



Computer/Electronic
Accommodations Program
Annual Stakeholders Report
Fiscal Year 2014

Support. Equip. Empower.



U.S. Department of Defense
Defense Human Resources Activity

Table of Contents

Executive Summary	2
FY14 Accommodations Profile by Customer Group	4
FY14 Accommodations Profile by Disability (including WSM totals)	4
CAP Historical Trends	5
Department of Defense	6
Federal Partners.....	7
FY14 Accommodations Profile by Organization (excluding WSM totals).....	8
Wounded Service Members	9
Wounded Service Members Accommodations Profile for FY04-FY14	10
FY14 WSM Accommodations Profile by Organization	10
CAP Technology Evaluation Center	11
Needs Assessments.....	11
CAPTEC Hosts NBC4	11
Employment Programs	12
Term & Temporary Appointments.....	12
Telework.....	12
Public Accessibility and Communication Initiative.....	12
Workers' Compensation	12
Training and Customer Outreach	13
Webinars and Quick Tip Videos.....	13
CAP Online Trainings	13
Mailing List	14
Social Media.....	14
Customer Feedback	15
The Future of Accommodations	16
Fiscal Year 2015 Goals	16

Executive Summary



The Computer/Electronic Accommodations Program (CAP), a Component in the Defense Human Resources Activity (DHRA), 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. CAP received authorization in Fiscal Year 2001 to operate as the centrally funded program to accommodate federal employees with disabilities and since then has partnered with 68 federal agencies. CAP's mission is to provide assistive technology and accommodations to support

individuals with disabilities and wounded, ill and injured Service members throughout the Federal Government in accessing information and communication technology.

CAP Appoints New Director

In March 2014, DHRA announced that Stephen M. King would join CAP as Director. Upon his appointment as CAP Director, Stephen said, "I'm honored to have the opportunity to serve DoD and our federal partners in this expanded role. Technology levels the playing field for individuals with disabilities. Through the use of assistive technologies we provide, CAP's customers are better equipped to achieve their personal and professional goals. Every time CAP provides services to a Service member or civilian, we also support that Service member's or civilian's family. I take that responsibility seriously and look forward to working with the CAP team to remove barriers and increase opportunities for federal employees with disabilities and our wounded, ill and injured Service members."

Providing Accommodations

In FY14, CAP was able to fill 12,777 accommodations, the most ever provided by CAP in a single year; 4,933 for wounded, ill and injured Service members, 3,890 for DoD employees and 3,954 for federal partners. Since CAP's inception, 140,958 requests for accommodations have been filled for CAP customers.

During FY14, CAP focused on revamping the Public Accessibility and Communication (PAC) Initiative allowing agencies to request accommodations throughout the FY. Accommodations were provided to customer service centers, such as passport offices and parks or forest stations, federal technology centers and federal employment and training centers. In FY14, CAP provided 518 PAC requests to federal agencies.

CAP Technology Evaluation Center



The CAP Technology Evaluation Center (CAPTEC) staff served 2,909 customers; 1,797 DoD employees, 1,001 federal partner agency employees and 111 from non-governmental organizations.

In March, CAPTEC hosted an interview with NBC Washington Channel 4 (NBC4) and featured a CAP customer who was injured in Afghanistan while serving in the Marine Corps. CAP provided assistive technology and services, which supported his transition into the workforce. View the NBC4 story: <http://bit.ly/1sc0GjU>

CAPTEC also provided tours for the Major General (Ret.) W. Montague Winfield, Deputy Assistant Secretary of Defense for Prisoner of War/Missing Personnel Affairs, Lieutenant General Michael Linnington, Military Deputy to the Under Secretary of Defense (Personnel and Readiness), Director Ms. Pamela Mitchell, DHRA and Executive Director David Capozzi of the Access Board, accompanied by members of the Board.

Training and Outreach

During FY14, CAP educated federal managers and employees on disability issues and solutions. CAP staff participated in 40 employment-focused, conferences and webinars and 14 Service member related trainings. Our staff also continues to work closely with representatives at our 68 federal partner agencies and 53 MTFs in the United States and Europe.

