

CCRW Business Solutions: Research Consulting Services

Who We Are:

The Business Solutions Research Team at CCRW offer specialized, targeted research and evaluation services for business clients looking to understand issues and trends at the intersection of disability and employment, or to build accessible plans, processes, and frameworks for their organizations. Our team of experts can support your business by generating evidence-based insights, measuring effectiveness, and providing impactful reports.

Research Consulting: What We Do

We work with you to define your needs, identify questions, and prioritize emerging concerns around disability and accessibility and the impact on your business. We will develop a research plan, conduct the research and analysis, and synthesize the findings, drawing out relevant implications for your business. Finally, we provide recommendations and active solutions to support your organization. Our goal is to provide trustworthy evidence to help you solve your accessibility-related business questions.

How We Do It:

Our process always begins through engagement with a client to understand a problem.

We employ both quantitative and qualitative research methods and use both descriptive and analytical approaches for topics like accessibility, disability, legislation, labour market change, and policy implementation. Descriptive research shows us what a topic looks like, while analytical research helps us understand how it came to be that way and what it means.

Partnerships built on trust and collaboration: We talk with you and understand your needs!

- **We choose and deploy deliberate and considered methods**
- **We provide trustworthy evidence to support your decision making**
- **We create practical solutions that drive accessibility forward**
- **We provide a blueprint for next steps to enhance your commitment to accessibility**
- **We provide full circle support for training needs and change implementation support**

We provide services in:

1. **Environmental scanning and scoping reviews:** Using a variety of databases to review published and unpublished literature, standards, and commentary to provide a comprehensive overview of current trends and emerging discussions around accessibility.
2. **Gap analysis:** Exploring gaps in process, training, or information, with recommendations to bridge any gap.
3. **Comparative analysis:** Side-by-side charting and comparison of policy, legislation, standards, and requirements.
4. **Human-centered qualitative data collection:** Conducting interviews and focus groups.
5. **Qualitative analysis:** Generating narratives and explanations based on qualitative data to give context and meaning to datasets.
6. **Survey research:** Developing and implementing surveys to collect both quantitative and qualitative data.
7. **Quantitative analysis:** Exploring large datasets using a range of descriptive statistics (to summarize data) and inferential statistical analyses (to test hypotheses).
8. **Knowledge translation and implementation frameworks:** Creating blueprints for enacting sustainable change in your organization.

An example of our work:

A client required a side-by side comparison of accessibility-related legislation.

Our process involved:

1. Defining the question and the needs of the client
2. Developing a strategy and criteria for comprehensive data searching across multiple databases for a systematic review
3. Gathering, reviewing, excluding, and categorizing search results
4. Mapping the selected data onto individualized domains of interest determined by the client (hiring, retention, organizational culture, etc.)
5. Conducting a comparative, point-by-point analysis for each domain, identifying inconsistencies, gaps, best practices, and innovations within and between items of legislation
6. Producing a final analytical report, including recommendations for moving forward