a disability	405,333	21.5
Percent employed	55.2	(X)
No disability	1,480,502	78.5
Percent employed	76.9	(X)
Population 65 years and over	429,566	100.0
With a disability	200,612	46.7
RESIDENCE IN 1995		
Population 5 years and over	3,215,719	100.0
Same house in 1995	1,650,318	51.3
Different house in the U.S. in 1995	1,510,240	47.0
Same county	808,448	25.1
Different county	701,792	21.8
Same state	379,292	11.8
Different state	322,500	10.0
Elsewhere in 1995	55,161	1.7

Subject	Number	Percent
NATIVITY AND PLACE OF BIRTH		
Total population	3,450,654	100.0
Native	3,318,907	96.2
Born in United States	3,290,431	95.4
State of residence	2,158,827	62.6
Different state	1,131,604	32.8
Born outside United States	28,476	0.8
Foreign born	131,747	3.8
Entered 1990 to March 2000	69,879	2.0
Naturalized citizen	45,766	1.3
Not a citizen	85,981	2.5
REGION OF BIRTH OF FOREIGN BORN		
Total (excluding born at sea)	131,739	100.0
Europe	16,102	12.2
Asia	39,761	30.2
Africa	4,626	3.5
Oceania	810	0.6
Latin America	66,706	50.6
Northern America	3,734	2.8
LANGUAGE SPOKEN AT HOME		
Population 5 years and over	3,215,719	100.0
English only	2,977,187	92.6
Language other than English	238,532	7.4
Speak English less than "very well"	98,990	3.1
Spanish	141,060	4.4
Speak English less than "very well"	65,280	2.0
Other Indo-European languages	35,892	1.1
Speak English less than "very well"	9,045	0.3
Asian and Pacific Island languages	34,517	1.1
Speak English less than "very well"	18,325	0.6
ANCESTRY (single or multiple)		
Total population	3,450,654	100.0
Total ancestries reported	*3,006,879*	*87.1*
Arab	6,177	0.2
Czech[1]	16,591	0.5
Danish	7,627	0.2
Dutch	69,451	2.0
English	291,553	8.4
French (except Basque)[1]	78,644	2.3
French Canadian[1]	10,579	0.3
German	435,245	12.6
Greek	4,208	0.1
Hungarian	3,626	0.1
Irish[1]	354,802	10.3
Italian	48,970	1.4
Lithuanian	1,388	-
Norwegian	21,923	0.6
Polish	27,090	0.8
Portuguese	2,842	0.1
Russian	7,427	0.2
Scotch-Irish	58,798	1.7
Scottish	52,030	1.5
Slovak	1,219	-
Subsaharan African	12,914	0.4
Swedish	24,994	0.7
Swiss	5,476	0.2
Ukrainian	2,178	0.1
United States or American	392,283	11.4
Welsh	16,960	0.5
West Indian (excluding Hispanic groups)	14,910	0.4
Other ancestries	1,033,974	30.0

-Represents zero or rounds to zero. (X) Not applicable.

[1]The data represent a combination of two ancestries shown separately in Summary File 3. Czech includes Czechoslovakian. French includes Alsatian. French Canadian includes Acadian/Cajun. Irish includes Celtic.

Source: U.S. Bureau of the Census, Census 2000.

Table DP-2. Profile of Selected Social Characteristics: 2000

Geographic area: California

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text]