This year, CAP released four online trainings; *Providing Reasonable Accommodations for People with Hearing Disabilities*, *Providing Reasonable Accommodations for People who are Blind or have a Vision Disability*, *Accommodating the Aging Workforce* and *Providing Reasonable Accommodation Solutions for Wounded Service Members*. Over 6,100 individuals have participated in the online trainings and received certificates of completion.

CAP Partnership Engagement

During FY14, CAP made it a priority to focus on strengthening our relationships with our existing partner agencies. Throughout the FY, CAP communicated with our partners on a monthly basis and met with 15 agency points of contacts. We also worked to reestablish our relationships with agencies that may not have used our services in past years. CAP was able to meet with four of those agency points of contacts, of which three submitted requests for accommodations.

Webinars

The CAP Webinar Series was created in an effort to share the CAP training experience with our customers and stakeholders around the world. Titles include: Let's Talk Tech: Accommodating Employees with Multiple Sclerosis (MS) & Amyotrophic Lateral Sclerosis (ALS), The Needs Assessment Process, The Wounded Service Member Initiative and Understanding Federal Acquisitions Regulation. The videos are fully accessible and available via the CAP website.



Looking Forward

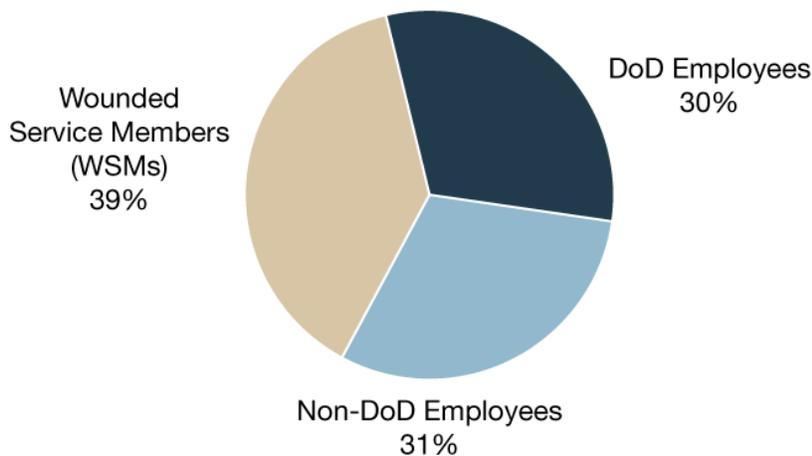
During FY15, CAP will base its strategic planning on a CAP Team Strengths, Weaknesses, Opportunities and Threats (SWOT) Analysis, a Political, Economic, Society, Technological (PEST) Analysis and several customer focus groups. Using this input, we established five goals addressing critical elements for program success: enhance customer relations, optimize partnerships to impact access, improve operational performance, implement strategic communications and outreach and leverage technology to streamline business process. These goals are delineated in CAP's FY15 Business Plan which will soon be available on www.cap.mil.

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 FY14, CAP filled 12,777 requests for accommodations for DoD and federal partner agencies' employees with disabilities as well as wounded, ill and injured Service members at an average cost of \$425 per accommodation. This section outlines accommodation activities, statistics and other accomplishments.

