



Computer/Electronic
Accommodations Program
Business Plan
Fiscal Year 2014

Real Solutions for Real Needs

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Charting the Future of Reasonable Accommodations

For twenty-three years, the Department of Defense (DoD) Computer/Electronic Accommodations Program (CAP) has provided assistive technology to employees and individuals who need to access the computer and telecommunication environments. As a program office in the Defense Human Resources Activity (DHRA), CAP will continue to enhance productivity and job retention of federal employees with disabilities, assist both employees and Service members who acquire disabilities, and introduce innovative technology to improve access to information by all.

As the Federal Government faces financial and human resource challenges, the CAP centralized accommodations model will continue to be a vital resource to ensure federal employees with disabilities and wounded Service members have equal access to the information environment and employment opportunities. Since its inception in 1990, CAP has provided over 128,000 accommodation solutions to enable people to do their jobs in a more productive and efficient manner. The CAP Office also provides needs assessments and accommodations to wounded Service members, directly impacting their recovery and rehabilitation process. By implementing DoD Instruction 6025.22, Assistive Technology for Wounded Service Members, CAP partners with 53 Military Treatment Facilities to integrate assistive technologies into the recovery and seamless transition process.

Furthermore, as reported by the U.S. Census Bureau, the implications of the aging population will have a significant impact on disability in America. By 2050, 25 to 30 percent of the U.S. population will be over the age of 60 and household disability will become part of everyday experience for Americans. CAP partners in the Department's and Administration's efforts to improve workplace conditions for both the aging and disabled populations through Workers' Compensation and Telework initiatives to retain workers who obtain "on the job" injuries. In this regard, CAP will help expand access to employment and ensure the Federal Government is a model employer of people with disabilities as outlined in CAP's mission and vision.

The purpose of this plan is to update and convey the strategic direction of CAP as a DHRA Component to its customers and stakeholders. The plan aligns and communicates CAP priorities and processes with the mission, vision, values, goals and strategies of the program. The strategic direction has been developed to strengthen customer service, operational and financial performance, and partnerships to improve CAP's ability to adapt to the changing requirements as DoD and federal partners pursue increased employment and opportunities for people with disabilities, the aging workforce, wounded Service members and disabled veterans.

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CAP Mission

Provide assistive technology and accommodations to ensure people with disabilities and wounded Service members have equal access to the information environment and opportunities in the Department of Defense and throughout the federal government.



CAP Vision

To increase the employment of people with disabilities and disabled veterans by ensuring they have access to accommodations throughout the Department of Defense and federal government.

CAP Values

Relevance—Our programs are responsive to the accommodation requirements in today's federal workplaces and military rehabilitation facilities.

Excellence—We strive to ensure outstanding services and outcomes in all that we do.



Partnership—We accomplish our mission in partnership with employees with disabilities, DoD and federal agencies, disability organizations, and professional communities.

Access—Our customers can obtain all CAP materials and services through expanded traditional and electronic means.

Accountability—Our programs and services are evaluated by how well they solve reasonable accommodation challenges found in today's federal workplaces and the workplaces of tomorrow.

Diversity—Our employees reflect the full spectrum of diversity found in the federal workforce and our research and outcomes reflect the diversity of solutions needed for the workplace.

Green—Our team is dedicated to integrating more environmentally-friendly practices into business decisions, procurements, and practices.

Integrity—We work with a steadfast adherence to our moral and ethical code as defined in our core values.

Growth—We strive to address societal changes by providing accommodations and support to new populations, such as wounded Service members and the aging workforce

Goal: Excellence in Accommodation Services

Enhance CAP's ability to provide the right assistive technology (AT) and services to eligible customers—at any time and any location.

Objective:

Ensure access to the CAP Technology Evaluation Center and quality needs assessments services.



Strategies

- Operate and enhance the CAP Technology Evaluation Center (CAPTEC) at the Pentagon.
- Conduct needs assessments for federal employees with disabilities and wounded Service members at customer sites, at CAPTEC, and through distance methods.
- Host CAPTEC events to showcase and increase awareness of CAP, CAPTEC, needs assessment services and new AT.
- Participate in AT social networking sites, such as Facebook, blogs and eFedLink, to increase awareness of CAPTEC and needs assessment services.
- Develop new AT videos to assist during needs assessments; helping customers better understand the impact of specific types of AT.

Objective:

Provide the latest AT and accommodations required to ensure conformance with the Rehabilitation and Telecommunication Acts.

Strategies

- Improve utilization and productivity of employees by providing the most appropriate accommodation options.

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- Maintain CAP Portal with advancements to ensure timely processing of accommodations.
 - Work with partner agencies to determine their AT lifecycle and acquisition needs.

Objective:

Provide training to employees with disabilities to improve their work productivity.

