



HEALTH AFFAIRS

TRICARE Management Activity
Office of the Assistant Secretary of Defense (Health Affairs)



Computer/Electronic Accommodations Program

Annual Report Fiscal Year 2000

Dear Colleagues,

The Office of the Computer/Electronic Accommodations Program (CAP) is pleased to publish its Fiscal Year 2000 (FY00) Annual Report. In FY00, the CAP office focused on disseminating information about its services throughout the Department of Defense (DoD). Formal presentations, CAP information packages, newsletters, videos, and media articles were provided, and 2,936 requests for accommodations were processed during the fiscal year.

DoD established CAP in 1990 to improve accessibility for people with disabilities throughout DoD. CAP provides assistive technology and other accommodations to eliminate a wide variety of barriers for people with disabilities who use DoD facilities or who participate in DoD programs. CAP also funds interpreters, readers, and personal assistants when employees require their services for long-term training sessions (two days or more).

Thank you for expressing interest in CAP. If you have any specific questions related to the functions of CAP, please feel free to contact me at (703) 681-3976 (Voice/TTY).

Dinah F. B. Cohen,
Director
Computer/Electronic Accommodations Program

Attachment:
As stated

Mission

The Computer/Electronic Accommodations Program (CAP) office serves as the primary Department of Defense (DoD) program office responsible for providing computer and electronic accommodations to individuals with disabilities in the DoD civilian workforce. It is CAP's mission to: *provide assistive technology and accommodations to ensure people with disabilities have equal access to the information environment and opportunities in DoD.* CAP assists DoD activities in complying with Federal Laws, which require office automation and telecommunications systems to be accessible to persons with disabilities. Also, the CAP office helps DoD components to fully integrate assistive equipment requirements with DoD's information resources management processes of planning, programming, budgeting and acquisitions.

CAP serves the civilian work force within the DoD components, which includes the Office of the Secretary of Defense (OSD) and activities supported administratively by OSD, the Military Departments, Defense Agencies, the Inspector General (DoD), the Joint Chiefs of Staff, the Unified and Specified Commands, the Army and Air Force Exchange Service, the National Guard Bureau, the Uniformed Services University of the Health Sciences, the Office of the Civilian Health and Medical Programs of the Uniformed Services, and the DoD Dependent Schools.

Background

The Rehabilitation Act of 1973, as amended, requires the Department of Defense (DoD) to accommodate the disabilities of its employees and to make its programs and activities accessible not only to employees, but also to other people with disabilities including military retirees, military family members, and members of the public.

President Clinton's administration has placed strong emphasis on implementing the Americans with Disabilities Act (ADA) and on making the Federal government a model of equity. The Congress recently amended the Rehabilitation Act to make ADA employment standards apply to Federal employment. On March 13, 1998, the President signed Executive Order 13088, "Increasing the Employment of Adults with Disabilities." This Executive Order reinforces the Administration's commitment to the employment of disabled individuals. The CAP office strongly supports these objectives by providing assistive equipment and other accommodations, as required by law.

CAP procures accommodations to increase accessibility for persons with disabilities throughout DoD in accordance with Federal regulations. To obtain accommodations from CAP, DoD employees with disabilities and DoD managers submit requests to the CAP office. After the request is reviewed for completeness and compatibility with any existing systems, an accommodation is procured for the requester.

FY00 Accomplishments

The CAP office filled 2,936 requests for accommodations in Fiscal Year 2000 (FY00), a 4% increase over the previous year. CAP developed and expanded accommodation related projects. The following list summarizes current projects, level of effort and accommodation totals for FY00.