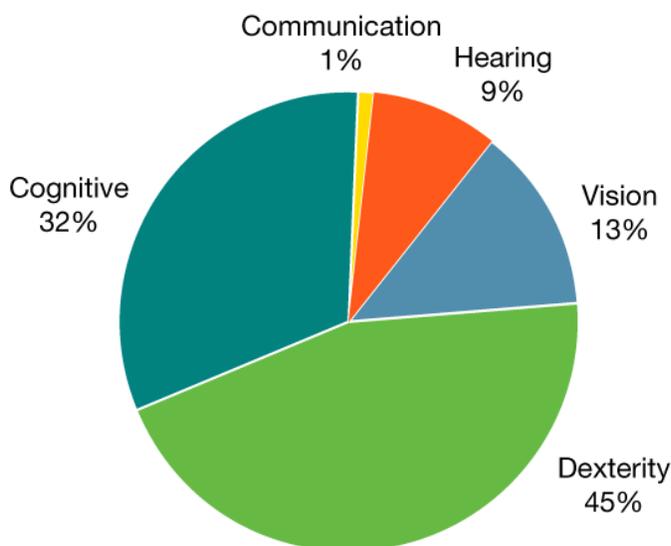


FY14 Accommodations Profile by Customer Group



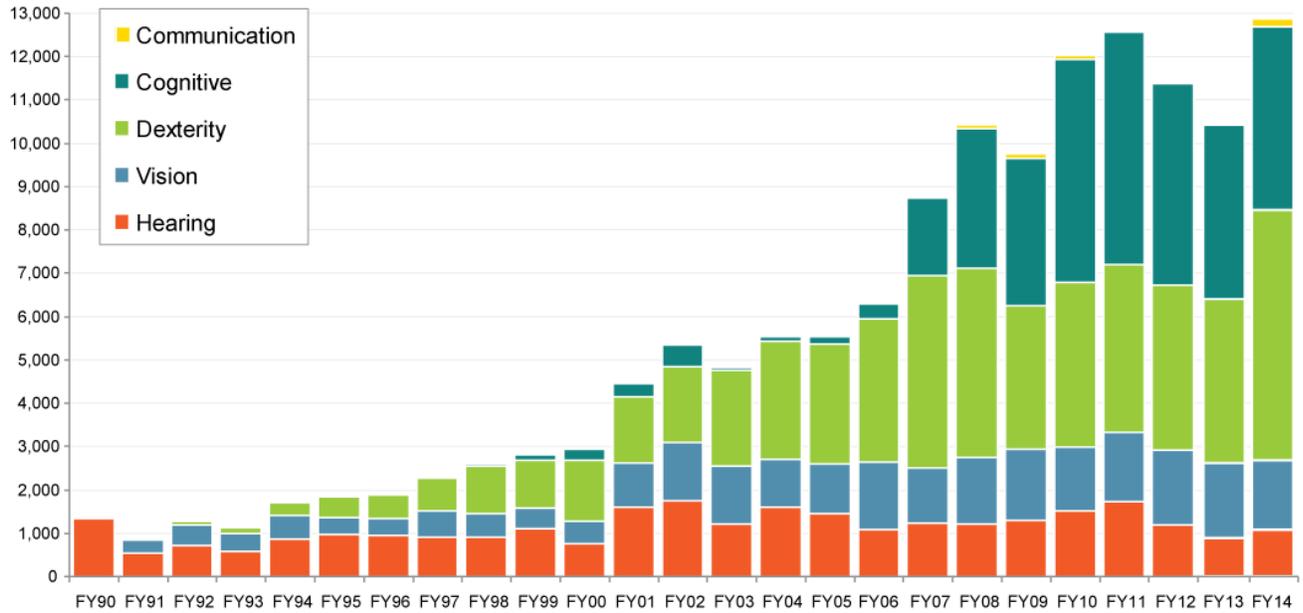
	Total
WSMs	4,933
DoD Employees	3,890
Non-DoD Employees	3,954
Total	12,777

FY14 Accommodations Profile by Disability (including WSM totals)



	Total
Hearing	1,184
Vision	1,632
Dexterity	5,691
Cognitive	4,104
Communication	66
Total	12,777

CAP Historical Trends



“Everyone I dealt with was professional and very helpful.”

