



Computer/Electronic  
Accommodations  
Program

# WSM Initiative

## What is CAP?

The Computer/Electronic Accommodations Program (CAP) helps ensure that people with disabilities and wounded Service members have equal access to the information environment and opportunities in the Federal Government.

CAP provides free assistive technology (AT) and services to Federal employees with disabilities, wounded, ill and injured Service members, Federal managers, supervisors, and IT professionals, increasing employment opportunities and access to the information technology environment in the United States and abroad.

## What Services Can CAP Provide?

The CAP Wounded Service Member Initiative provides:

- Assistive technology and training during recovery and rehabilitation
- Individualized needs assessments
- Training for medical and support personnel
- Accommodations for internships and/or permanent employment within the Federal Government
- Information on special hiring authorities for Veterans.



Trainings can be conducted onsite, via Video Teleconference (VTC) or web-cast. In-service trainings include the following objectives:

- Discuss how CAP provides needs assessments and AT to wounded, ill and injured Service members throughout the recovery and rehabilitation process.
- Review and demonstrate available AT for various disabling conditions.
- Identify methods to integrate AT into rehabilitative services and settings using best practice partnerships and training models as examples.

## Who Does CAP Work With?

CAP supports wounded Service members by working closely with medical providers, therapists, case managers, and military liaisons at military treatment facilities (MTFs) to increase awareness and availability of assistive technology. Once the appropriate assistive technology has been identified, CAP provides the solutions, free of charge, to support a Service member's medical recovery and rehabilitation.

The ability to use assistive technology during the early phases of recovery can greatly impact rehabilitation outcomes and future employment opportunities. Further, wounded Service members may retain these devices upon separation from active service.

## What is a Needs Assessment?

Needs assessments are a critical step in the CAP accommodation process. Many Service members will sustain multiple injuries and require a needs assessment to identify the most appropriate assistive technology solutions.

In an effort to streamline this process and provide the most appropriate solutions, submitting a request for a needs assessment is required as the first step of the CAP process. Additionally, medical documentation may be required for certain requests. It is recommended to disclose all functional limitations, disabling conditions, and the Service member's current status when completing the request in order to maximize potential outcomes. These statuses can include Continue on Active Duty (COAD) and Medical Evaluation Board (MEB).

CAP requires Service members and their families to coordinate the submission of the



needs assessment request with their medical providers and/or therapists. Once coordinated with appropriate providers, either the Service members, family members, medical providers, therapists, or case managers can submit the request via the CAP Wounded Service Member Website: [www.cap.mil/wsm](http://www.cap.mil/wsm).

For individuals unable to visit our main CAPTEC facility at the Pentagon, the needs assessment process can be conducted long distance via telephone or Video Teleconference (VTC).

## How Can CAP Help Me?

Many Service members may have sustained multiple injuries and will require a combination of assistive technology devices. CAP accommodates wounded, ill and injured Service members in and out of theatre. Accommodations and training are available for Service members with injuries that have caused:

### Dexterity Impairments, including upper extremity amputees:

- CAP can provide devices to assist Service members who have sustained nerve damage, fractures, burns, and amputations to their upper extremities.

- Accommodations include compact keyboards, alternative pointing devices, and voice recognition software with certified training.

### Cognitive Difficulties, including Traumatic Brain Injury (TBI):

- For TBI and closed-head injuries, CAP can provide various cueing aids to Service members who struggle with memory loss and other cognitive difficulties. Cueing aids can assist Service members in remembering appointments, medication schedules, and personal contact information.
- Technology options can vary in their complexity, from simple cueing aids to powerful computer-based applications that can aid an individual in activities of daily living.

### Vision Loss:

- For Service members that experience vision issues due to ocular or neurological trauma, screen magnification software and/or hardware may reduce eye strain, blurry vision, and eye fatigue.

- The software offers a range of features, including the ability to enlarge fonts and change color contrasts, enabling users to customize the application for specific needs. Portable magnification devices are also available.
- For complete vision loss, CAP can provide scanners and screen reader software with certified training.

## Hearing Loss:

- Assistive listening devices (ALDs) are available for Service members who suffer from hearing loss, including fluctuating, progressive, or low-frequency hearing loss and tinnitus.
- ALDs can be used at an individual's discretion, allowing the user to adjust the level of amplification to their needs and reduce unwanted background noise.

## What is CAPTEC?

The CAP Technology Evaluation Center (CAPTEC) is a demonstration and assessment facility located in the Pentagon. People seeking solutions to accessibility challenges can visit CAPTEC to see assistive technology and compare different solutions.

Technology demonstrations and needs assessments can also be conducted via Video Teleconferencing.

To schedule an appointment, contact [cap.capttec@mail.mil](mailto:cap.capttec@mail.mil) or visit our website.

## How CAP Empowers WSMs Through Employment Accommodations

It is CAP's mission to provide assistive technology to increase access and employment opportunities for people with disabilities working within the Department of Defense and other Federal agencies.

CAP provides the same level of support of assistive technology and accommodation services to WSMs. Accommodations are provided to WSMs for internships and/or permanent employment within the Federal Government.

## Contact Us

For more information about the CAP Wounded Service Member Initiative or to request a presentation and/or in-service training, please contact the CAP Wounded Service Member Team at [cap.wsm@mail.mil](mailto:cap.wsm@mail.mil).

To submit a CAP Wounded Service Member Needs Assessment Request or to request technology, please visit [www.cap.mil/wsm](http://www.cap.mil/wsm).

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### CAP App

<http://cap.mil/PublicationsForms/downloads/mobileapp.aspx>



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