CAP Technology Evaluation Center

On August 14, 1995, the Honorable William Perry, Secretary of Defense, hosted a ribbon-cutting ceremony to mark the opening of the new Computer/Electronic Accommodations Program Technology Evaluation Center (CAPTEC) in Room 2A259 of the Pentagon. Since its opening, CAPTEC has become a vital component of the CAP program. The CAPTEC has a wide variety of assistive technology available for demonstration and evaluation. Employees and supervisors who are searching for appropriate accommodations can visit CAPTEC and gain hands on experience with various equipment options. In support of our goals promoting CAP to DoD and federal communities and educating managers on new technology, CAPTEC sponsored the following highly publicized demonstrations:

- National Disability Employment Awareness Month, 19th Annual Awards Ceremony Open House: Demonstrations of CAPTEC assistive technology.
- Healthy Work Practices Day demonstration highlighted assistive technology for employees with ergonomic injuries and dexterity disabilities. This demonstration included alternative keyboards and pointing devices, keyboard trays, wrist rests and other ergonomic accessories. Vendor participation included: Ergonetics, who brought a workstation with keyboard tray and a monitor riser, and Bodybilt Seating, who brought ergonomic chairs for individuals to evaluate.
- The Initiatives Demo Day highlighted CAP initiatives including the Healthy Work Practices Program, DoD Education Activity, and the Workforce Recruitment Program. Our Military Health Systems (MHS) representative participated in the day by showing the MHS website on CD-ROM.
- Fetching Accessibility in the Pentagon: A representative from The Seeing Eye demonstrated how she and her guide dog work together as a team at work and in life. She also distributed information on her organization as well as information on the use of guide dogs for individuals with visual impairments. Assistive technologies for individuals who are blind or have low vision were on display, including the SuperBraille 80, a CCTV and screen magnification software.
- WRP Open House at CAPTEC for WRP students where they had an opportunity to examine a wide variety of assistive technology solutions, and discovered items that would enhance their job performance.
- CAPTEC's 5th Anniversary celebration drew approximately 300 people to CAPTEC. Information about assistive technology and services that CAP provides for DoD employees with disabilities was distributed. Demonstration highlights included a variety of assistive technologies including a portable Teletypewriter (TTY) device, Closed Circuit Television and screen magnification software. Representatives from LC Technologies also demonstrated the EyeGaze Communication System that allows people who have no use of their hands to communicate, control their environment, use a telephone, operate a personal

computer, type, operate a mouse, and access the Internet. CAP staff conducted ergonomic assessments and informed visitors of alternative keyboards and pointing devices, keyboard trays, and other ergonomic accessories. Attendees included Alphonso Maldon, Jr., Assistant Secretary of Defense (Force Management Policy), Ms. Gail McGinn, Principal Deputy Assistant Secretary (Force Management Policy), William E. Leftwich, III, Deputy Assistant Secretary of Defense (Equal Opportunity), and Claiborne D. Haughton, Jr., Director of Equal Opportunity, as well as the Department of the Army Headquarters EEO Director.

CAPTEC personnel also participated in exhibits and presentations at DoD and Federal government conferences and events. The following is a list of CAPTEC demonstrations and exhibits:

- Interagency Disability Educational Awareness Showcase (IDEAS), Washington, DC
- NIH, Bethesda, MD
- DISA, Arlington, VA
- U.S. Army Intelligence and Security Command, Ft. Belvoir VA
- TRICARE Communications and Customer Services Conference, Albuquerque, NM
- Twelfth Annual DoD Forum on Disability, Bethesda, MD
- TRICARE Conference, Washington, DC
- Health Information Management Systems Society, Dallas, TX
- Virtual Government 2000, Washington, DC
- Quality of Life Conference, Seattle, WA
- Pentagon Health Fair, Arlington, VA
- FDA Assistive Technology Expo, Rockville, MD
- FOSE, Washington, DC
- IRMCO, Williamsburg, VA

Since October 1, 1999, approximately 1,450 individuals visited the Technology Evaluation Center in the Pentagon.

Employment Initiatives

Workforce Recruitment Program (WRP)

The Workforce Recruitment Program for College Students with Disabilities (WRP) co-sponsored by DoD and Department of Labor's Office of Disability Employment Policy (ODEP) provides summer employment for college students with disabilities with Federal agencies as well as in the private sector. CAP provides assistive technology and services to students who participate in the WRP throughout the Federal government.

