

Fact Sheet: Disability and Business Technical Assistance Centers (DBTACs)

The United States Department of Education's
National Institute of Disability and Rehabilitation Research (NIDRR) funds ten regional
Disability and Business Technical Assistance Centers (DBTACs)

DBTAC Mission

- Facilitate voluntary and effective compliance with the Americans with Disabilities Act of 1990

DBTAC Goals

- Promote the successful implementation of the Americans with Disabilities Act by providing technical assistance and training on all titles of the Act
- Increase public awareness about the benefits of ADA compliance
- Develop and support local and state affiliates that provide technical assistance on the ADA
- Enhance existing national, regional, and local ADA efforts
- Undertake outreach initiatives to minority populations affected by the law
- Identify ADA issues for research and development

DBTAC Core Services

- Provide answers to technical questions via a national toll-free hotline--
1-800-949-4232 V/TTY
 - ADA requirements are explained to anyone who contacts the Centers (including entities with responsibilities and people with protections under the law) and complex questions are researched using regulations, policy letters, administrative rulings, and other supporting materials/resources
 - All calls are confidential and automatically routed to the DBTAC that serves the state where the call originates
- Distribute accurate and current information/materials to regional service area through mailings, regional newsletters, web sites, listservs, conferences, exhibits, and state-of-the-art teleconferences
- Provide training programs with up-to-date information on the ADA and its implementation tailored to meet specific customer needs
- Provide referrals for specialized expertise through an extensive resource database

General information about the DBTACs

- Furnish service to customers since 1991 (through 2001)
- Earn five-year competitive grant awards

- Work closely with Federal agencies responsible for interpreting and enforcing the ADA (long-standing relationship with EEOC, DOJ, and the Access Board)
- Participate in biannual project directors' meetings in Washington, DC to be apprised of the latest developments in the law and collaborate on common goals
- Receive in-depth training from the DOJ, EEOC, and the Access Board
- Exist within a variety of settings - universities, private businesses, disability organizations and state government
- A Program Assistance Coordinator (PAC), also funded by NIDRR, provides support services to all 10 Centers

1998 Program Outcomes*

- **Fielded over 92,000 ADA-related inquiries on the toll-free number**
 - Technical Assistance staff averaged over 7,500 calls per month on the "800" line
 - 82% of these calls were answered by a person; 7% got a busy signal or an answering machine (11% used other methods to contact the DBTACs)
- **Provided more than 157,000 technical assistance answers and referrals to customers**
 - 83% of callers said their awareness of the ADA had increased due to their contact with the DBTACs
- **Trained 86,000 people nationwide on various titles of the ADA in 2,600 separate training sessions**
 - Training staff averaged 216 training sessions to over 7,100 people per month
- **Disseminated more than 1,000,000 ADA related materials**
 - DBTAC staff disseminated on average over 90,000 publications per month
 - 77% received requested materials in 7 days or less
 - 83% of those who received materials stated they were very useful
 - 86% said these material would help them apply the ADA
- **88% of the individuals rated their overall satisfaction with the service received from the DBTACs as "very satisfied" or "satisfied"**

*Includes information from the seventh year ADA Technical Assistance Program Report and the 1998 AIMS postcard survey aggregate analysis (responses to random sampling of 1800 customers who received material mailings over three quarters in 1998)

The DBTACs are authorized by NIDRR to provide information, materials, and technical assistance to individuals and entities that are covered by the ADA. NIDRR is not responsible for the enforcement of the ADA. The information, materials, and/or technical assistance are intended solely as informational guidance, and are neither a determination of legal rights or responsibilities under the act, nor binding on any agency with enforcement responsibilities under the ADA.

Adapted from information developed by the SEDBTAC - 7/99.