



# Computer/Electronic Accommodations Program

Fiscal Year 2018  
Business Plan

**Support. Equip. Empower.**

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## Message from the CAP Director

The Department of Defense (DoD) established the Computer/Electronic Accommodations Program (CAP) to centralize assistive technology resources and remove the cost of accommodations as a barrier to employment of individuals with disabilities. Since its inception in Fiscal Year 1990, the program has provided over 182,500 accommodations to more than 74,600 individuals with disabilities within the Federal Government and wounded, ill and injured service members.



By providing assistive technology (AT) free of charge to DoD and 69 partner agency employees, CAP has supported diversity and inclusion initiatives, while increasing productivity throughout the employment lifecycle and creating positive outcomes in the rehabilitation process for service members. In Fiscal Year 2017, CAP provided a record-breaking 16,232 accommodations to 6,874 customers.

During Fiscal Year 2017, CAP became part of the Defense Personnel and Family Support Center (DPFSC). This presented CAP with new challenges; however, will ultimately provide CAP with greater opportunity for collaboration with other program offices and will have a positive impact on our customers. As CAP continues to engage with our customers, we are steadfast in our desire to add value to those who carry out the mission of their agencies.

This Fiscal Year 2018 CAP Business Plan is the program's blueprint for continued development, improvement and success, including alignment with the DoD Strategic Management Plan for Fiscal Years 2017-2022. Using this plan, CAP will continue to update our policies and implement new efficiencies to improve the customer experience and product impact. We look forward to working with our Defense Human Resources Activity colleagues and external partners to create a model environment for disability, diversity, inclusion and participation.

A handwritten signature in black ink that reads "Curtis D. Bell". The signature is fluid and cursive, with the first name being the most prominent.

Curtis D. Bell  
Director, Computer/Electronic Accommodations Program

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## CAP Mission, Vision and Core Values



**Mission:** 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.

**Vision:** Empowered people accessing information and technology to positively impact work, rehabilitation, and customer experience throughout the Federal Government.

**Core Values:** Our success depends on team alignment with the following values:

- **Relevance** – We are responsive to today's accommodation requirements.
- **Quality** – We pride ourselves in producing quality support and services in all we do.
- **Partnership** – We accomplish our mission in collaboration with DoD and federal agencies.
- **Access** – Our customers can obtain all CAP materials and services through online, accessible means.
- **Service** – Our team values our customers first and provides timely service-driven information and solutions.
- **Accountability** – Our programs and services are evaluated by how well they solve reasonable accommodation challenges.
- **Diversity** – Our employees reflect the full spectrum of diversity found within our nation.
- **Integrity** – We work with a steadfast adherence to our moral and ethical code.

# Goal 1 – Enhance Customer Capabilities

Be responsive to customer needs by providing appropriate and justified assistive technology, accommodations and support services to eligible customers.

**Objective 1.1** – Ensure availability of quality needs assessments services to assist customers in identifying appropriate accommodations.

- Provide and conduct needs assessments at customer locations and via remote services.
- Analyze medical documentation trends and make recommendations to all functional areas within CAP.

**Objective 1.2** – Provide assistive technology and accommodations for federal employees with disabilities.

- Improve utilization and productivity of employees by providing the most appropriate accommodation options.
- Work with partner agencies; determine information technology model, assistive technology lifecycle and accommodation requirements.
- Partner with DoD human resources professionals to integrate CAP referrals as part of the standardized on-boarding process.
- Work with DoD and Department of Labor to support term and temporary appointments, such as the Workforce Recruitment Program and Pathways interns.
- Partner with DoD human resources professionals to align CAP's accommodation process with DoD and federal return to work initiatives.
- Partner with Department of Labor's Office of Workers' Compensation Program (OWCP) to develop and implement an AT accommodation solution for return to work candidates who work for CAP partner agencies.
- Enhance training and awareness offerings to widen understanding of how CAP helps DoD and federal partner agencies improve return to work outcomes.