In FY01, 380 summer students were placed throughout the Federal government and private sectors. Five summer students were placed in the Office of the Assistant Secretary of Defense (Health Affairs) and TRICARE Management Activity (TMA), including two in the CAP Office.

In FY01, CAP provided 100 accommodations for the summer interns throughout the Federal government. Accommodations included a wide variety of assistive technology, sign language interpreting, and personal assistant services.

FY01:	100 accommodations
FY00:	109 accommodations

Healthy Work Practices Program (HWPP)

As work-related injuries continue to disable employees and decrease productivity, CAP has aligned with DoD and Federal programs to offer prevention and accommodation services. Via education workshops, information dissemination, and accommodations for employees with dexterity disabilities, CAP's proactive approach to disability management offers employers assistance in addressing this growing health concern. As part of our ergonomic related injury prevention effort, CAP disseminates a *Healthy Work Practices Program Folder* to assist employees in making minor adjustments to their work environment. The folder includes a self-evaluation checklist, a workplace ergonomic workbook, and a slide rule containing tips for working safely at the computer. This information can also be found on our website. As part of our accommodation effort we provided ergonomic equipment to customers with diagnosed ergonomic related injuries.

In order to increase the effectiveness and scope of the HWPP, CAP has participated in several activities. CAP gave presentations/workshops and exhibited at 10 ergonomic focused meetings and conferences. At these events, CAP emphasized the need for a good ergonomic environment by providing an overview of the HWPP, giving instruction on conducting a needs assessment and determining appropriate equipment, and providing guidance on how to implement an ergonomics program.

Over 100 workplace ergonomic assessments/evaluations were conducted, including the Information Systems Software Center (ISSC) at Ft. Belvoir, VA, and CINCLANTFLT in Norfolk, VA, along with other local activities. In an effort to stay abreast of ergonomic issues, CAP attended an Ergonomic Standards Update Seminar sponsored by the Federal Occupational Health (FOH) Agency.

In order for CAP to ensure that the many vendors used are providing a high level of service, a vendor survey is distributed to recipients of speech recognition software three months after completion of training. The survey focuses on their use of the product and the services and training they received from the vendor. This information gives us insight on the knowledge base of our vendor community and enables us to find new ways to improve our accommodations in this area.

CAP attended the DoD Injury and Unemployment Compensation Conference in New Orleans, LA and met the District Liaisons to discuss trends in Workers' Compensation claims. CAP will use this information to better target demographic areas where there is a potential for acquiring new beneficiaries who may be able to return to work with CAP. By teaming with

Worker's Compensation officials, CAP assists employees in their return-to-work process. At the activity's request and expense, CAP was asked to accompany a Workers' Compensation Liaison on a home visit of a Workers' Compensation claimant to Ft. Lee. This joint effort proved to be very beneficial in bringing the employee back to work after four years. Furthermore, CAP participates in the Flexiplace program, which allows employees to work part or all the day at home or at another offsite location. CAP can assist DoD managers in implementing Flexiplace through providing workstations and assistive equipment for Flexiplace participants with disabilities to use at their home work sites.

- Flexiplace
 - FY00: 114 accommodations
 - FY99: 69 accommodations

- Workers' Compensation
 - FY00: 224 accommodations
 - FY99: 306 accommodations

Program Access Initiatives

Military Treatment Facilities (MTFs)

In the DoD Directive supporting the Patient's Bill of Rights, the Secretary of Defense, William S. Cohen, clearly states that it is everyone's role to ensure equal treatment for all individuals in the Military Health System (MHS). CAP continued to assist in meeting communication accessibility requirements within the MHS throughout FY00. CAP purchased equipment for persons with various disabilities who were employees, patients and visitors at the Military Treatment Facilities (MTFs).

Representatives from the Surgeon Generals Office met with CAP staff on a quarterly basis to assist in the development and implementation of a plan for future actions to ensure access to patients with disabilities. As a result of that planning, CAP was able to: link to the Lifelines and TRICARE Communications and Customer Service web sites; distribute CAP information to over 5,000 military locations; each MTF commander in Region 10; the Governing Board from Region 10, and participants of C&CS VTC meetings.

