



Computer/Electronic
Accommodations Program
Annual Stakeholders Report
Fiscal Year 2008

Real Solutions for Real Needs



U.S. Department of Defense
Office of the Assistant Secretary for Health Affairs
TRICARE Management Activity

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Executive Summary

The Computer/Electronic Accommodations Program (CAP), a program in the TRICARE Management Activity (TMA), under the direction of the Assistant Secretary of Defense for Health Affairs, was established as the centrally funded Department of Defense (DoD) program that provides assistive technology to allow DoD and federal employees with disabilities to access electronic and information technology. In Fiscal Year 2008 (FY08), CAP filled 10,356 requests for accommodations for the DoD and other federal agencies. The following information summarizes CAP's achievements during FY08.

10,356 Accommodations Provided

CAP received authorization in Fiscal Year 2001 to govern as the centrally funded program to accommodate federal employees with disabilities and since then has partnered with 65 federal agencies. In FY08, CAP broke another milestone and filled over 10,000 accommodations in one year; 2,782 accommodations for DoD employees and 2,985 for non-DoD employees. Additionally CAP provided 4,589 accommodations for our wounded service members.

CAPTEC and Its Customers

The CAP Technology Evaluation Center (CAPTEC) is an evaluation and demonstration center for assistive technology. In FY08 CAPTEC served 1,950 customers; 972 DoD employees, 850 federal agency employees and 128 from non-government organizations. Special tours were provided to the Student Training and Academic Recruitment (STAR), the Royal New Zealand Foundation for the Blind as well as a VTC Presentation and briefing to Southern University.

Presentations and Regional Training Sessions

CAP continues to educate and support DoD and federal partners via CAP regional training sessions. On July 23, 2008, CAP in conjunction with the Equal Employment Opportunity Commission (EEOC) hosted *Two Percent by 2010* at the Ronald Reagan Building and International Trade Center. The goal of this event was for federal managers to learn about the state of disability employment in the Executive Branch and what could be done to recruit, place, promote and retain employees with disabilities and disabled veterans. With approximately 230 people in attendance, the event was a huge success! CAP also conducted additional presentations and training sessions for a total of 137 presentations with over 700 attendees. CAP also works directly with agencies to help improve their disability employment programs via the GetFit Initiative.



Workforce Recruitment Program

The Workforce Recruitment Program (WRP), co-sponsored by DoD and DOL, provides summer employment for college students with disabilities. In 2008, 74 recruiters from 17 federal agencies visited 204 college campuses nationwide, resulting in a database containing application information on more than 1,800 students with disabilities. Over 508 students were reported as being hired, the majority in summer jobs, in 17 different agencies. CAP supports the WRP by providing assistive technology for students with disabilities participating in the program. In FY08, CAP filled 136 requests for

accommodations for WRP students. CAP staff also served as a WRP recruiter and supported program accessibility requirements at the WRP Steering Committee meetings and events.

Accommodations for Wounded Service Members



CAP actively supports wounded service members during their recovery and rehabilitation. In FY08, CAP provided over 780 needs assessments and 4,589 accommodations to Service members and Military Treatment Facilities throughout the nation, including Walter Reed and Brooke Army Medical Centers. CAP also partnered with several organizations to support disabled veteran reemployment efforts and attended Hiring Heroes Career Fairs. In order to integrate assistive technology into the recovery process, CAP continues to partner with the Army Wounded Warrior Program and Marines for Life.

Department of Defense Instruction 6025.22

The Department of Defense Instruction (DoDI) 6025.22: Assistive Technology (AT) for Wounded Service Members secures CAP's eligibility to provide AT to service members. The ability to use AT during the early phases of recovery promotes positive rehabilitation outcomes and future employment opportunities. This Instruction also allows service members to retain the equipment after separation from active duty, enabling them to pursue education and employment opportunities.

New Wounded Service Member Materials and Website

CAP has created a new and improved look for the Wounded Service Member (WSM) Initiative in support of the DoDI. For the past several months, CAP has participated in an intensive brand evaluation in order to assess how its visual identity, personality and performance is perceived from its customers. We analyzed how these elements could be improved to more effectively meet customer expectations and requirements. All of the CAP WSM Initiatives marketing materials were re-designed with the newer look and feel, remaining consistent with the CAP brand. The new WSM Website allows for easier submission of requests, needs assessments or browsing of assistive technology. For more information, please visit www.tricare.mil/cap/wsm.



