

# CAPtions

Fall 2014

News Bulletin of the Computer/Electronic Accommodations Program  
U.S. Department of Defense, Defense Human Resources Activity

## Inside the Fall 2014 Edition

Celebrating 25 Years of Increasing Accessibility and Opportunity.....1	Term and Temporary Appointments.....3
CAP Accommodates Workers' Compensation Claimants.....3	What Types of Assistive Technology Can be Found on the CAP Website?.....4

## Celebrating 25 Years of Increasing Accessibility and Opportunity

A Letter from the CAP Director,  
Stephen M. King

The Department of Defense (DoD) established the Computer/Electronic Accommodations Program (CAP) in 1990 to centralize both human and financial resources for the provision of computer and electronic reasonable accommodations. The strategy was part of the DoD effort to increase employment of individuals with disabilities. To give some context, the CAP model was implemented shortly after Section 508 of the Rehabilitation Act requirements went into effect in 1988 and just before the 1990 signing of the Americans with Disabilities Act. It was clear to the CAP founders, Ms. Judith C. Gilliom, former DoD Disability Program Manager, and Mr. Claiborne D. Haughton, Jr., former Acting Deputy Assistance Secretary of Defense for Equal Opportunity, that computers and networks were being introduced to federal workplaces and the provision of adaptive and peripheral devices,



soon to be called assistive technology, would be critical for federal employees with disabilities to participate in supporting the DoD mission.

Now, 25 years later, their foresight has positively impacted CAP customers at work and home; improved diversity and inclusion, improved access to federal programs and services for citizens with disabilities, and helped wounded, ill and injured Service members during rehabilitation and return to work. In short, their vision was bold and with purpose and the CAP staff members carried their charge with honor and respect in each of the 140,970 accommodations provided since the program's inception.

- CAP has provided 60,742 accommodations to DoD employees working in the Components and Field Activities across the nation and around the world.



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- On October 30, 2000, the National Defense Authorization Act granted CAP the authority to “provide assistive technology, devices, and services to any department or agency in the Federal Government upon the request of the head of the agency.” Since then, CAP has provided 38,998 accommodations to employees with disabilities at 68 federal partner agencies.
- And on October 17, 2006, Public Law 109-364 was passed, allowing Service members injured while on active duty to retain the assistive technology and services provided by CAP upon separation from active duty. CAP has since provided 41,230 accommodations to Service members to use during rehabilitation and return to work.

Now, as we reflect back on the 25 years of CAP support services, the model and strategy has been critical for the successful inclusion of employees with disabilities, for thousands of wounded, ill and injured Service members in their recovery process, and for customers with disabilities accessing federal programs and services.

Under the first CAP Director, Dinah F. B. Cohen, CAP grew from providing 1,372 accommodations in its first year to a robust and flexible organization recognized by Vice President Al Gore with a Hammer Award and honored by President George W. Bush with the 2008 President’s Quality Award for Management Excellence. During much of this time, CAP was a part of the TRICARE Management Activity, now referred to as the Defense Health Agency.

As the second Director of the CAP Program, I am proud to be able to continue the tradition of excellence and expand the CAP impact as part of the Defense Human Resource Activity. In Fiscal Year 2014, CAP implemented new policies that led to the successful provision of 12,789 accommodations, the most ever

provided by CAP in a single year. We have more active partnerships with DoD and our 68 federal partner agencies. Our relationships with the Military Treatment Facilities and wounded warrior programs are healthy and reaching new customers in each segment. We are also providing access to federal programs and offices through our Public Accessibility and Communication (PAC) initiative. Despite these advances, our challenge to remain relevant, engage customers, and help expand disability diversity and inclusion is significant.

I have led an aggressive planning effort to develop our framework for addressing internal and external needs in our 26th year of operations. The *CAP Fiscal Year 2015 Business Plan* is a blend of analysis, research and customer focus groups. Using these inputs, we established goals addressing critical elements for program success and aligned our work with the *Business Plan for DoD*. I look forward to sharing this plan with you once it is approved by senior leadership and published.

As the CAP staff looks to discover new efficiencies and maintain relevance, we also remain steadfast in our commitment to accessibility and impacting the lives of individuals with disabilities and wounded, ill and injured Service members. We are proud of our work and recognize it is our customers’ successes in their jobs, careers and lives that are the outcomes that matter most. To learn more about some of our customers, please visit our website [www.cap.mil/newsevents/Training/Customertestimonials.aspx](http://www.cap.mil/newsevents/Training/Customertestimonials.aspx) and explore testimonials.