CAP conducted presentations at several MHS conferences including TRICARE 2000, TRICARE Communications and Customer Service, and TRICARE Regional meetings. As a result, CAP has become a part of the bi-monthly TRICARE Basic and Advance Student Course curriculum, training approximately 600 Lead Agents, Health Benefits Advisors, Health Systems Specialists, Managed Care Representatives and Liaison Officers on CAP's services for the MHS.

FY00:	237 accommodations
FY99:	44 accommodations

DoD Education Program (DoDEP)

In FY00 CAP inaugurated a new initiative to include the DoD Education Activity (DoDEA), the Exceptional Family Member Program (EFMP) and the Childcare Development Centers (CDC). By grouping these education and assistance services under one umbrella, CAP was better able to service these DoD activities. The number of requests was far more than CAP had anticipated, demonstrating a great need for CAP service to these programs. Activities for each of the three elements under the DoDEP are outlined below.

Department of Defense Education Activity (DoDEA)

CAP intensified its commitment to the DoDEA in FY00. As a result, the volume of equipment provided to DoDEA almost doubled. The major focus of the DoDEA requests were for interactive equipment designed for use in educational programs for children with speech and communication disabilities.

CAP staff gave presentations at several DoDEA school liaison and technical personnel meetings and distributed CAP information folders including a one-page information sheet outlining equipment and services available to DoDEA students and employees with disabilities.

CAP staff also visited the Ft. Bragg Schools, observing students using computer touch screens and other educational devices provided by CAP. The Superintendent of the schools met with the CAP representatives and thanked CAP for its work. He also agreed that CAP could refer other DoDEA personnel to his program as a model program in integrating assistive technology with the needs of the special education students.

- Defense Domestic Dependent Elementary and Secondary Schools (DDESS)
FY00: 158 accommodations
FY99: 138 accommodations
- Department of Defense Dependents Schools (DoDDS)
FY00: 66 accommodations
FY99: 62 accommodations

Exceptional Family Members Program (EFMP)

CAP included the EFMP program under the DoDEP initiative for FY00. In FY99, CAP filled 5 requests for equipment; in FY00 this number increased to 45. The increase was largely due to CAP staff efforts to contact and meet with EFMP coordinators in face-to-face meetings.

CAP staff was able to identify EFMP coordinators for various services, meet with them and provide CAP information in order to market our services to their program. CAP purchased equipment for both enrolled members and employees of EFMP with various disabilities.

- Exceptional Family Member Program (EFMP)
FY00: 47 accommodations
FY99: 5 accommodations

Child Development Centers (CDC)

CAP added the DoD childcare development centers to its DoDEP initiative in FY00. As part of this project, CAP staff visited three centers, distributing CAP information and discussing the center's child needs with the staff. As a result, CAP completed 26 requests from these centers; requests were received from all parts of the continental United States. CAP outreach efforts to these programs were terminated early in the FY00 as CAP discovered that the tight-knit community spread the word of CAP services quickly and it became evident that CAP could not meet all the centers' needs due to budget constraints. However, CAP has advised CDC personnel that until additional funding is appropriated, CAP cannot continue to service these centers.

- Child Development Center (CDC)
 - FY00: 23 accommodations
 - FY99: 0 accommodations

Training Centers

As FY00 focused great attention on program accessibility, CAP ensured all program training facilities recognized the importance of accessibility. Training facilities increased access by using assistive devices on specific workstations.

Another CAP initiative is the procurement of videotape captioning equipment. This initiative allows DoD activities with audio-visual capabilities to caption their videotapes in-house at a reduced cost. CAP covers the cost of providing captioning services to DoD organizations that do not have in-house captioning capabilities. Through this, CAP assists DoD compliance with public laws requiring federal agencies to provide access to information resources, including training videotapes.

Since training dramatically increases opportunity for employee retention and promotion, CAP will increase its visibility in this arena in FY01. CAP will continue to work with the U.S. Department of Education to utilize their free Captioned Media Library to access additional captioned commercial training videotapes.