Increasing the Employment of People with Disabilities

CAP will continue to provide assistive technology and services to employees with disabilities. CAP has partnered with the Honorable Christine M. Griffin, Commissioner of the Equal Employment Opportunity Commission (EEOC) to support a national initiative, the *Leadership of the Employment of Americans with Disabilities (LEAD)*. LEAD addressed the declining number of employees with targeted disabilities in the federal workforce. CAP is dedicated to increasing the employment of people with disabilities in the Federal government focusing on providing agency trainings and increasing customer satisfaction.

Accommodations



CAP provides assistive technology, needs assessments, training, accommodation services and accessibility testing to fulfill the accommodation needs of federal employees with disabilities and wounded service members. In FY08, CAP filled 10,356 requests for accommodations for the Department of Defense and federal partner agencies employees with disabilities as well as wounded service members at an average cost of \$468. This section will outline accommodation activities, statistics and other accomplishments.

Department of Defense

In FY08, CAP procured 7,371 accommodations for DoD employees and their agencies. CAP also participated in 50 DoD-sponsored conferences during this period and the CAP Technology Evaluation Center (CAPTEC) provided 972 services for DoD employees and supervisors. The Wounded Service Member Initiative accounted for 4,589 of these 7,371 accommodations in FY08. This remarkable accomplishment was achieved due to the support and partnership from Military Treatment Facilities (MTF) across the country. Below is a graphical depiction of MTFs and VA Hospitals that have been involved with CAP.

WSM Accommodation Locations



Federal Partners

In FY01, CAP was granted the authority to provide assistive technology to federal agencies upon the request of the head of the agency. In FY08, CAP provided 2,985 accommodations for federal partners and 850 CAPTEC services to federal partners. The bolded agencies received accommodations in FY08:

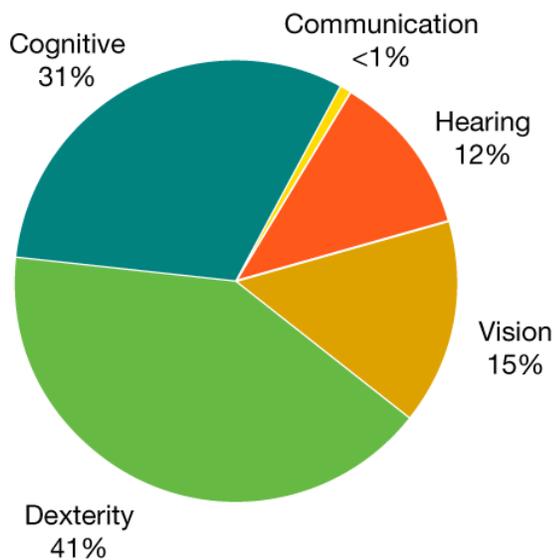
Access Board	Federal Mine Safety and Health Review Commission
African Development Foundation	Federal Trade Commission
Agency for International Development	General Services Administration
American Battlefield Monuments Commission	Holocaust Memorial Museum
Committee for Purchase	Institute of Museum and Library Sciences
Commodity Futures Trading Commission	International Broadcasting Bureau
Consumer Product Safety Commission	International Trade Commission
Corporation for National and Community Service	John F. Kennedy Center for the Performing Arts
Court Services/Offender Supervision for DC	National Aeronautics and Space Administration
Department of Agriculture	National Archives and Records Administration
Department of Commerce	National Council on Disability
Department of Energy	National Credit Union Administration
Department of Health and Human Services	National Endowment for the Humanities
Department of Homeland Security	National Gallery of Art
Department of the Interior	National Indian Gaming Commission
Department of Justice	National Labor Relations Board
Department of Labor	National Science Foundation
Department of State	Nuclear Regulatory Commission
Department of Transportation	Occupational Safety and Health Review
Department of the Treasury	Office of Government Ethics
Department of Veterans Affairs	Office of Personnel Management
Environmental Protection Agency	Office of Special Counsel
Equal Employment Opportunity Commission	Overseas Private Investment Corporation
Executive Office of the President	Peace Corps
Export Import Bank of the United States	Pension Benefit Guaranty Corporation
Farm Credit Administration	Railroad Retirement Board
Federal Communications Commission	Securities and Exchange Commission
Federal Deposit Insurance Corporation	Selective Service System
Federal Election Committee	Small Business Administration
Federal Energy Regulatory Commission	Smithsonian Institution
Federal Housing Finance Board	Surface Transportation Board
Federal Labor Relations Authority	Trade and Development Agency
Federal Maritime Commission	

Accommodations Profile

CAP provides assistive technology and accommodations to federal employees and service members at all grade levels and occupational series. CAP also supported DoD activities by providing funds for sign language interpreting services, personal assistants and readers for training lasting two days or more. In FY08, CAP provided 159 interpreter services and 6 computer-aided note taking services for DoD hard-of-hearing employees.

