



Q&A about participating in this research:

Remind me, what's the purpose of this research?

To support employment consultants like you in your work with job seekers with intellectual and developmental disabilities. We do so by collecting data about employment support activities, discussing the aggregated findings, and sharing stories, best practices, tips, tools, and resources with you. Together we want to improve employment outcomes for job seekers.

What are you asking me to do?

We ask you to complete a short daily survey on your smartphone, until July 2019. It takes only a few seconds to complete. We will also ask to complete 4 quarterly surveys like those that you completed in the past year (taking 5-10 minutes). Finally, take advantage of the professional development activities described in the next Q&A item.

What do I gain from participating?

You will have access to a number of professional development activities, including:

1. Monthly online conversations with your peers and our experts about the findings from the daily survey, effective employment supports strategies and success stories.
2. DirectCourse, College of Employment Services online video lessons.
3. On-demand one-on-one consultation.
4. Tips, resources, and tools on the closing screen of the daily survey.

You will also receive a certificate of attendance after attending each online conversation and for watching the College of Employment Services video lessons. These certificates are valid for the APSE [certification program for employment support professionals \(CESP\)](#)

What else do I gain?

As a token of appreciation, we will send you a \$25 gift card each quarter, for a total of \$100 by the summer of 2019.

I already completed 4 quarterly surveys. Why are you asking me to do even more?

Your continued participation will make it possible for this research project to achieve the intended goal of learning more about how to support professionals like you in your work with job seekers.

What questions are you asking in the short daily survey for smartphones?

- 1) What primary activity you were performing, 2) with whom you were interacting, and 3) where you were during the 30 minutes before receiving a text message on your phone.

How will the surveys be delivered?

The link to the daily survey will be texted to your smartphone, each workday at a random time between 9:00 am and 4:00 pm your time.

What if I am not at work when you text the daily survey?

We will not send the daily survey on weekends, holidays, or when you notify us that you are not at work.

What kind of phone do I need?

All smartphones work, including Android devices, iOS/iPhones, phones running Windows, etc. If you can browse the Internet with your smartphone, your device works for this study.

Am I going to incur expenses if I am using my personal smartphone?

You may incur an expense if the plan you chose with your phone provider does NOT include unlimited text messaging. Please verify with your phone carrier. Also, the daily survey will consume some data from your data plan. However, the amount of used data is negligible. If you are concerned about data usage, you may want to check with your carrier.

If my phone carrier charges for text messages, how much could it cost?

For example, if your carrier charges \$0.10 per text message (please check with your provider), the total cost of receiving one text message per day over the one-year period could fall between \$24 (no reminders needed) and \$72 (two daily reminders needed). Please check the actual cost of text messaging with your phone carrier.

What if I agree to participate and then I change my mind?

You can discontinue participation at any time. Let Oliver know at oliver.lyons@umb.edu

What's the tentative timeline for the daily survey?

The daily survey will launch tentatively in mid-July 2018 and will end one year later, in July 2019.

How are my information kept confidential?

We will never share your individual data with your supervisor, employer, colleagues or anyone outside our research team. Moreover:

- The study has been reviewed and approved by the Institutional Review Board at the University of Massachusetts Boston and the University of Minnesota to comply with federal law about the protection of human subjects.
- Only authorized, trained staff will have access to the data.
- All survey data will be kept in password-protected computers.
- We will permanently delete the files when the study and retention period is complete.

Do I need my supervisor's permission to participate?

No, you do not need permission from your supervisor to participate. However, we encourage discussing your participation with your supervisor and your colleagues.

Who else is going to participate in this study?

A total of 68 employment consultants from 40 employment programs, in 21 states will receive the daily survey starting in July 2018. Another group of 65 employment consultants from 33

employment programs in 18 states just completed a one-year daily survey data collection from June 2017 to May 2018.

What did participants in the project that just ended last May say about the daily survey?

They had positive feedback including for example:

- *I love how simple it is.*
- *I find that it causes me to pause for a moment and reflect on how I am spending my time, energy and resources.*
- *I like how you have added support links at the end of the survey keep them coming.*
- *I enjoy the feedback from other employment specialists, I enjoy the videos and online training.*

Who are the project team members?

- Oliver Lyons, [Research Study Coordinator](#), oliver.lyons@umb.edu
- Kelly Nye-Lengerman, [Research Associate](#), knye@umn.edu
- Amy Gunty, [Researcher](#), gunty004@umn.edu
- Jill Eastman, [Employment and training specialist](#), jill.eastman@umb.edu
- John Butterworth, [Director of Employment Systems Change and Evaluation Senior Research Fellow](#), john.butterworth@umb.edu
- Alberto Migliore, [Research Associate](#), alberto.migliore@umb.edu

Who is funding this project?

The National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR), Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS), Grant # 90RT5028-01-00: <http://www.acl.gov/programs/NIDILRR/>

Where can I learn more about this study?

Join the Open House event this coming July 12, 2018 (Details above). Or contact Oliver Lyons at oliver.lyons@umb.edu or 617-287-4376. Come back to this website for updates: <https://www.thinkwork.org/s22>

I am ready to go, what's next step?

Watch for Oliver's email in mid-July with the exact date when you will start receiving the texts on your phone. Your contribution to research is critical for advancing the employment of adults with disabilities. Thank you!

*The University of Massachusetts Boston
Institute for Community Inclusion
100 Morrissey Blvd.*

Boston, Massachusetts 02125

Voice: (617) 287-4300

Fax: (617) 287-4352

TTY: (617) 287-4350

Email: ici@umb.edu

<https://www.umb.edu/>

<https://www.communityinclusion.org/>