FY00:	10 accommodations
FY99:	0 accommodations

CAP Acquisitions Process

The revised CAP accommodations ordering process, developed through the December 1996 Operations Review, continues to expedite delivery of equipment and services to DoD employees with disabilities. The revision of the ordering process was further recognized by Vice President Gore with the Hammer Award. The CAP Office implemented the use of the Customer Notification Letter and the Customer Satisfaction Survey, both of which provide CAP customers

with an increased role in the ordering process. As a result, the CAP Office is more aware of the concerns of their customers and the overall satisfaction rate of CAP customers has increased.

The development and implementation of the CAP Budget Execution system, a networked budget database for the CAP Office has dramatically enhanced budget planning and execution. The ability for the CAP Program Analysts to immediately access overview of their budget allocations, executions, and remaining amounts each time they access the CAP database provides for a careful fiscal year management.

Another major factor in the improved CAP request process is the use of the U.S. Government I.M.P.A.C. Visa credit card to procure accommodations. Two CAP Program Analysts have access to credit cards with a \$25,000 maximum per item, providing greater flexibility to procure high cost equipment and services. Ninety-eight percent of all CAP acquisitions are made via credit cards.

Command Information Activities

The CAP command information strategy has been instrumental in increasing the number of requests received by the CAP Office. Continuing to inform members of the DoD and disabled communities about CAP remains a top priority this year.

The CAP Office staff conducted 76 presentations during FY00. Twenty-nine presentations were held at activities in the Military Departments and Defense Agencies. The following is a list of CAP presentations at disability and Federal organizations, disability and non-government organizations.

- International Telework Association & Council, Seattle, WA
- Interagency Disability Educational Awareness Showcase, Washington, DC
- Securities and Exchange Commission, Washington, DC
- European Union Council, Washington, DC
- Department of Commerce, Washington, DC
- National Institute of Standards and Technology, Gaithersburg, MD
- U.S. Export/Import Bank, Washington, DC
- Defense Equal Opportunity Management Institute, Cocoa Beach, FL
- Mission Possible, Building Bridges with Assistive Technology, Denver, CO
- Promoting Independence and Quality of Life for Older Persons, Arlington, VA
- Perspectives on Employment of People with Disabilities, Bethesda, MD
- Healthy People 2010 Conference, Washington D C
- Learning Disability Association International Conference, Reno, NV
- Quality of Life Conference, Seattle, WA
- Virtual Government 2000, Washington D C
- National Training Conference on Employment of Federal Employees Who are Deaf or Hard of Hearing, Bethesda, MD
- California State University, Northridge Conference: "Technology and Persons with Disabilities", Los Angeles, CA
- Nebraska Federal Women's Council Training, Lincoln, NE

- Focus on Technology for Blind and Visually Impaired, Minneapolis, MN
- Health Information Management Systems Society, Dallas, TX
- Disabled, Enabled, Empowered, Determined (DEED) Conference, Rochester, NY
- ADA Symposium, Kansas City, MO
- Virginia Assistive Technology System Conference, Fairfax, VA
- GLADNET, Washington, DC
- Federal Healthcare Acquisition Conference, Orlando, FL
- Department of Labor Briefing, Washington, DC
- Federal Executives Board, Boston, MA
- RESNA Conference, Orlando, FL
- AHEAD, Kansas City, MO
- Federally Employed Women, New Orleans, LA
- Agency Section 508 Coordinator Workshop, Washington, DC
- 3rd Annual Force Health Protection Conference, Baltimore, MD
- Blacks in Government Training Conference, Washington, DC
- USA-Japan Symposium on Challenged Japan Forum 2000, Tokyo, Japan
- International Telework Association & Council, New Orleans, LA

Through these presentations, CAP reached approximately 9,000 people with an interest in the recruitment, advancement, and management of employees with disabilities. The following chart indicates the distribution of these presentations across the participating organizations.