Strategies

- Improve access to AT training.
- Provide information technology training for AT users.
- Provide accommodation support services, including interpreters, CART services, readers, and personal assistants to ensure equal access to appropriate training for DoD employees.

Objective:

Ensure CAP continues to decrease CAP request processing time.

Strategies

- Maintain and update the CAP Administrative and Operating Procedures.
- Participate in AT conferences to engage vendors and discover new technologies.
- Expand appropriate eGovernment solutions with agencies, customers, and vendors.
- Maintain AT inventories at CAPTEC (for Pentagon employees), federal agency partners and MTFs.

Measurements for Excellence in Accommodation Services		
Program Activity	Performance Metric	Target Description
Provide CAPTEC services	Actual number of customers minus planned	Serve 2,000 annual customers
Provide needs assessments for CAPTEC customers	Actual number of assessments provided at CAPTEC minus planned	Conduct 250 needs assessments
Host CAPTEC events to demonstrate new AT and increase understanding of accommodation process	Actual number of CAPTEC Events minus planned	Coordinate and host 4 CAPTEC Events
Provide needs assessments for customers outside of CAPTEC	Actual number of assessments provided outside of CAPTEC minus planned	Conduct 450 needs assessments
Ensure awareness of CAP services and access to AT for <i>federal employees</i>	Actual number of AT pieces or training services provided minus planned	Provide 5,500 accommodations
Ensure awareness of CAP services and access to AT for <i>wounded Service members</i>	Actual number of AT pieces or training services provided minus planned	Provide 4,000 accommodations
Ensure awareness of CAP services and access to AT for <i>public use</i>	Actual number of public use AT pieces or training services minus planned	Provide 500 accommodations
Establish and publicize Service Level Agreements for CAP customers	BPA: Actual number of days from "Received" to "Ordered" minus planned	25 days
	PO: Actual number of days from "Received" to "Ordered" minus planned	45 days
	Overall: Actual Number of days from "Received" to "Invoiced" minus planned	65 days

Goal: Impact on Federal Employment

Provide the vision and direction to federal agencies to increase employment opportunities for people with disabilities via accommodations.

Objective:

Increase federal agency participation and awareness of CAP services to support the recruitment, placement, promotion and retention of people with disabilities and disabled veterans to support the Administration's vision and initiatives.



Strategies

- Work with agencies to integrate CAP into their HR, EEO and IT plans and reports.
- Provide CAP training for agency's disability program managers, employees, and key officials in the National Capital Region and throughout the regions to understand employment strategies, including CAP, hiring authorities, Workforce Recruitment Program (WRP) and return to work and retention initiatives.
- Develop pilot programs to provide accommodations to all paid internship programs.
- Expand CAP's employment network to include targeted advocacy groups and disabled veteran organizations.
- Integrate CAP and disability accommodation information into Workers' Compensation materials and events.

Objective:

Enhance CAP's ability to serve as the role model for integration and usability of AT in the workplace.

Strategies

- Expand CAP partners' knowledge of embedded technologies.

- Work with IT organizations on Telework and mobile support services to ensure access to assistive technology from non-standard work sites.

Measurements for Impact on Employment		
Program Activity	Performance Metric	Target Description
Provide accommodations to support WRP participants	Actual number of WRP accommodations provided minus planned	Provide 75 WRP accommodations
Provided accommodations to other paid interns (Non-WRP)	Actual number of accommodations provided	Establish baseline
Provide accommodations for Workers' Compensation (WC) claimants to return to work	Actual number of WC claimant accommodations provided minus planned	Provide 550 WC claimant accommodations
Provide accommodations for Teleworkers with disabilities	Actual number of Telework accommodations provided minus planned	Provide 300 Telework accommodations

Goal: Support of Wounded Service Members

Provide the direction and tools for the Military Health System and our partners to ensure returning injured, ill and wounded Service members can access AT to enhance their recovery, rehabilitation and ability to return to work.

Objective:
Increase Service members' awareness and participation of CAP services.



Strategies

- Renew Department of Defense Instruction 6025.22, Assistive Technology (AT) for Wounded Service Members.
- Provide CAP training via webinars and on-site visits to rehabilitation professionals and case managers on AT and CAP's accommodation process for wounded Service members for ongoing support.
- Increase awareness of CAP and AT amongst the Military Components and Employer Support of the Guard and Reserve (ESGR).

Objective:
Empower disabled veterans to return to work through partnerships and training.

Strategies

- Integrate CAP services as part of the long-term recovery with the DoD Warrior Transition Units, Recovery Care Coordinators, and other DoD initiatives.
- Integrate CAP services as part of the re-employment process via partnerships with the Department of Veterans Affairs, Department of Labor, Office of Personnel Management and other key partners.
- Continue to support employer audience on diversity and inclusion of people with disabilities and disabled veterans in the workplace.