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**Objective 1.3 – Provide assistive technology and accommodations for wounded, ill and injured Service members.**

- In support of Department of Defense Instruction (DoDI) 6025.22, AT for Wounded, Ill and Injured Service Members, continue partnerships with Military Treatment Facilities (MTFs) and Wounded Warrior Programs.
- Improve recovery and rehabilitation outcomes, and productivity for duty requirements, for Service members by providing the most appropriate accommodation options.
- Provide training on AT and CAP's accommodation process for Service members via webinars and onsite visits to rehabilitation professionals.
- Work with the Transition to Veterans Program Office (TVPO) to increase percent of eligible Service members meeting Career Readiness Standards prior to separation.
- Partner with Health Affairs, including medical specialists, to promote AT needs assessment and provision.

**Objective 1.4 – Provide assistive technology and accommodations for federal partner agencies to promote equal access to federal programs and services.**

- Capture successful accessibility models and testimonials.

**Objective 1.5 – Ensure highest level of customer satisfaction in compliance with the Standard Operating Procedures.**

- Analyze and update Standard Operating Procedures to improve processes and meet evolving business needs.
- Integrate automatic customer service emails to increase information sharing at key process milestones.
- Participate in technology and disability conferences and workgroups to engage vendors and the disability community to discover new technologies and improve understanding of evolving customer expectations.
- Formalize the collection of customer survey feedback and update Standard Operating Procedures (SOP) accordingly.

### CAP Measurements to Enhance Customer Capabilities

Program Activity	Performance Metric	Target Description
Provide needs assessments	Actual number of assessments provided minus planned	Conduct 525 assessments - 350 remote - 175 at customer locations
Provide AT to federal employees	Actual number of customers provided AT or accommodation services minus planned	Serve 3,430 employees
Provide AT to Workers' Compensation beneficiaries		Serve 85 beneficiaries (3,430 + 85 = 3,515)
Provide AT to wounded, ill and injured Service members		Serve 2,000 Service members (3,515 + 2,000 = 5,515)
Provide AT to federal programs		Serve 85 points of service (5,515 + 85 = 5,600)
Access customer feedback on satisfaction levels with CAP services	Actual feedback levels minus planned.	Achieve customer satisfaction level of 90% with a score of Above Average or Excellent

## Goal 2 – Optimize Partnerships

Work with partner agencies to identify opportunities to positively impact reasonable accommodations at their agency, treatment facility, point of service or other location by improving and increasing access.



### Objective 2.1 – Establish effective roles and responsibilities with partners.

- Update agreement documentation per DoD guidelines and, when appropriate, establish new partnership agreements for DoD and Non-DoD partners.
- Develop and provide partnership guidance through continuous communication and engagement.

### Objective 2.2 – Increase awareness of CAP services to improve and increase access in accordance with disabilities laws.

- Update outreach strategy and provide guidance and talking points to staff members.
- Implement annual outreach campaign aligned with Presidential Proclamations.
- Create and disseminate quarterly “CAPtions” newsletter.

### Objective 2.3 – Deliver CAP training program to improve and increase accessibility awareness.

- Develop annual training program for in-person and online training, including learning objectives, instructor guides and trainee materials.
- Deliver in-person training at CAPTEC, regional trainings for federal agencies and site specific trainings for Military Treatment Facilities and Wounded Warrior Programs.
- Deliver on demand trainings located on the CAP website or YouTube channel.

### Objective 2.4 – Utilize technology to ensure timely and effective information is delivered to targeted populations.

- Enhance CAP’s website to provide online trainings, materials, and information.
- Use social media for outreach to targeted populations.
- Maintain and enhance CAP Mobile App.
- Grow and utilize CAP’s email list.