– CAP Customer

Department of Defense

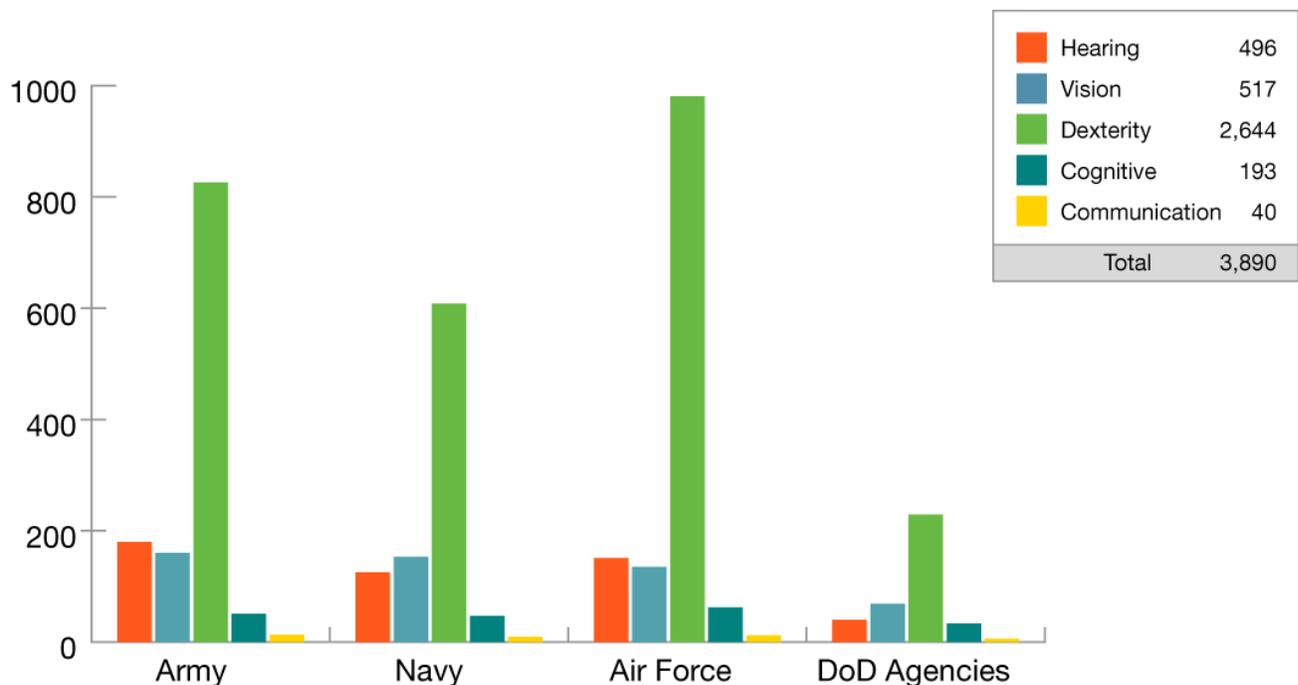
In FY14, CAP procured 3,890 accommodations for DoD employees and 4,933 for wounded, ill and injured Service members. CAP also participated in 24 DoD-sponsored conferences during this period and the CAP Technology Evaluation Center (CAPTEC) provided 1,797 services for DoD employees and supervisors.

CAP also supported DoD activities by providing funds for sign language interpreting services, personal assistants and readers for trainings lasting two days or more. In FY14, CAP provided 84 interpreter services and 7 computer-aided note taking services for DoD hard-of-hearing employees.

“Thank you for the wonderful service you are providing to our troops and helping me overcome some of my obstacles in my life.”

– CAP Customer

FY14 Accommodations Profile – DoD Organizations (excluding WSM totals)

