



Computer/Electronic  
Accommodations  
Program



**Support. Equip. Empower.**  
CAP and MTFs: Partnering to Support  
Wounded Warriors  
CAP and DoD Instruction 6025.22

# CAP Overview

- CAP was established in 1990 as DoD's centrally funded program to provide accommodations
- Expanded by Congress in 2000 to support other Federal agencies
- Partnerships with 68 Federal agencies, including the VA, HHS, and DHS
- Over 100,000 accommodations since inception (as of March 2011)
- Mission: To 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



# Wounded Service Member Initiative

- “Support. Equip. Empower.”
  - **Support:** Recovery and Rehabilitation
  - **Equip:** Assistive Technology
  - **Empower:** Employment
- Over 22,700 accommodations (as of March 2011) since inception in January 2004
- Accomplishments
  - Provided over 6,100 accommodations in FY10
  - DoDI 6025.22: Expanding interdependent AT program between CAP and MTFs
  - CAP Representatives identified at 58 MTFs (as of March 2011)



# DoDI Instruction 6025.22

## *Assistive Technology (AT) for Wounded Service Members*

- Outcome of Public Law 109-364
- Defines terms, assigns responsibilities, and establishes procedures for implementing AT programs within MTFs
- Establishes policy for AT programs within the MHS
- Provides support for an interdependent AT system between CAP and MTFs to improve the delivery and the quality of rehabilitative services to wounded service members
- [http://www.tricare.mil/cap/documents/CAP\\_WSM\\_DoDI.pdf](http://www.tricare.mil/cap/documents/CAP_WSM_DoDI.pdf)



# DoDI Implementation Plan

## Roles and Responsibilities

- Assistant Secretary of Defense (Health Affairs) establishes a standardized methodology for implementing CAP
- Surgeons General disseminate CAP policy and procedures and ensure MTF commanders designate a CAP representative or coordinator
- TMA Directors ensure regional offices supports CAP and incorporate CAP process in healthcare programs and procedures
- MTF commanders, in collaboration with CAP, develop a plan for ensuring eligible service members have access to AT services and designated CAP representative



# DoDI Implementation Plan

## Policy for AT Programs

- MTF Commanders identify CAP representative
- MTF CAP representatives work with CAP to:
  - Conduct needs assessments
  - Identify training needs and technical support
  - Submit AT requests to CAP for review
- CAP will provide AT to MTFs:
  - Integrate general-use AT into rehabilitation services
  - Onsite assessments and training for wounded service members
- [http://www.tricare.mil/cap/documents/CAP\\_WSM\\_MOU.pdf](http://www.tricare.mil/cap/documents/CAP_WSM_MOU.pdf)



# DoDI Implementation Plan

## Improve Delivery and Quality of Service

- Service Members will retain property upon separation
  - Public Law 109-364
  - Department of Veterans Affairs will provide AT and rehabilitation services after activity duty separation
- CAP and MTF annual reviews
  - Maintain records of activity
  - Medical departments
  - AT and training
  - Measure healthcare and re-employment outcomes
- [http://www.tricare.mil/cap/documents/CAP\\_WSM\\_Handbook.pdf](http://www.tricare.mil/cap/documents/CAP_WSM_Handbook.pdf)



# Support Through Training and Needs Assessments

## Equip with Assistive Technology Solutions

## Empower Through Employment



# Support Through Training and Needs Assessments

- Training for Medical Providers and Military Liaisons
  - Discuss how CAP provides needs assessments and AT to wounded service members throughout the recovery and rehabilitation process.
  - Review and demonstrate available AT.
  - Identify methods to integrate AT into rehabilitative services and settings using best practice partnerships and training models.
- Needs Assessments
  - Conduct individual needs assessments for each wounded service member.