<u>Component</u>	<u>Number Presentations</u>	<u>Number Participants</u>
Army	12	1,497
Navy	6	465
Air Force	1	125
Defense Agencies	2	2,412
Federal Organizations	18	2,830
Non-government	19	1,650

CAP distributed four issues of the *CAP News Bulletin* in FY00. In an effort to move to a paperless environment, CAP began distributing the news bulletin electronically. The distribution list contains the names and email address of more than 350 interested parties. That number continues to increase as notices are sent out regarding the new format.

CAP also developed a new brochure that highlights services for employees and program accessibility. The updated brochure also acknowledges CAP's stakeholders and on-going accomplishments. Approximately 7,000 copies of the CAP brochure were distributed in FY00.

In FY96, CAP developed a website. In FY00, the website has allowed DoD employees, supervisors and other interested individuals to review the nature of the program, download a CAP Request Form, locate a recent *CAP News Bulletin*, and link to other disability information resources. This Fiscal Year the web continues to serve as a DoD highway for information about accessibility and the disability community. The CAP website received approximately 555,650 hits in FY00. With continual growth, the Internet is now a mainstream option for CAP to deliver electronic news bulletins, market CAPTEC events, link with Federal technology transfer

resources, and research new assistive technologies. The CAP website, www.tricare.osd.mil/cap, is advertised on all CAP materials.

Accommodations

As stated, CAP filled 2,936 requests for accommodations since October 1999. CAP assists employees with disabilities in DoD at all grade levels and occupation series.

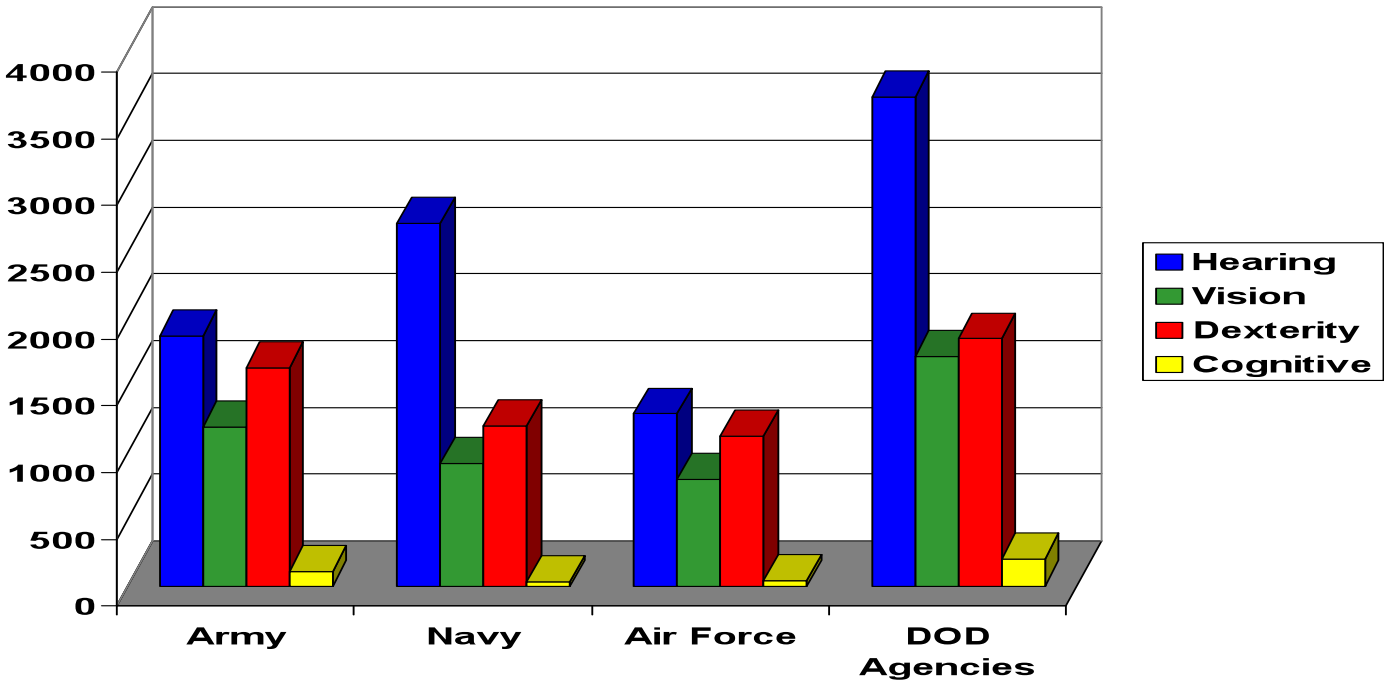
The specific numbers of accommodations provided in of FY00 are as follows:

	Individual	Group	Total
Deaf/Hard of Hearing	725	24	749
Blind/Low-vision	509	11	520
Dexterity	1,397	0	1,397
Cognitive	196	67	263
Other	3	4	7
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Total	2,830	108	2,936

The number of individual and group accommodations provided in FY00, categorized by DoD component, are:

	Individual	Group	Total
Army	777	48	825
Navy	469	7	476
Air Force	504	13	517
Defense Agencies	1038	38	1076
Non-DoD Agencies (WRP)	42	0	42
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Total	2,830	106	2,936

Accommodations Profile by Service Fiscal Year 1990–1999



ACCOMMODATIONS BY GRADE LEVEL/DISABILITY

Grade Level	Hearing	Vision	Dexterity	Cognitive	Other	Total
none	198	40	71	163	2	474
E-05	0	0	5	0	0	5
E-06	0	0	3	0	0	3
E-07	1	0	6	0	0	7
E-08	0	0	3	0	0	3
GS-02	4	6	6	0	0	16
GS-03	18	20	12	0	0	50
GS-04	48	33	62	20	1	164
GS-05	72	57	171	0	0	300
GS-06	34	27	107	0	0	168
GS-07	43	34	127	1	0	205
GS-08	29	0	19	0	0	48
GS-09	54	43	89	0	0	186
GS-10	8	0	7	0	0	15
GS-11	52	63	144	3	0	262
GS-12	86	98	256	4	0	444
GS-13	43	59	145	3	0	250
GS-14	10	7	76	0	0	93
GS-15	0	12	38	0	0	50
SES	1	0	11	0	0	12
WG-03	4	0	4	0	0	8
WG-04	2	3	0	0	0	5
WG-05	2	2	5	0	0	9
WG-06	3	1	7	0	0	11
WG-07	1	0	5	0	0	6
WG-08	0	3	0	0	0	3
WG-09	3	0	5	0	0	8
WG-10	7	0	1	2	0	10
WG-11	1	0	2	0	0	3
WG-13	0	0	5	0	0	5
WG-15	1	0	0	0	0	1
WS-05	0	0	4	0	0	4
WS-11	0	1	0	0	0	1
Total	725	509	1,397	196	3	2,830

*106 requests were for offices, rather than for individuals. Only requests for individuals are included in this table.

FY01 Operational Goals

- Continue to provide assistive technology and interpreter, reader, and personal assistant services to DoD employees with disabilities.
- Provide accommodations to DoD programs including DoD Military Health System, DoD Education Activity, and Exceptional Family Members Programs.
- Continue to provide assistive technology and accommodations for disabled students placed in the Workforce Recruitment Program.
- Continue to improve the request/procurement process for assistive technology and accommodation services.
- Provide assistive and computer equipment to support employees in the DoD Flexiplace Program.
- Coordinate with DoD policymakers and managers to ensure accommodation requirements are incorporated in acquisition for electronic and information technology.
- Develop and conduct workshops regarding acquisition planning for assistive technology to improve accessibility in support of Section 508.
- Continue to provide technical assistance and assistive equipment to DoD training centers to meet accessibility requirements.
- Disseminate CAP brochures, CAP videos, posters and newsletters.
- Promote the CAP Website throughout DoD.
- Provide accommodations for employees on Workers' Compensation.
- Continue to provide demonstrations and evaluations at CAPTEC.