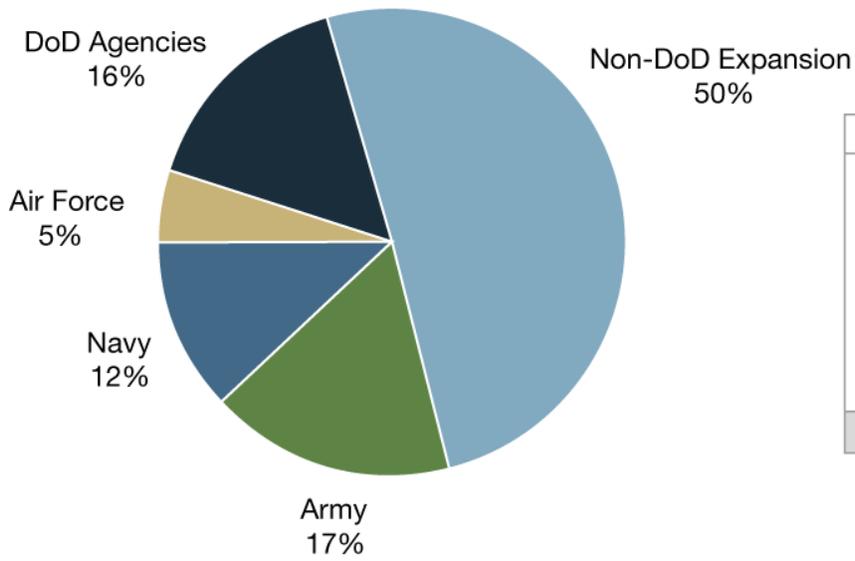


Federal Partners

In FY01, CAP was granted the authority to provide assistive technology to federal agencies upon the request of the head of the agency. In FY14, CAP provided 3,954 accommodations for federal partners and 1,001 CAPTEC services to federal partners. The blue-bolded agencies in the table below received accommodations in FY14.

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

FY14 Accommodations Profile by Organization (excluding WSM totals)



	Total
Army	1,341
Navy	942
Air Force	377
DoD Agencies	1,230
Non-DoD Expansion	3,954
Total	7,844

Wounded Service Members



The Wounded Service Member Initiative has been a part of CAP's mission since 2004. This initiative was designed to support wounded, ill and injured Service members through training and needs assessments. CAP equips them with services and tools that allow them to address their injuries in a new way, highlight their existing abilities, and help them gain equal access to employment and opportunities in the public or private sector.

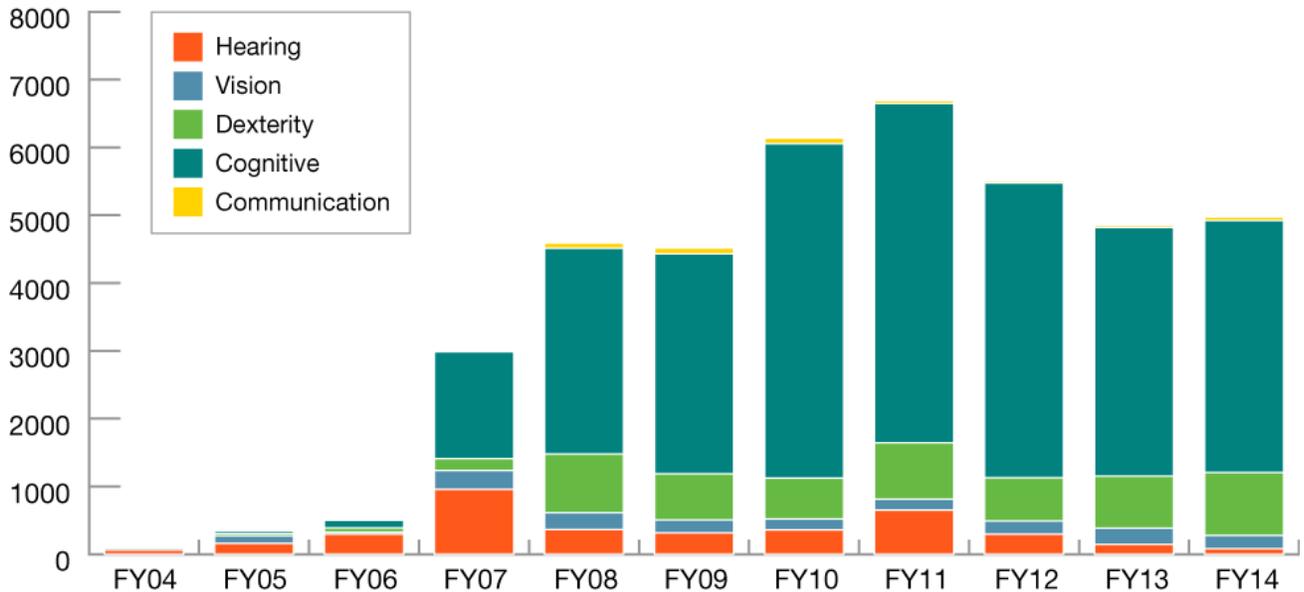
In August 2008, DoD Instruction 6025.22, Assistive Technology for Wounded Service Members, was signed, establishing policy for assistive technology programs in the Military Health System (MHS). The Instruction further enhanced and institutionalized CAP's role in the rehabilitation process and provides support for an interdependent assistive technology system between the CAP and the MHS. During FY14, CAP began the process of updating DoDI 6025.22 with an expected completion and release date during FY15.