Measurements for Support of Wounded Service Members		
Program Activity	Performance Metric	Target Description
Provide training to Military Treatment Facilities (MTFs) and related organizations.	Actual number of MTF trainings provided minus planned	Provide 4 MTF trainings and/or webinars
Provide training to Components or ESGR organizations.	Actual number of Component/ESGR trainings provided minus planned	Provide 2 Component/ESGR trainings and/or webinars
Provide training to federal community focused on post-separation return to work programs and support services	Actual number of trainings provided minus planned	Provide 2 trainings and/or webinars

Goal: Improve Operational Performance

Accomplish CAP's mission in a cost effective manner that is accountable and optimizes stewardship of resources.

Objective:
Determine and account for accommodation and operation requirements and resources.



Strategies

- Analyze federal data on employment of people with disabilities and project the impact of new customer populations, including the aging workforce and wounded Service members.
- Submit budget plans and requirements based on annual scope, customer projections and operating costs and activities.

Objective:
Optimize stewardship of internal and external government resources.

Strategies

- Ensure quality financial management operations and implementation through proper training, including Blanket Purchase Agreement utilization, bulk orders and inventory systems when appropriate.
- Ensure each accommodation meets justification requirements.
- Analyze the “cost of accommodation” to impact the savings accrued for Workers’ Compensation, Telework and related human capital management initiatives.
- Conduct internal monthly audits of acquisition folders and CAP Portal to ensure proper documentation and accuracy of supporting acquisition records.

- Prepare and provide annual financial reports for DoD Components and agencies, non-DoD partner agencies, and the MTFs to advise them of the savings CAP provides.

Objective:

Implement and comply with DHRA Component requirements.

Strategies

- Operate and ensure full compliance with DHRA Training Program requirements.
- Implement and operate the CAP Manager’s Internal Control (MIC) Program.
- Manage CAP Information Assurance requirements.

Measurements for Improve Operational Performance		
Program Activity	Performance Metric	Target Description
Analyze cost of accommodation for <i>federal employees with disabilities</i>	Track average cost of accommodation for federal employees with disabilities	Report average cost
Analyze cost of accommodation for <i>wounded Service members</i>	Track average cost of accommodation for wounded Service members	Report average cost
Analyze cost of accommodation for <i>public use accommodations</i>	Track average cost of accommodation for members of the public	Report average cost
Operate DHRA Training Program	Comply with training requirements	100% compliance with timely reporting

Goal: Excellence in Communications and Training

Increase awareness of CAP services through outreach, information dissemination, training programs, and partnerships to increase employment opportunities for people with disabilities and disabled veterans.

Objective:

Ensure highest level of customer satisfaction.

Strategies

- Define and commit to quality customer service, measurable success levels, and the availability of CAP staff to deliver services and AT for customers.
- Provide customers with information and resources on the latest AT and accommodation services.
- Contact customers to understand impact of AT and quality of service(s).

Objective:

Increase awareness of CAP services.

Strategies

- Maximize recognition and utilization of CAP as the government's centrally-funded accommodations program via training programs, briefings, workshops and webinars.
- Partner with the Office of the Under Secretary of Defense for Personnel and Readiness, Office of Personnel Management, Equal Employment Opportunity Commission, and the Department of Labor's Office of Disability Employment Policy to improve utilization of CAP.
- Create and disseminate quarterly newsletters.



Objective:

Utilize technology to ensure timely and effective communication to targeted populations.



Strategies

- Enhance CAP website to provide online communications, training and materials.
- Grow and utilize the CAP email lists.
- Increase new and social media utilization to increase outreach to target populations.
- Use eFedLink to forward information from leadership directly to customers.

Measurements for Excellence in Communications and Training		
Program Activity	Performance Metric	Target Description
Access customer feedback on satisfaction levels with CAP services	Actual feedback levels minus planned activities.	Achieve customer satisfaction level of 92% with a score of Average or above.
Provide training sessions to increase awareness of CAP services and disability employment requirements	Actual number of CAP training sessions minus planned	4 CAP training sessions
	Actual number of joint sessions minus planned	4 joint training sessions
	Actual number of CAP webinars minus planned	4 CAP webinars
	Actual number of online sessions minus planned	1,000 training sessions accessed at cap.mil
Disseminate timely information to CAP customers	Actual number of CAPtions provided minus planned	4 quarterly CAPtions newsletters
Increase awareness and utilization of cap.mil	Increase visits to cap.mil by 2% over FY13 actual values	118,000 visits
Increase communications with CAP customers	Actual number of mailing list members minus planned	5,000 new mailing list members (24,000)
Provide CAP and assistive technology resources via social networks/new media	Actual number of social media followers minus planned	500 Facebook mbrs (2,000) 500 Twitter Followers (1,600) 10,000 YouTube video views 500 Mobile App downloads

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