Subject	Number	Percent
SCHOOL ENROLLMENT		
Population 3 years and over enrolled in school	**10,129,990**	**100.0**
Nursery school, preschool	547,066	5.4
Kindergarten	554,361	5.5
Elementary school (grades 1-8)	4,349,867	42.9
High school (grades 9-12)	2,122,098	20.9
College or graduate school	2,556,598	25.2
EDUCATIONAL ATTAINMENT		
Population 25 years and over	**21,298,900**	**100.0**
Less than 9th grade	2,446,324	11.5
9th to 12th grade, no diploma	2,496,419	11.7
High school graduate (includes equivalency)	4,288,452	20.1
Some college, no degree	4,879,336	22.9
Associate degree	1,518,403	7.1
Bachelor's degree	3,640,157	17.1
Graduate or professional degree	2,029,809	9.5
Percent high school graduate or higher	76.8	(X)
Percent bachelor's degree or higher	28.6	(X)
MARITAL STATUS		
Population 15 years and over	**28,076,163**	**100.0**
Never married	7,843,907	30.1
Now married, except separated	13,667,201	52.4
Separated	642,670	2.5
Widowed	1,457,818	5.6
Female	1,179,838	4.5
Divorced	2,474,567	9.5
Female	1,457,510	5.6
GRANDPARENTS AS CAREGIVERS		
Grandparent living in household with one or more own grandchildren under 18 years	**928,290**	**100.0**
Grandparent responsible for grandchildren	294,969	31.8
VETERAN STATUS		
Civilian population 18 years and over	**24,501,941**	**100.0**
Civilian veterans	2,569,340	10.5
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION		
Population 5 to 20 years	**8,172,469**	**100.0**
With a disability	609,271	7.5
Population 21 to 64 years	**19,210,794**	**100.0**
With a disability	3,848,497	20.0
Percent employed	54.9	(X)
No disability	15,362,297	80.0
Percent employed	73.1	(X)
Population 65 years and over	**3,469,810**	**100.0**
With a disability	1,465,593	42.2
RESIDENCE IN 1995		
Population 5 years and over	**31,416,629**	**100.0**
Same house in 1995	15,757,539	50.2
Different house in the U.S. in 1995	14,251,432	45.4
Same county	9,714,481	30.9
Different county	4,536,951	14.4
Same state	3,087,987	9.8
Different state	1,448,964	4.6
Elsewhere in 1995	1,407,658	4.5

Subject	Number	Percent
NATIVITY AND PLACE OF BIRTH		
Total population	**33,871,648**	**100.0**
Native	25,007,393	73.8
Born in United States	24,633,720	72.7
State of residence	17,019,097	50.2
Different state	7,614,623	22.5
Born outside United States	373,673	1.1
Foreign born	8,864,255	26.2
Entered 1990 to March 2000	3,270,748	9.7
Naturalized citizen	3,473,266	10.3
Not a citizen	5,390,989	15.9
REGION OF BIRTH OF FOREIGN BORN		
Total (excluding born at sea)	**8,864,188**	**100.0**
Europe	696,576	7.9
Asia	2,918,642	32.9
Africa	113,255	1.3
Oceania	67,131	0.8
Latin America	4,926,803	55.6
Northern America	141,779	1.6
LANGUAGE SPOKEN AT HOME		
Population 5 years and over	**31,416,629**	**100.0**
English only	19,014,873	60.5
Language other than English	12,401,756	39.5
Speak English less than "very well"	6,277,779	20.0
Spanish	8,105,505	25.8
Speak English less than "very well"	4,303,949	13.7
Other Indo-European languages	1,335,332	4.3
Speak English less than "very well"	453,589	1.4
Asian and Pacific Island languages	2,709,179	8.6
Speak English less than "very well"	1,438,588	4.6
ANCESTRY (single or multiple)		
Total population	**33,871,648**	**100.0**
Total ancestries reported	*35,569,389*	*105.0*
Arab	192,887	0.6
Czech[1]	118,869	0.4
Danish	207,030	0.6
Dutch	417,382	1.2
English	2,521,355	7.4
French (except Basque)[1]	783,576	2.3
French Canadian[1]	148,265	0.4
German	3,332,396	9.8
Greek	125,284	0.4
Hungarian	133,988	0.4
Irish[1]	2,622,089	7.7
Italian	1,450,884	4.3
Lithuanian	51,406	0.2
Norwegian	436,128	1.3
Polish	491,325	1.5
Portuguese	330,974	1.0
Russian	402,480	1.2
Scotch-Irish	410,310	1.2
Scottish	541,890	1.6
Slovak	24,535	0.1
Subsaharan African	184,921	0.5
Swedish	459,897	1.4
Swiss	115,485	0.3
Ukrainian	83,125	0.2
United States or American	1,140,830	3.4
Welsh	188,414	0.6
West Indian (excluding Hispanic groups)	63,639	0.2
Other ancestries	18,590,005	54.9

-Represents zero or rounds to zero. (X) Not applicable.