CAP staff participated in 14 Service member conferences and in-service trainings and continued to work closely with representatives at 53 MTFs in the United States and Europe. CAP staff provided onsite briefings, technology demonstrations and needs assessments at multiple activities at Ft. Sam Houston, Ft. Knox, Ft. Campbell, Naval Medical Center San Diego and Naval Medical Center Portsmouth.

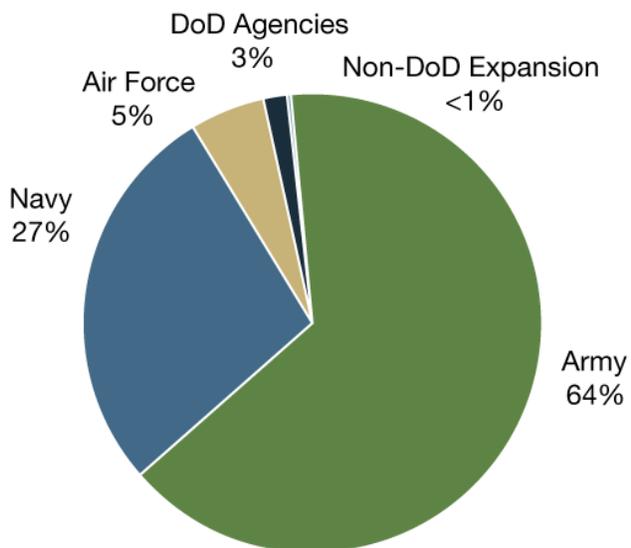
In FY14, CAP staff worked closely with medical professionals at Army, Navy, and Air Force bases across the United States, Germany, and the United Kingdom to provide 4,933 accommodations for Service members at the below listed partnership locations.

- Andrews AFB, MD
- Bolling AFB, MD
- Buckley AFB, CO
- Camp Lejune, NC
- Camp Pendleton, CA
- Fort Belvoir, VA
- Fort Benning, GA
- Fort Bragg, NC
- Fort Campbell, TN
- Fort Carson, CO
- Fort Detrick, MD
- Fort Dix, NJ
- Fort Drum, NY
- Fort Eustis, VA
- Fort Gordon, GA
- Fort Hood, TX
- Fort Huachuca, AZ
- Fort Jackson, SC
- Fort Knox, KY
- Fort Lee, VA
- Fort Leonard Wood, MO
- Fort Mead, MD
- Fort Polk, LA
- Fort Riley, KS
- Fort Rucker, AL
- Fort Sam Houston, TX
- Fort Sill, OK
- Fort Stewart, GA
- Fort Wainwright, AK
- JB Pearl Harbor Hickham, HI
- JB Elmendorf Richardson, AK
- JB Lewis McChord, WA
- JB San Antonio, TX
- Keesler AFB, MS
- Lackland AFB, TX
- Landstuhl, Germany
- Naval Health Clinics Groton, Hawaii & New England
- Naval Hospital Okinawa, Japan
- Naval Medical Center Portsmouth, RI
- Naval Medical Center Balboa, San Diego, CA
- Polytrauma Palo Alto, CA
- Polytrauma Tampa, FL
- Schofield Barracks Health Clinic, HI
- Seoul, South Korea
- Travis AFB, CA
- Tripler Army Medical Center, HI
- USAF Academy, CO
- Vilseck, Germany
- Walter Reed National Medical Center, MD
- Wiesbaden Army Airfield, Germany
- William Beaumont Army Medical Center, TX
- Wright-Patterson AFB, OH