Measurements to Optimize Partnerships		
Program Activity	Performance Metric	Target Description
Partnership Agreements	Number of signed agreements versus number of partners.	100% active partners with signed agreements, including Non-DoD agencies, MTF and WTU locations
Partnership Engagement Rate	Percentage of partners utilizing CAP AT services.	DoD: 80% utilization Non-DoD: 60% utilization MTF: 60% utilization WTU: 30% utilization
Disseminate timely information to CAP customers	Actual number of CAPtions provided minus planned	4 quarterly CAPtions newsletters
Provide information to increase awareness of CAP services and disability employment requirements as part of a training program	Actual number of information session minus planned	70 information sessions
	Actual number of webinars minus planned	4 webinars
	Actual number of online trainings minus planned	3,000 online trainings accessed at cap.mil
	Actual number of YouTube videos accessed minus planned	8,000 YouTube videos accessed
Increase awareness and utilization of cap.mil	Increase visits to cap.mil by 2% over FY17 actual values	117,500 visits (2% increase over FY17 actual)
Increase communications with CAP customers	Actual number of mailing list members minus planned	35,000 mailing list members
Provide CAP and assistive technology resources via social networks and new media	Actual number of social media actions minus planned	Facebook Impressions 173,500 (2% increase over FY17 actual)
		Twitter Impressions 373,500 (2% increase over FY17 actual)
		200 Mobile App downloads

## Goal 3 – Improve Operational Performance

Accomplish CAP mission in a cost effective manner that is accountable, optimizes stewardship of resources, and complies with DHRA Component requirements.



### Objective 3.1 – Define accommodation requirements throughout the federal government.

- Identify Active Duty Service Members with functional limitations who will benefit from AT and other accommodations.
- Use partnerships to determine number of civilian employees who comprise the potential population in the federal government who qualify for CAP's services.
- Partner with the Disability Program Managers and/or Human Resource Managers to determine accommodation requirements throughout the individual agency.

### Objective 3.2 – Determine and account for accommodation and operation requirements and resources.

- Submit budget plans and requirements based on annual scope, customer projections and operating costs and activities.

### Objective 3.3 – Optimize stewardship of internal and external government resources.

- Ensure quality financial management operations through proper training.
- Ensure each accommodation meets justification requirements.
- Analyze the “cost of accommodation” for each customer segment.
- Prepare and provide annual reports to reinforce the value of program to partnering agencies, customers, and other stakeholders.

### Objective 3.4 – Implement and comply with HQ DHRA Component requirements (i.e. PK, FM, etc.).

- Publish a DoDI on CAP Operations to establish policies and define roles and responsibilities.
- Implement and operate an effective Manager's Internal Control (MIC) Program to reduce risk, assign accountability and enhance quality.

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- Operate and ensure full compliance with DHRA Training Program requirements.
  - Comply with Financial Improvement and Audit Readiness (FIAR) and Defense Agency Initiative (DAI) Agency Solution Review (ASR) requirements.
  - Comply with DoD privacy and security requirements.
  - Operate and comply with DoD records management, forms and data collection requirements.

**Objective 3.5 – Operate Performance Management System (CAP Portal) to increase efficiencies, eliminate waste and document lessons learned and best practices.**

- Establish annual performance standards and create annual performance dashboard.
- Integrate performance management into quality assurance and risk assessments.
- Enhance and update the existing Performance Management System (CAP Portal).

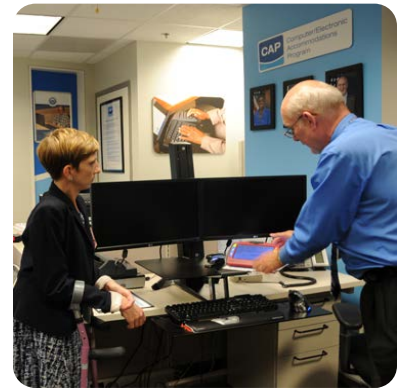
**Objective 3.6 – Access data from the Performance Management System (CAP Portal) to inform decision making at all levels of the organization.**

- Provide staff training sessions for improved understanding of accessing data reports.
- Provide monthly performance reports with data on all functional areas within CAP.