[1]The data represent a combination of two ancestries shown separately in Summary File 3. Czech includes Czechoslovakian. French includes Alsatian. French Canadian includes Acadian/Cajun. Irish includes Celtic.

Source: U.S. Bureau of the Census, Census 2000.

Table DP-2. Profile of Selected Social Characteristics: 2000

Geographic area: Virginia

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text]

Subject	Number	Percent
SCHOOL ENROLLMENT		
Population 3 years and over enrolled in school	1,868,101	100.0
Nursery school, preschool	125,701	6.7
Kindergarten	101,127	5.4
Elementary school (grades 1-8)	806,445	43.2
High school (grades 9-12)	384,028	20.6
College or graduate school	450,800	24.1
EDUCATIONAL ATTAINMENT		
Population 25 years and over	4,666,574	100.0
Less than 9th grade	336,184	7.2
9th to 12th grade, no diploma	526,426	11.3
High school graduate (includes equivalency)	1,212,463	26.0
Some college, no degree	951,700	20.4
Associate degree	262,813	5.6
Bachelor's degree	835,011	17.9
Graduate or professional degree	539,977	11.6
Percent high school graduate or higher	81.5	(X)
Percent bachelor's degree or higher	29.5	(X)
MARITAL STATUS		
Population 15 years and over	5,623,628	100.0
Never married	1,473,063	26.2
Now married, except separated	3,132,259	55.7
Separated	163,486	2.9
Widowed	350,451	6.2
Female	286,985	5.1
Divorced	504,369	9.0
Female	290,268	5.2
GRANDPARENTS AS CAREGIVERS		
Grandparent living in household with one or more own grandchildren under 18 years	140,015	100.0
Grandparent responsible for grandchildren	59,464	42.5
VETERAN STATUS		
Civilian population 18 years and over	5,211,918	100.0
Civilian veterans	786,359	15.1
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION		
Population 5 to 20 years	1,549,749	100.0
With a disability	125,668	8.1
Population 21 to 64 years	4,073,957	100.0
With a disability	712,330	17.5
Percent employed	58.5	(X)
No disability	3,361,627	82.5
Percent employed	79.8	(X)
Population 65 years and over	753,882	100.0
With a disability	317,085	42.1
RESIDENCE IN 1995		
Population 5 years and over	6,619,266	100.0
Same house in 1995	3,453,486	52.2
Different house in the U.S. in 1995	2,960,329	44.7
Same county	1,196,930	18.1
Different county	1,763,399	26.6
Same state	941,661	14.2
Different state	821,738	12.4
Elsewhere in 1995	205,451	3.1

Subject	Number	Percent
NATIVITY AND PLACE OF BIRTH		
Total population	7,078,515	100.0
Native	6,508,236	91.9
Born in United States	6,402,682	90.5
State of residence	3,676,255	51.9
Different state	2,726,427	38.5
Born outside United States	105,554	1.5
Foreign born	570,279	8.1
Entered 1990 to March 2000	269,121	3.8
Naturalized citizen	232,767	3.3
Not a citizen	337,512	4.8
REGION OF BIRTH OF FOREIGN BORN		
Total (excluding born at sea)	570,271	100.0
Europe	86,612	15.2
Asia	235,374	41.3
Africa	42,509	7.5
Oceania	2,807	0.5
Latin America	189,809	33.3
Northern America	13,160	2.3
LANGUAGE SPOKEN AT HOME		
Population 5 years and over	6,819,266	100.0
English only	5,884,075	86.9
Language other than English	735,191	11.1
Speak English less than "very well"	303,729	4.6
Spanish	316,274	4.8
Speak English less than "very well"	151,938	2.3
Other Indo-European languages	195,846	3.0
Speak English less than "very well"	53,125	0.8
Asian and Pacific Island languages	170,136	2.6
Speak English less than "very well"	82,167	1.2
ANCESTRY (single or multiple)		
Total population	7,078,515	100.0
Total ancestries reported	*6,770,807*	*95.7*
Arab	41,663	0.6
Czech[1]	25,126	0.4
Danish	17,083	0.2
Dutch	80,104	1.1
English	788,849	11.1
French (except Basque)[1]	143,414	2.0
French Canadian[1]	38,400	0.5
German	828,664	11.7
Greek	25,846	0.4
Hungarian	26,783	0.4
Irish[1]	696,315	9.8
Italian	257,129	3.6
Lithuanian	12,837	0.2
Norwegian	46,877	0.7
Polish	124,647	1.8
Portuguese	12,031	0.2
Russian	45,078	0.6
Scotch-Irish	158,639	2.2
Scottish	153,447	2.2
Slovak	13,199	0.2
Subsaharan African	69,775	1.0
Swedish	50,873	0.7
Swiss	18,257	0.3
Ukrainian	15,056	0.2
United States or American	808,386	11.4
Welsh	48,646	0.7
West Indian (excluding Hispanic groups)	23,149	0.3
Other ancestries	2,201,536	31.1