Wounded Service Members Accommodations Profile for FY04-FY14



FY14 WSM Accommodations Profile by Organization



	Total
Army	3,142
Navy	1,354
Air Force	244
DoD Agencies	88
Non-DoD Expansion	5
Total	4,933

CAP Technology 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 35,858 customers. In FY14, services were provided to 1,797 DoD employees, 1,048 non-DoD federal employees and 159 from non-government organizations. Details regarding FY14 CAPTEC activities are provided below.



Needs Assessments

In FY14, 394 needs assessments were conducted by CAPTEC personnel, including services to both DoD civilian and military employees as well as employees of federal partner agencies. 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. 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.

CAP customers also submitted 656 online needs assessments and private vendors assisted 71 CAP customers in locations CAP assessors were unable to access.

CAPTEC Hosts NBC4

In March, CAPTEC hosted an interview with NBC Washington Channel 4 (NBC4) and featured CAP customer, Aaron Helstrom, who in 2003 was injured in Afghanistan while serving in the Marine Corps. CAP provided assistive technology and services helped him transition back into the workforce. View the NBC4 story: <http://bit.ly/1sc0GjU>

Employment Programs

The Federal Government strives to be the model employer for people with disabilities. In order to recruit, place, train, 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.



Term & Temporary Appointments

CAP provides assistive technology and services for employees with disabilities serving on term and temporary appointments, including through programs such as the Workforce Recruitment Program (WRP) and Pathways, for the Department of Defense and partner agencies.

CAP was able to fill 102 requests for accommodations for term and temporary appointments of which 87 and 15 were provided to WRP and Pathways respectively.

Telework

CAP supports telework by providing services and accommodations for disabled employees teleworking as a form of reasonable accommodation. Telework allows employers to retain valuable employees while decreasing the costs associated with disability leave. In FY14, CAP provided 1,140 Telework accommodations.

Public Accessibility and Communication Initiative

During FY14, CAP focused on revamping the Public Accessibility and Communication (PAC) Initiative allowing agencies to request accommodations throughout the FY. Accommodations were provided to customer service centers, such as passport offices and parks or forest stations, federal technology centers and federal employment and training centers. In FY14, CAP provided 518 PAC requests to federal agencies.

Workers' Compensation

CAP assists Workers' Compensation beneficiaries in making the return to work process smooth and faster. CAP works with Workers' Compensation officials to conduct needs assessments for employees to help ensure that they work in an improved, safer and more productive work environment. In FY14 CAP provided 260 accommodations to Workers' Compensation beneficiaries.

Training and Customer 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 FY14, CAP attended 53 events, conferences and training seminars throughout the country.

At two of those conferences, the Assistive Technology Industry Association (ATIA) Conference and the California State University Northridge (CSUN) Disabilities Conference, CAP staff held vendor meetings where they met with current and new vendors. These meetings reinforced the process in working with CAP and resulted in the addition of 36 products to existing CAP Blanket Purchase Agreements.

Webinars and Quick Tip Videos

This year CAP introduced our Webinar Series in an effort to share the CAP training experience with our customers and stakeholders around the world. Topics include:

- Real Solutions for Real Needs
- Let's Talk Tech: ALS & MS
- The Needs Assessment Process
- The Wounded Service Member Initiative
- WSM Request Submission
- Understanding Federal Acquisition and Procuring Assistive Technology

CAP also created a series of "Quick Tip" videos to assist customers in answering frequently asked questions. Topics include:

- Finding Your Serial Number to Request an Upgrade
- WSM Requests
- Needs Assessments
- PAC Initiative

All these videos and others are on CAP's YouTube Channel at www.youtube.com/thedodcap.