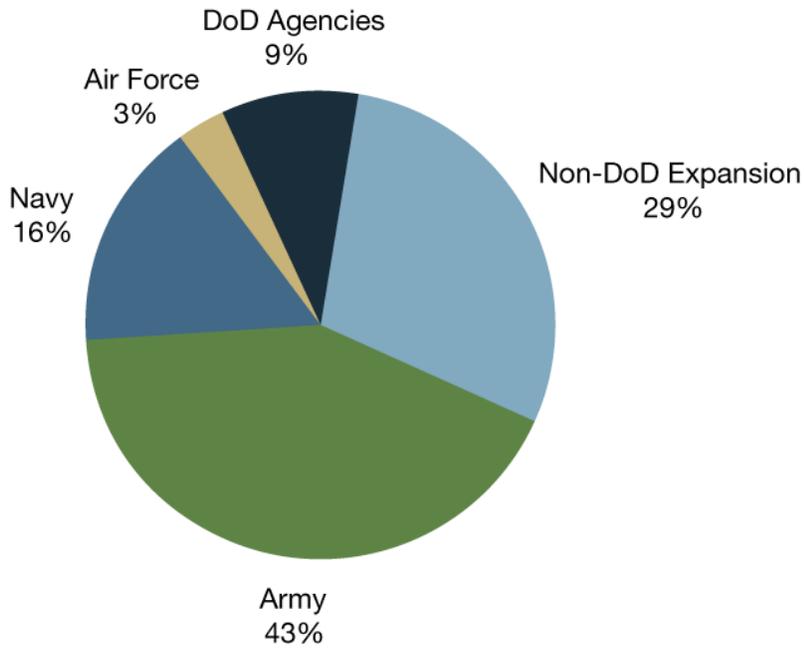
CAP continues to research innovative and revolutionary services. Through this research we hope to find the most effective accommodations while ensuring that our process remains customer focused. A breakdown of the numbers of accommodations is provided below. These numbers address the disability category, the accommodations per certain organizations and a focused look at DoD agencies.

FY08 Accommodations Profile by Disability (including WSM totals)



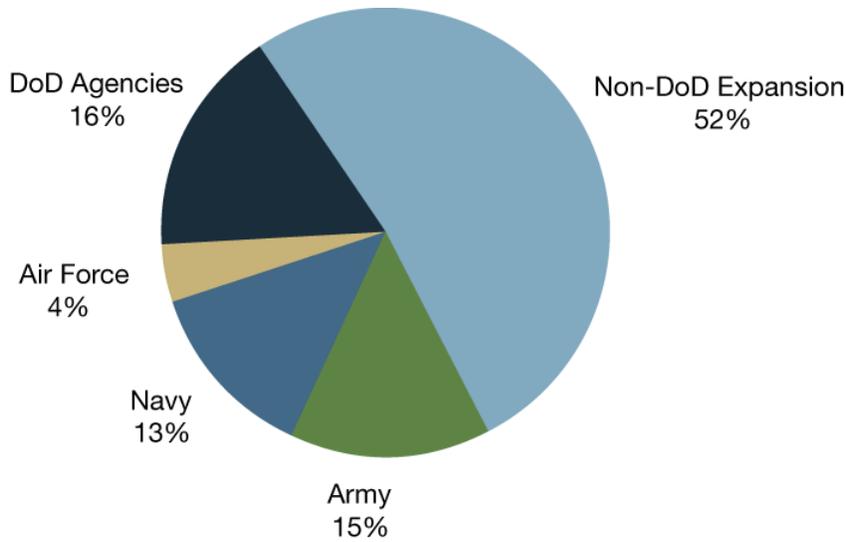
	Total
Hearing	1,224
Vision	1,550
Dexterity	4,265
Cognitive	3,219
Communication	98
Total	10,356

FY08 Accommodations Profile by Organization (including WSM totals)