# CAP In-Service Training for MTFs

- Webinar or VTC upon request
  - DoDI 6025.22 Implementation
  - Introduction of new AT
  - Needs Assessment Training
- On-site Visits/Training
  - In conjunction with “Hiring Heroes” events
- Annual Training
  - In conjunction with health care/provider conferences



# Needs Assessments: Roles

- MTF Staff:
  - Receive training from CAP
  - Integrate assessments into onsite practices
  - Submit questionnaires
- CAP Staff:
  - Conduct review of questionnaires
  - Contact MTF representatives as needed for more details
  - Contact Service members, as appropriate, for follow-on assessment process



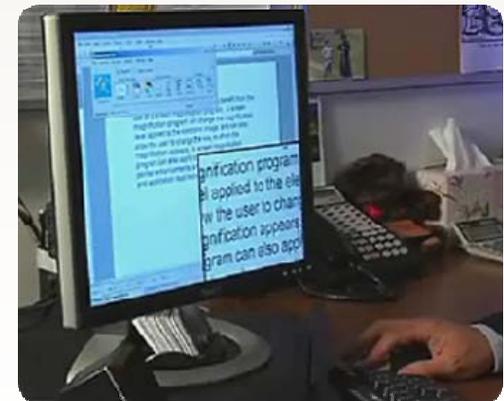
# Needs Assessments: Process

- Focus on the Service Member
  - Diagnosis and prognosis
  - Functional limitations
  - Familiarity and comfort level with IT and AT
  - Current/future health care *and* career plans
  - How does diagnosis impact/limit ability to perform daily tasks?
- Analyze Computer and/or Telecommunication Access
  - Does the SM have access to a computer at the MTF? Home?
  - Is the SM using the computer daily? How long per day?
  - What are typical tasks during the day?
  - What are the specifications of the computer?
- Identify Accommodations
  - Selection and procurement of accommodations
  - Training
  - Feedback



# Equip with Assistive Technology Solutions

- **Dexterity Impairments:**  
Alternative keyboards, input devices and voice recognition software
- **Vision Loss**  
Screen readers and training, magnification software, closed-circuit televisions (CCTVs)
- **Hearing Loss**  
Assistive listening devices (ALDs) and personal amplification devices
- **Cognitive Impairments, including Traumatic Brain Injuries (TBI)**  
Cueing and memory aids, literacy software, screen readers, ALDs, augmentative communication devices



# Support. Equip. Empower

- **Assess** to determine needs and solutions
- **Request** appropriate AT from CAP
- **Document** provision of AT solutions
  - Notes section of AHLTA
  - Accommodation information is available to all Military providers
  - Provides for continuation of services through VA after separation



# Empower Through Employment

- Provide AT to increase access and employment opportunities in the Federal government
- Provide services and resources
  - Internship programs
    - Workforce Recruitment Program [www.wrp.gov](http://www.wrp.gov)
  - Public and private sector initiatives
  - Federal agency partnership programs
    - Military Programs
    - Military Severely Injured Center
    - VA Seamless Transition
    - DOL VETS/ ODEP



# Empower Through Employment

## Schedule A

- Helps qualified people with physical disabilities obtain employment, GS-1 to GS-15 under the Federal Wage System [5 CFR 213.3102(u)]
- Using the Schedule A hiring authority, federal managers can hire qualified persons with mental retardation, severe physical disabilities, or psychiatric disabilities
  - without the typical recruitment headaches
  - without posting and publicizing the position
  - without going through the certification process
  - without rating candidates



# Veterans Hiring Preferences

## Veterans Recruitment Appointments (VRAs)

- Helps qualified veterans with physical disabilities obtain employment, GS-1 to GS-11 under section 2108 of title 5, United States Code.
- Federal managers can appoint an eligible veteran without competition. The VRA is an excepted appointment to a position that is otherwise in the competitive service.
- Veterans with a service connected disability of 30% or more
- A veteran who, participated in a United States military operation for which an Armed Forces Service Medal (AFSM) was awarded
- Recently separated from active duty service within the last three years



# CAP Partnership

## Next Steps

- Identify MTF CAP Representative
- Participate in CAP training session
- Review CAP POC Handbook
- Disseminate CAP information at your MTF
- Add CAP information and CAP website to your toolkits and web pages ([www.tricare.mil/cap/wsm](http://www.tricare.mil/cap/wsm))
- Keep records of AT and training
- Enter AT information into AHLTA