-Represents zero or rounds to zero. (X) Not applicable.

[1]The data represent a combination of two ancestries shown separately in Summary File 3. Czech includes Czechoslovakian. French includes Alsatian. French Canadian includes Acadian/Cajun. Irish includes Celtic.

Source: U.S. Bureau of the Census, Census 2000.

Table DP-2. Profile of Selected Social Characteristics: 2000

Geographic area: New York

[Data based on a sample. For information on confidentiality protection, sampling error, nonsampling error, and definitions, see text]

Subject	Number	Percent
SCHOOL ENROLLMENT		
Population 3 years and over enrolled in school	**5,217,030**	**100.0**
Nursery school, preschool	331,376	6.4
Kindergarten	272,504	5.2
Elementary school (grades 1-8)	2,208,497	42.3
High school (grades 9-12)	1,103,278	21.1
College or graduate school	1,301,375	24.9
EDUCATIONAL ATTAINMENT		
Population 25 years and over	**12,542,536**	**100.0**
Less than 9th grade	1,005,805	8.0
9th to 12th grade, no diploma	1,620,519	12.9
High school graduate (includes equivalency)	3,490,758	27.8
Some college, no degree	2,103,404	16.8
Associate degree	898,826	7.2
Bachelor's degree	1,954,242	15.6
Graduate or professional degree	1,478,970	11.8
Percent high school graduate or higher	79.1	(X)
Percent bachelor's degree or higher	27.4	(X)
MARITAL STATUS		
Population 15 years and over	**15,055,876**	**100.0**
Never married	4,777,896	31.7
Now married, except separated	7,535,841	50.1
Separated	484,840	3.2
Widowed	1,084,409	7.2
Female	887,289	5.9
Divorced	1,173,090	7.8
Female	709,220	4.7
GRANDPARENTS AS CAREGIVERS		
Grandparent living in household with one or more own grandchildren under 18 years	**412,000**	**100.0**
Grandparent responsible for grandchildren	143,014	34.7
VETERAN STATUS		
Civilian population 18 years and over	**14,278,716**	**100.0**
Civilian veterans	1,361,164	9.5
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION		
Population 5 to 20 years	**4,197,977**	**100.0**
With a disability	370,856	8.8
Population 21 to 64 years	**10,932,732**	**100.0**
With a disability	2,294,611	21.0
Percent employed	54.1	(X)
No disability	8,638,121	79.0
Percent employed	74.1	(X)
Population 65 years and over	**2,333,555**	**100.0**
With a disability	940,880	40.3
RESIDENCE IN 1995		
Population 5 years and over	**17,749,110**	**100.0**
Same house in 1995	10,961,493	61.8
Different house in the U.S. in 1995	6,066,869	34.2
Same county	3,876,450	21.8
Different county	2,190,419	12.3
Same state	1,453,942	8.2
Different state	726,477	4.1
Elsewhere in 1995	720,748	4.1