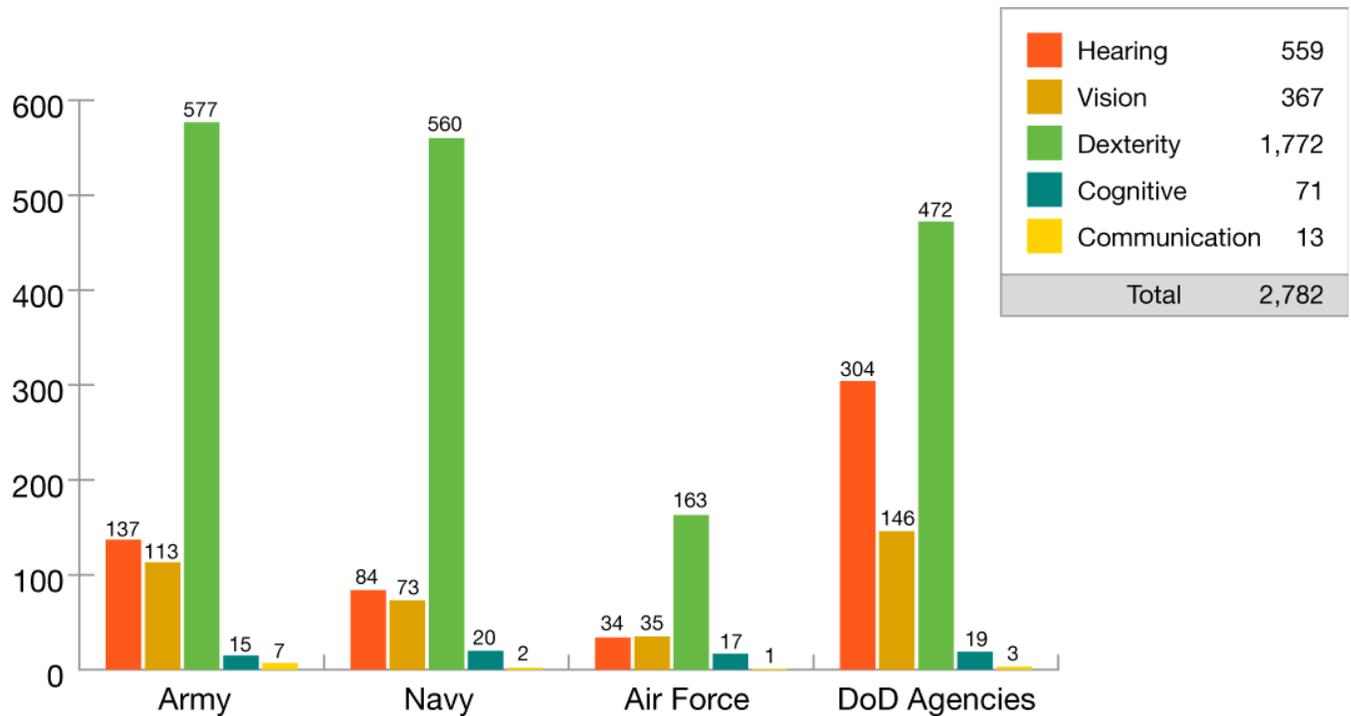
	Total
Army	4,382
Navy	1,646
Air Force	337
DoD Agencies	971
Non-DoD Expansion	3,020
Total	10,356

FY08 Accommodations Profile by Organization (excluding WSM totals)



	Total
Army	849
Navy	739
Air Force	250
DoD Agencies	944
Non-DoD Expansion	2,985
Total	5,767

FY08 Accommodations Profile – DoD Organizations (excluding WSM totals)



Customer Surveys

CAP strives for positive customer experiences. CAP conducts customer follow-up surveys that focus on overall satisfaction with CAP’s request process, purchasing of accommodation equipment and services, and if the accommodation met the customers expectations. These surveys are an important step in the request process. While processing each of the surveys, we are able to determine current obstacles in our process as well as obtaining foresight into potential hurdles.

Surveys were sent to CAP customers and overall, 1048 customers responded for a response rate of 31 percent, indicating a 97 percent satisfaction rate with CAP services. CAP depends on customer feedback to improve internal accommodation processes. With our customer centered approach, CAP strives to ensure DoD and federal employees with disabilities continue to receive appropriate accommodations in a timely manner.

The Future of Accommodations

CAP will continue to provide accommodations to federal employees and wounded service members with the help of our federal and MTF partners. CAP encourages our partner agencies to become involved in our accommodation process and to use CAP as a tool to increase the employment of people with disabilities.