# www.tricare.mil/cap/wsm

The screenshot shows the homepage of the Computer/Electronic Accommodations Program (CAP) for the Walter Reed Army Medical Center (WSM). The page features a navigation menu with links for DoD Instruction, Accommodation Solutions, Resources, and News, Events & Training. A search bar is located in the top right corner. The main content area includes a large banner with the text "Support. Equip. Empower." and a video player showing two soldiers. Below the banner are several sections: "Welcome to CAP! How may we help you?" with a "request an accommodation" button; "Need Assistance?" with contact information; "Stay Connected to CAP" with social media icons; "Testimonials" featuring photos of MAJ Ava Craig, Sara Meisinger, and CPT Ivan Castro; and "WSM Spotlight & Upcoming Events" with details about a Hiring Heroes Career Fair.

**CAP** Computer/Electronic Accommodations Program

Search CAP

Need larger text?

my solutions  
Items: 0

DoD Instruction | Accommodation Solutions | Resources | News, Events & Training

## Support. Equip. Empower.

In support of DoDI 6025.22 establishing policy for assistive technology programs in the Military Health System, CAP works closely with wounded Service members across the nation to ensure they receive appropriate AT for their needs. Learn how CAP supports WSM.

1 2 3 4 5

### Welcome to CAP! How may we help you?

Ready to place a request for an accommodation? [Start here.](#)  
Need to [browse assistive technology](#), or help to determine the appropriate accommodation to meet your needs? We can help!

### Need Assistance?

Contact us from 8am-5pm Eastern Time by phone at 703.681.8813, 703.681.3978 TTY, or anytime by email at [wsm@tma.osd.mil](mailto:wsm@tma.osd.mil)

### Stay Connected to CAP

[Twitter](#) [Email](#) [Facebook](#) [RSS](#) [LinkedIn](#)

### Testimonials

MAJ Ava Craig | Sara Meisinger | CPT Ivan Castro

### WSM Spotlight & Upcoming Events

#### WSM Spotlight

▶ The next Hiring Heroes Career Fair will be held at Walter Reed Army Medical Center on June 9, 2010 [View the dates for the upcoming career fairs](#)

#### Upcoming Events

▶ [Hiring Heroes Career Fair](#) | April 20, 2010

CAP Home | Contact Us | FAQs | Related Links | Privacy | Disability Laws & Policy | CAP Goes Green!



# CAP DoDI Resources



- Full Text of DoDI 6025.22  
[www.tricare.mil/cap/documents/CAP\\_WSM\\_DoDI.pdf](http://www.tricare.mil/cap/documents/CAP_WSM_DoDI.pdf)



- CAP DoDI Handbook  
[www.tricare.mil/cap/documents/CAP\\_WSM\\_Handbook.pdf](http://www.tricare.mil/cap/documents/CAP_WSM_Handbook.pdf)



- Designation of CAP Representative  
[www.tricare.mil/cap/documents/CAP\\_WSM\\_MOU.pdf](http://www.tricare.mil/cap/documents/CAP_WSM_MOU.pdf)



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## CAP Mailing List

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## Facebook

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## Twitter

[www.twitter.com/DoDCAP](http://www.twitter.com/DoDCAP)



## YouTube

[www.youtube.com/TheDoDCAP](http://www.youtube.com/TheDoDCAP)



Support. Equip. Empower.

# Contact CAP

- CAP WSM Team  
[wsm@tma.osd.mil](mailto:wsm@tma.osd.mil)
- WSM Website  
[www.tricare.mil/cap/wsm](http://www.tricare.mil/cap/wsm)
- CAP Office  
[cap@tma.osd.mil](mailto:cap@tma.osd.mil)  
703-681-8813
- VTC assessments available through the CAP Technology Center (CAPTEC) at the Pentagon  
703-693-5160