Let us all work together to leverage technology to help realize the vision of CAP founders Judy Gilliom and Clay Haughton: *the federal sector embraces disability diversity and inclusion in employment, return to work, and customer service.*

## CAP Accommodates Workers' Compensation Claimants



Federal employees with disabilities who are injured on the job oftentimes encounter difficulties returning to work. CAP assists in this process, working with the employee who has filed a worker's compensation claim and their manager to identify and provide assistive technology for the jobsite and/or telework location. CAP helps employees continue as productive, active members of the workforce by providing the following services:

- Coordinating with workers' compensation officials to evaluate needs of claimants
- Exploring methods of retaining experienced workers who may be developing disabling conditions due to work-related injuries
- Providing assistive technology accommodations to enhance productivity
- Working with agencies to assess what telework options may be available

The equipment and services received through CAP can help ensure that the employees work in an improved, safer and more productive environment. Employees requesting these accommodations must provide a copy of their workers' compensation acceptance letter; which states the injury/disability that occurred while on the job.

For more information on CAP's Workers' Compensation Policy, please visit [www.cap.mil/Programs/Employment/WorkersCompensation.aspx](http://www.cap.mil/Programs/Employment/WorkersCompensation.aspx).

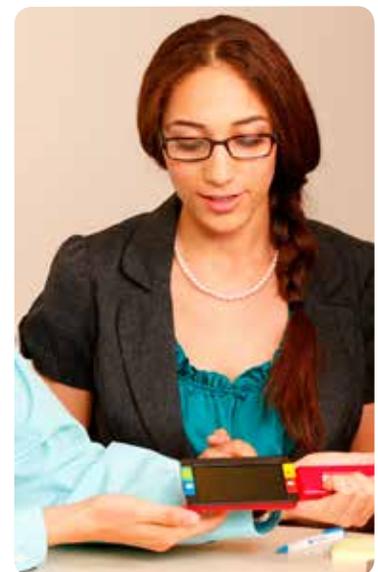
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## Term and Temporary Appointments

CAP is now able to provide assistive technology and services to federal employees with disabilities serving on term and temporary appointments for the Department of Defense (DOD) and partner agencies. This includes support for term and temporary appointments through programs such as the Workforce Recruitment Program (WRP) and Pathways.

In order to qualify for CAP services under the Term and Temporary Appointments initiative, CAP requires employees to:

- Complete a CAP Request form online at [www.cap.mil/Request/Request.aspx](http://www.cap.mil/Request/Request.aspx)
- Provide medical documentation describing their disability and the extent to which their disability limits performance (this is not required for WRP participants).



*continued...*

- Provide proof of the type of appointment (e.g. Signed Participant Agreement, Offer Letter, current Office of Personnel Management Standard Form 50, etc.).

CAP will *only* provide accommodations listed on CAP's Blanket Purchase Agreement (BPA), with the exception of ergonomic chairs and video phones. Ergonomic chairs *are not*

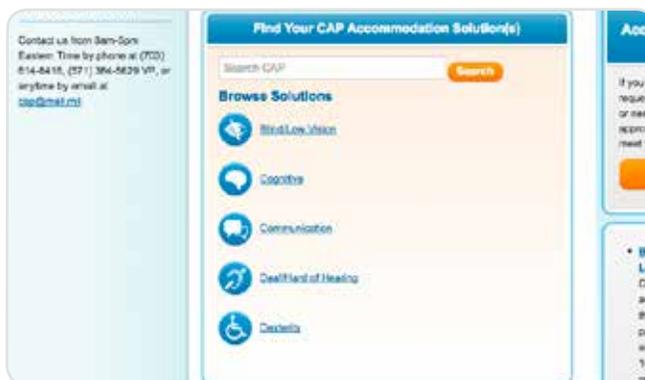
provided to term and temporary appointments. Video phones *may* be provided on a case-by-case basis.

For more information about CAP's Term and Temporary Appointments initiative please visit [www.cap.mil/Programs/Employment/TermTemporaryAppointment.aspx](http://www.cap.mil/Programs/Employment/TermTemporaryAppointment.aspx).

## What Types of Assistive Technology Can be Found on the CAP Website?

The CAP website lists commonly requested accommodation solutions under five disability categories: Blind/Low Vision, Cognitive, Communication, Deaf/Hard of Hearing, and Dexterity. Under each category individuals can browse the different types of accommodation commonly provided by CAP. Each piece of technology offers a short description as well as guidance on how long it typically can take for an individual to receive that items once CAP places an order for the technology with the vendor. Many CAP customers find the solutions that work best for them by browsing through the different accommodation solutions listed on our website.

Under accommodation solutions, the CAP website also includes a tab that highlights our "Out of Scope Accommodations." This webpage provides a quick overview of the kinds of accommodations that are outside of CAP's scope, meaning CAP is unable to provide these kinds of accommodations to employees.



CAP offers several ways to learn about the assistive technologies available to improve an individual's capabilities. Whether through a needs assessment, a demonstration video, or by browsing the CAP website, CAP has resources available to provide information on technologies that can be used to maintain, increase, or improve a person's ability to perform on the job. CAP accommodates people with all types of disabilities, including both apparent physical disabilities as well as hidden cognitive disabilities.

To learn more about accommodations provided by CAP or to browse the different types of assistive technology, please visit: [www.cap.mil/Solutions/Index.aspx](http://www.cap.mil/Solutions/Index.aspx).



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