CAP will focus on its “GetFit with CAP” Initiative. This program encourages an agency to reevaluate its employment of people with disabilities program. By participating in the GetFit Initiative we hope our partners will be successful in increasing the representation of people with targeted disabilities and strive to reach the goal of 2 percent by 2010. CAP will act as a guide and resource for all agencies that want to revitalize their disability program by incorporating people with disabilities into their workforce.

CAP Support for Employees with Disabilities



Our mission is to ensure that people with disabilities have equal access to the information environment and opportunities in the Department of Defense (DoD) and throughout the Federal government. We want to ensure that we provide real solutions for real needs. Through the utilization of CAPTEC along with our focus on our initiatives, CAP continues to be successful in this cause.

CAP Technical Evaluation Center

The CAP Technology Evaluation Center (CAPTEC) was developed as a demonstration and assessment facility. Since its inception at the Pentagon in 1995, CAPTEC has provided services to approximately 23,550 customers. Services were provided to 972 DoD employees, 850 non-DoD federal employees and 128 contacts were received from non-government organizations. Details regarding specific services in FY08 are provided below.

Needs Assessments

In FY08, 266 needs assessments were conducted by CAPTEC personnel, including services to both military and civilian employees of DoD as well as employees of federal partner agencies. CAP customers submitted 1,464 requests via CAP's online needs assessment process and CAP contracted with outside resources to provide assessments for 81 customers. A total of 1,950 customers received assistive technology needs assessments. In order to provide quality needs assessments, it is necessary in some cases for the assessor to visit the employee's worksite to evaluate how the user interfaces with the physical and electronic environments. This allows the assessor to better understand the needs of the employee, and to make more informed recommendations of technology solutions.

Accordingly, in FY08 CAPTEC staff conducted 61 evaluations of employee worksites. Pairing the on-site visit by the assessor with the opportunity to try out potential assistive technologies at CAPTEC gives the customer the knowledge they need to submit a request for accommodations that will be most effective and beneficial in their actual work environment.

CAPTEC's Future Projects

During FY09 CAPTEC will continue to provide needs assessments and accommodation solutions for people with disabilities while utilizing our new innovative center for even better technology demonstrations. There will be Demonstration Days for particular disability groups to increase awareness throughout our area regarding assistive technology. In particular CAPTEC will utilize its relationships with other disability programs in order to provide collaborative training sessions. CAP will also be opening up a brand new center in the Pentagon. It will have the latest in assistive technology and have ample space to conduct proper needs assessments.

Employment Programs

The federal government strives to be the model employer for people with disabilities. In order to recruit, place, promote and retain people with disabilities, CAP actively participates in multiple employment programs. Working closely with DoD and federal agencies, CAP provides the assistive technology and accommodations to ensure agencies meet their diversity and disability goals throughout the employment lifecycle. This year, CAP worked with EEOC to host *Two Percent by 2010*, to help increase the employment of people with disabilities.



Workforce Recruitment Program

The Workforce Recruitment Program (WRP) is co-sponsored by DoD and the Department of Labor. This program was established to enable federal agencies to hire college students with disabilities for summer employment. The WRP placed over 2,000 students in federal summer internships in the last twelve years. In FY08, 74 recruiters from 16 federal agencies visited about 204 college campuses nationwide. Over 508 students were reported as being hired in 17 different agencies.

CAP strongly supports the WRP effort. CAP assists by providing assistive technology and accommodation services to WRP participants. By working through WRP, CAP helps to ensure a successful federal employment experience while cultivating an accessible information environment for WRP participants. In FY08, CAP filled 136 requests for accommodations for WRP students. CAP staff also served as a WRP recruiter and supported program accessibility requirements at the WRP Steering Committee meetings and events. This year CAP employed a WRP student that was also a Wounded Service Member. CAP was able to provide a positive learning environment and will hope to do so in the future for other WRP students.

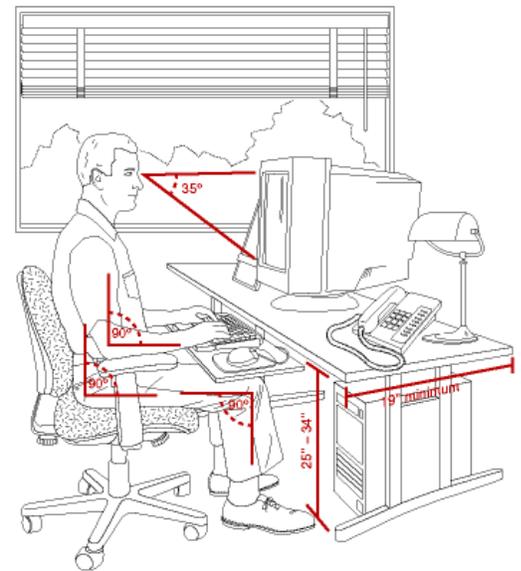
Telework and Workers' Compensation

CAP provides assistive technology for employees with disabilities that use Telework as a form of reasonable accommodation. Telework allows employers to retain valuable employees while decreasing the costs associated with disability leave. In FY08 CAP provided 337 Telework accommodations resulting in a 30% increase over FY07.