Subject	Number	Percent
NATIVITY AND PLACE OF BIRTH		
Total population	**18,976,457**	**100.0**
Native	15,108,324	79.6
Born in United States	14,589,263	76.9
State of residence	12,384,940	65.3
Different state	2,204,323	11.6
Born outside United States	519,061	2.7
Foreign born	3,868,133	20.4
Entered 1990 to March 2000	1,561,809	8.2
Naturalized citizen	1,783,744	9.4
Not a citizen	2,084,389	11.0
REGION OF BIRTH OF FOREIGN BORN		
Total (excluding born at sea)	**3,868,094**	**100.0**
Europe	879,307	22.7
Asia	916,597	23.7
Africa	116,936	3.0
Oceania	7,680	0.2
Latin America	1,891,812	48.9
Northern America	55,962	1.4
LANGUAGE SPOKEN AT HOME		
Population 5 years and over	**17,749,110**	**100.0**
English only	12,786,189	72.0
Language other than English	4,962,921	28.0
Speak English less than "very well"	2,310,256	13.0
Spanish	2,416,126	13.6
Speak English less than "very well"	1,182,068	6.7
Other Indo-European languages	1,654,540	9.3
Speak English less than "very well"	663,874	3.7
Asian and Pacific Island languages	671,019	3.8
Speak English less than "very well"	395,159	2.2
ANCESTRY (single or multiple)		
Total population	**18,976,457**	**100.0**
Total ancestries reported	*20,381,381*	*107.4*
Arab	121,925	0.6
Czech[1]	76,820	0.4
Danish	38,587	0.2
Dutch	272,904	1.4
English	1,140,036	6.0
French (except Basque)[1]	479,199	2.5
French Canadian[1]	151,839	0.8
German	2,122,620	11.2
Greek	159,763	0.8
Hungarian	137,029	0.7
Irish[1]	2,454,469	12.9
Italian	2,737,146	14.4
Lithuanian	49,083	0.3
Norwegian	90,524	0.5
Polish	986,141	5.2
Portuguese	43,839	0.2
Russian	460,261	2.4
Scotch-Irish	138,844	0.7
Scottish	212,275	1.1
Slovak	37,863	0.2
Subsaharan African	166,508	0.9
Swedish	133,788	0.7
Swiss	38,721	0.2
Ukrainian	148,700	0.8
United States or American	717,234	3.8
Welsh	85,358	0.4
West Indian (excluding Hispanic groups)	685,874	3.6
Other ancestries	6,494,033	34.2

-Represents zero or rounds to zero. (X) Not applicable.

[1]The data represent a combination of two ancestries shown separately in Summary File 3. Czech includes Czechoslovakian. French includes Alsatian. French Canadian includes Acadian/Cajun. Irish includes Celtic.

Source: U.S. Bureau of the Census, Census 2000.

SEPT 24 SMALL BUSINESS HEARING

Thank you, Mr. Chairman. I congratulate you on your insight in holding this hearing on the Role the Federal Government and Small Businesses Are Playing in Assisting Individuals with Disabilities. According to the US Census, people with a disability are less likely than people with no disability to have a job or business. For people ages 21 to 64 with no disability, the likelihood of having a job or business is 82.1%. For people with a non- severe disability, the rate is 76.9%; the rate drops to 26.1% for those with a severe disability.

Small business plays a vital role in the employment of people with disabilities. Profit-making and not-for-profit enterprises offer opportunities for entrepreneurship as well as competitive and supported employment. People with disabilities who have the entrepreneurial spirit find that being their own boss in a small business offers them the ultimate in flexible and rewarding work. Many other people with non-severe and severe disabilities work in all phases of small business, while people with the most severe disabilities often receive vital employment supports working for not-for-profit small businesses such as Community Rehabilitation Programs (CRPs) and other non-profit agencies.

Approximately 54 million Americans experience disability. Of these, about 11 million Americans experience disability severe enough that they qualify for federal disability programs such as Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI), Medicare, and Medicaid. Only 26.1% or 2.9 million of these 11 million people with severe disabilities are employed. This means that nearly 8.1 million people with severe disabilities are not currently n the workforce. Surveys such as the Louis Harris survey of 1999 consistently show that 2/3 of people with disabilities who are unemployed want to work. This leaves approximately 5.5 million people with severe disabilities who, with appropriate training and supports, could join the workforce through small business and similar programs.

Thank you, Mr. Chairman..