Measurements to Improve Operational Performance		
Program Activity	Performance Metric	Target Description
Operate financial management program	Comply with budget and financial planning and execution requirements	100% compliance with budget formulation, reporting and execution
Analyze cost of accommodation for federal employees with disabilities	Track average cost of accommodation	Report average cost
Analyze cost of accommodation for term/temp employees		Report average cost
Analyze cost of accommodation for Workers' Compensation beneficiaries		Report average cost
Analyze cost of accommodation for Service members		Report average cost
Analyze cost of accommodation for federal programs		Report average cost
Operate MIC Program		Comply with MIC requirements
Operate DHRA Training Program	Comply with training requirements	100% compliance with timely reporting
Operate Privacy, Security and Records Managements Programs	Comply with Privacy, Security and Records Management Program requirements	100% compliance with timely reporting and activities
Publicize expected procurement method timeframes for CAP customers	Actual number of days from "Approved" to "Ordered" minus planned	Blanket Purchase Agreements: 15 days Purchase Orders: 65 days
Operate Performance Management System	Monthly performance reports	Increase quality, reduce risk, achieve performance targets
Training sessions	Number of training sessions planned versus actual sessions	2 training sessions
Performance reports	Number of reports provided minus number of reports planned	12 reports (monthly)

## Goal 4 – CAP Technology & Evaluation Center (CAPTEC)

Operate and enhance CAPTEC capabilities to maximize the positive impact on the federal workforce in accommodating employees and complying with federal regulations.



### Objective 4.1 – Operate and enhance the services at CAPTEC in the Pentagon.

- Operate and enhance CAPTEC with cutting-edge technology.
- Provide needs assessments at CAPTEC.
- Provide AT demonstrations and tours to relevant stakeholders at CAPTEC, remote locations, or integrated.

### Objective 4.2 – Research potential expansion of the capacity and services offered by CAPTEC to stakeholders all over the world.

- Begin research to establish a methodology for compiling data used to drive CAPTEC related decisions.
- Establish a project schedule with key milestones and clearly defined roles and responsibilities.

Measurements to Improve CAP Technology & Evaluation Center		
Program Activity	Performance Metric	Target Description
Provide needs assessments	Actual number of assessments provided minus planned	450 assessments
Provide CAPTEC services	Actual number of customers minus planned	Serve 3,000 annual customers
Host CAPTEC events to demonstrate new AT and increase understanding of accommodation process	Actual number of CAPTEC events minus planned	Coordinate and host 3 CAPTEC events
Update technology available for demonstration	Actual number of requested updates minus planned	2 update requests

# Performance Management

CAP uses internal measurements as indicators to support decision-making that will drive success in three key performance measurements that are included in the DHRA annual performance plan. The work done by CAP to support the goals, objectives and strategies in each of the four goal areas are all aligned with the key performance objectives and will be reported on the monthly CAP Performance Dashboards.



Product Impact Outcomes for Employees		
Performance Measure	Performance Objective	Impact
Percentage of CAP customers who receive accommodations from CAP that positively impact their ability to perform job duties.	In fiscal year 2018, at least 90% of respondents will state the items provided by CAP had a positive impact on their ability to perform job duties.	Higher productivity and increased job satisfaction benefit operational performance in support of the federal government's objectives.

Product Impact Outcomes for Service Members		
Performance Measure	Performance Objective	Impact
Percentage of active duty Service members who receive accommodations from CAP that positively impact rehabilitation and recovery and/or their ability to perform job duties.	In fiscal year 2018, at least 90% of respondents will state the items provided by CAP had a positive impact on their rehabilitation and recovery and/or their ability to perform job duties.	Higher productivity and increased job satisfaction benefit operational performance in support of the federal government's objectives.

Engagement and Training Impact		
Performance Measure	Performance Objective	Impact
The number of people who contact CAP as a resource for information, services, training and awareness.	In fiscal year 2018, CAP will reach 2% more people to provide information, needs assessments, assistive technology, training and awareness than in fiscal year 2017.	Information, support and services increase confidence and productivity for federal employees, wounded, ill and injured Service members and their families. This improves the diversity and inclusion model and helps agencies achieve better results through full inclusion.

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[www.cap.mil](http://www.cap.mil)