CAP assists employees with disabilities who have filed a Workers' Compensation claim in their return to work process. To assist in lowering the cost, we examine case reviews and introduce the needs assessment process, to assist employees in finding unique methods of working in a modified, improved, and more productive environment. CAP provides the assistive technology that will replicate an individual's work environment in an alternative location while in recovery. In FY08 CAP provided 373 Workers' Compensation accommodations.

Healthy Work Practices Program

CAP is committed to accommodating and preventing injuries that occur within the workplace through preventative techniques and assistive technology. CAP conducted over 61 on-site ergonomic evaluations for employees to help them avoid Muscular Skeletal Disorders and to identify potential accommodation solutions when necessary. CAP has taken a proactive approach by educating federal employees on the prevention of repetitive stress injuries that can result from work areas that lack proper ergonomic configuration. The information that CAP provides can ultimately increase employee productivity and minimize the potential of work related injury.



The Future of Employment Programs

CAP's focus on our initiatives has been a key component to our success. We will continue to provide the accommodations needed for these programs to ensure that our ultimate goal of increasing the employment of people with disabilities is achieved. Also we will renew our focus on the goal of achieving 2% by 2010.



Additionally we will be involved in several conferences throughout the year that will be centered on many of our initiatives. Our presence and mission at these events should help bolster support for the programs overall. It is our hope that if agencies see that CAP will provide accommodations and remove some of their incurred costs, they will be more willing to hire people with disabilities.

Wounded Service Members



Since its beginning in 1990, CAP's disability accommodation experts have filled over 71,000 requests to accommodate federal employees with disabilities by bridging the gap between functional capabilities and job requirements. Using this experience in assistive technology (AT) and disability accommodation, the CAP staff transferred this knowledge into a pilot project to assist wounded service members during their rehabilitation process. Recognizing the success of the pilot, Congress passed legislation ensuring retention of the AT and CAP formally established its Wounded Service Member Initiative.

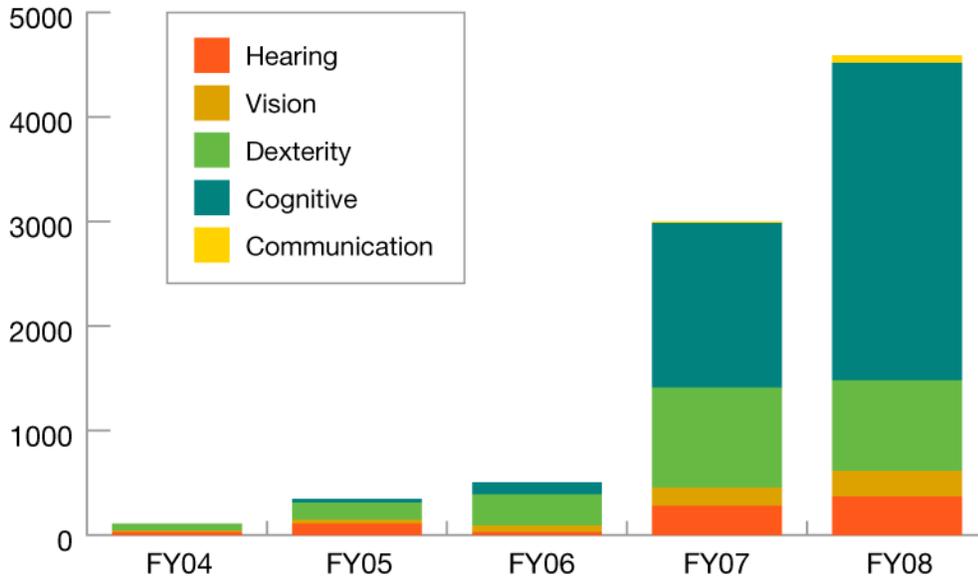
Based on several years of working with medical providers at several Military Treatment Facilities (MTFs), the initiative is organized into the following phases to help transition service members from injury toward re-employment:

- **Support** through Training and Needs Assessments;
CAP **supports** wounded service members, working closely with medical providers, therapists, case managers, and military liaisons at military treatment facilities to increase awareness and availability of assistive technology
- **Equip** with AT Solutions; and
CAP **equips** service members with assistive technology devices, accommodations and training to help individuals with dexterity impairments, cognitive difficulties, vision loss, and hearing loss recover and transition to employment.
- **Empower** through Employment.
It is CAP's mission to **empower** our nation's heroes by providing them with the assistive technology and accommodations they need to increase access and employment opportunities in the Federal government.