CAP Online Trainings

CAP created a series of online training modules to help stakeholders better understand how simple hiring employees with disabilities can be and how to provide reasonable accommodations after they are hired. In FY14, CAP released four online trainings:

- Providing Reasonable Accommodations for People with Hearing Disabilities
- Providing Reasonable Accommodations for People who are Blind or have Low Vision
- Accommodating the Aging Workforce

-
- Providing Reasonable Accommodations for Wounded Service Members

Over 6,113 individuals took the online trainings and received certificates of completion. A few of partner agencies have adopted these online trainings as part of their agency's mandatory training requirements.

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. In FY14, CAP sent out 77 emails to a total of 20,475 customers on the mailing list. Join the list at: www.cap.mil/subscribe.aspx.

Social Media

In FY14, CAP maintained visibility among social networks and increased our followers on Facebook, Twitter and YouTube. CAP closed out FY14, with 2,265 Facebook Likes, 1,353 Twitter Followers and 55,876 lifetime YouTube views. Stay connected to CAP and CAP resources by joining one of the CAP Social Media offerings!

Strengthening CAP Partnerships

During FY14, CAP made it a priority to focus on strengthening our relationships with our existing partner agencies. Throughout the FY, CAP communicated with our partners on a monthly basis and met with 15 agency points of contacts.

- Department of Agriculture
- Department of Homeland Security
- Department of Interior
- Department of Labor
- Department of State
- Department of Veterans Affairs
- Federal Maritime Commission
- General Services Administration
- Institute of Museum and Library Services
- Merit Systems Protection Board
- National Credit Union Administration
- National Science Foundation
- Nuclear Regulatory Commission
- Smithsonian Institution

We also worked to reestablish our relationships with agencies that may have not used our services in past years. CAP was able to meet with four of those agency points of contacts, of which three submitted requests for accommodations.

Customer Feedback

CAP's customers are the program's most critical stakeholders and participants. In order to capture useful feedback and input, CAP conducts customer verifications that focus on satisfaction with CAP's request process, purchase and receipt of accommodation equipment and services, website accessibility, and meeting expectations. This feedback identifies current issues in the CAP process as well as obtaining foresight into potential hurdles.

CAP customers provided 5,541 responses (a 37 percent response rate) and indicated a 97 percent satisfaction rate with CAP services. With a customer-centered approach, CAP staff members strive to ensure DoD and federal employees with disabilities and wounded, ill and injured Service members continue to receive appropriate accommodations in a timely manner.

The Future of Accommodations

CAP will continue to provide accommodations to federal employees and wounded, ill and injured Service members with the help of our DoD, federal and MTF partners. CAP encourages our partners to become involved in our accommodation process and to use CAP as a tool to increase the employment of people with disabilities. We will also continue to provide the accommodations needed for employment programs to ensure that the ultimate goal of increasing the employment of people with disabilities is achieved. Specific FY15 goals are provided below.

Fiscal Year 2015 Goals

- Provide needs assessments to assist customers in identifying appropriate accommodations and support partner agencies in the interactive process.
- Provide assistive technology and accommodations for federal employees with disabilities.
- Provide assistive technology and accommodations for Workers' Compensation claimants to improve return to work outcomes.
- Provide assistive technology and accommodations for wounded, ill and injured Service members.
- Provide the latest assistive technology and related accommodations for members of the public and federal employees when accessing federal programs and services.
- Ensure access to CAPTEC and quality needs assessment services.
- Ensure highest level of customer satisfaction.
- Establish new agreements with all partners to clarify roles and expand CAP impact.
- Increase partnership engagement and utilization.
- Analyze expansion of CAP operations.
- Determine and account for accommodation and operation requirements and resources.
- Optimize stewardship of internal and external government resources.
- Implement and comply with DHRA Component requirements.
- Operate Performance Management System to increase efficiencies, eliminate waste and document lessons learned and best practices.
- Update CAP's Strategic Communications Plan.
- Increase awareness of CAP services.
- Utilize technology to ensure timely and effective communication to targeted populations.
- Maintain and update CAP Portal for accessing business records and serving customers.
- Access data from CAP Portal to inform decision making at all levels of the organization.