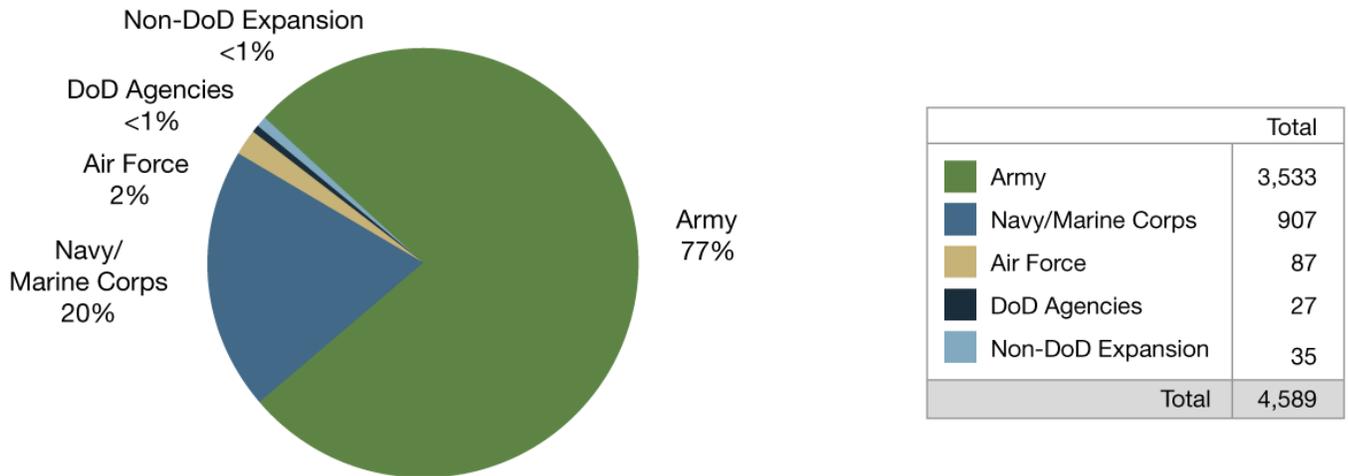
As part of our commitment to these elements, CAP has provided onsite needs assessments, clinical in-services, and executive briefings at Ft. Lewis WA, Ft. Riley KS, Ft. Carson CO, Ft. Sam Houston TX, Camp Pendleton CA, and the Naval Medical Center, San Diego CA. CAP also participated in national speaking engagements and technology demonstrations at the Coalition to Salute American's Heroes Conference, Force Health Protection Conference and the Celebrate Our Heroes Conference. CAP serves an educational need at all severely injured job fairs, demonstrating assistive technology and educating potential employers about reasonable accommodations in the workplace.

In order to strengthen partnerships with other military injured support programs, CAP provided training workshops to new employed counselors and case managers from the Army Wounded Warrior Program, Marines for Life, and Navy Safe Harbor.

Wounded Service Members Accommodations Profile for FY04-FY08



FY08 WSM Accommodations Profile by Organization



Department of Defense Instruction 6025.22

In FY08, the Department of Defense Instruction, Assistive Technology (AT) for Wounded Service Members (DoDI 6025.22), was produced to outline procedures and responsibilities for a successful interdependent AT program between CAP and the MTFs.

Public Law 109-364 allows service members injured while on active duty to retain the assistive technology and services provided by CAP upon separation from active duty. As stated in the Public

Law 109-364, Section 561 and outlined in the DoDI, CAP works closely with medical providers, therapists, case managers, and military treatment liaisons at MTFs to increase awareness and availability of AT. CAP provides needs assessments, AT, and training to our nations' wounded service members with cognitive, dexterity, hearing, and visual impairments. Once the appropriate AT has been identified, CAP provides the solutions free of charge to support the service member's medical recovery and rehabilitation.

New Wounded Service Member Materials and Website

CAP has created a new and improved look for the Wounded Service Member (WSM) Initiative in support of the DoDI. CAP conducted a brand evaluation in order to assess customers' perceptions of our visual identity, personality and performance. These elements have been improved to more effectively meet customer expectations and requirements. All of the CAP WSM Initiative's marketing materials now display this newer look and feel, remaining consistent with the CAP brand. With the incorporation of "Web 2.0" elements like "Spry" tabs, CAP is able to capitalize on new trends that will greatly enhance the user experience. Spry tabbed areas within Web pages create a more user friendly tabbed interface that enhances the overall user experience. "Web 2.0" is a term used to describe the changing trends in the use of World Wide Web technology. As the computer industry moves to the Internet as a platform, changing trends in web design aim to enhance creativity, communications, secure information sharing, collaboration and functionality. The new WSM Website allows for easier submission of requests, needs assessments or browsing of assistive technology. For more information, please visit www.tricare.mil/cap/wsm.

Training and Outreach



CAP is dedicated to providing quality presentations, training seminars and exhibits in order to remove the barriers to employment opportunities for people with disabilities. In FY08, CAP attended several conferences and conducted training seminars throughout the country.

Presentations, Training Seminars and Exhibits

CAP continues to educate and support DoD and federal partners via CAP regional training sessions. CAP and the Equal Employment Opportunity Commission (EEOC) hosted *Two Percent by 2010* on July 23, 2008, in the Ronald Reagan Building and International Trade Center in Washington, DC. The goal of this event was to learn about the state of disability employment in the Executive Branch and what could be done to recruit, place, promote and retain employees with disabilities and disabled veterans. The program's speakers included the Honorable Commissioner Christine M. Griffin from EEOC, Stephen M. King from the Census Bureau, Betsy Kravitz from the Office of Disability Employment Policy and Brian Radford from the Department of Veterans Affairs. With over 230 in attendance, the event was a huge success.

Additional trainings were conducted in Albuquerque, NM, Orlando, FL, Long Beach, CA, Oklahoma City, OK and Honolulu, HI. The two hour training sessions provided attendees the opportunity to learn about current legislative developments in the disability community, the CAP accommodation process, assistive technology and CAP's employment initiatives. CAP also conducted additional presentations and training sessions for a total of 137 presentations with over 800 attendees.

Materials

CAP marketing materials are an integral tool used to market CAP activities. Each document provides the user with specific information regarding the program. Documents are distributed at all events in which CAP participated and are available through customer request and online.

Electronic Communications

CAP's Mailing List

CAP uses an electronic mailing list to remain in constant communication with our customers and stakeholders. The utilization of CAP's mailing list allows the provision of important information in a timely and efficient manner. Through these, CAP provides updates regarding new assistive technology, recent news and upcoming events. In FY08 CAP sent out 32 emails to our customers.

Website

The CAP website serves as a vital tool for CAP customers or those who are interested in obtaining additional information regarding CAP. The CAP process allows for easier access to information enabling federal employees to conduct a self assessment, identification of accommodation solutions and submission of an online CAP Request form. In FY08, CAP received 90% of its request online, resulting in an expedited processing time of 12-17 business days, essential for employees who are waiting on equipment that allows for increased job productivity.



Fiscal Year 2009 Goals

Assist in the recruitment, placement, promotion and retention of individuals with disabilities and wounded service members.

Provide needs assessments, assistive technology and services to federal employees with disabilities and wounded service members.

Provide demonstrations and evaluations at CAPTEC and expand partnerships with other assistive technology centers.

Provide assistive technology, interpreter, reader and personal assistant services to DoD employees with disabilities.

Provide assistive technology and accommodations for disabled students placed in the Workforce Recruitment Program for College Students with Disabilities.

Provide accommodations for employees on Workers' Compensation.

Provide assistive technology and computer equipment to support employees with disabilities in the Telework Program.

Provide accommodations to DoD beneficiary programs, including the Military Health System, DoD Education Activity and Exceptional Family Member Program.

Improve the request/procurement process for assistive technology and accommodation services.

Coordinate with DoD policymakers and managers to ensure accommodation and accessibility requirements are incorporated into acquisitions for electronic and information technology.

Partner with Equal Employment Opportunity Commission to support the Leadership on the Employment of Americans with Disabilities (LEAD) Initiative.

Partner with Equal Employment Opportunity Commission to support conduct joint trainings across the country.

Ensure customer satisfaction and increase awareness of CAP services by promoting the CAP Website throughout DoD and the Federal government.