Fall 2016

CAPtions

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

Inside the Fall 2016 Edition

CAP Leadership Transition 1
JAN and CAP: Two Effective Programs, Even Better Together 1
CAP Supports Suicide Prevention Awareness Month 3
CAP Hits the Road 4
Stay Connected to CAP 5

CAP Leadership Transition

Former CAP Director Stephen M. King transitioned to a new role at the Department of State as the Director of Accessibility and Accommodations. At the Department of State, Mr. King will lead a team of professionals to ensure that the Department of State is compliant with Sections 501, 504 and 508 of the Rehabilitation Act of 1973, as well as the Americans with Disabilities Act and the ADA Amendments Act of 2008.

On September 6, 2016, Sharon Terrell-Lindsay was detailed to the position of Acting Director of the Computer/Electronic Accommodations Program (CAP). Sharon Terrell-Lindsay will work to ensure that CAP continues to fulfill its mission to 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.

JAN and CAP: Two Effective Programs, Even Better Together

The Job Accommodation Network (JAN) and Computer/Electronic Accommodations Program (CAP) are two programs steeped in history – each having removed barriers for hundreds of thousands of individuals with disabilities over the past 25 years.

JAN is a free service, sponsored by the U.S. Department of Labor's Office of Disability Policy, that provides technical assistance on job accommodations.w JAN's services are available to not only private and federal employers seeking accommodation information, but also educational professionals, individuals with disabilities, and anyone else interested in workplace accommodations. Each contact to JAN remains confidential.

continued...

CAP Computer/Electronic Accommodations Program

"Early in my career as a federal disability program manager, I grew to rely on JAN. Thanks to their consultants, I always had the information I needed to address complex accommodation issues. In short, they helped me succeed. 15 years later, I remain a huge fan."

– Stephen M. King, Former CAP Director

For over three decades JAN's service has been a vital resource for hiring and retaining people with disabilities. In a typical day, JAN will field over 100 questions from managers and employees, some of which are from federal agencies. Wanita, a supervisor with a large federal agency, recently contacted JAN to get ideas on job accommodations for a systems operator with depression. She was transferred to a mental health accommodation specialist to whom she explained that because of a recent change in medication, the employee was having a difficult time concentrating, especially during meetings.

JAN discussed several possible solutions to improve the employee's productivity:

- Flexible scheduling so the employee could work when fewer employees were in the work environment;
- Moving the employee to a quieter area away from the kitchen, bathroom, stairwell, elevator, copier, and coffee pot;
- Providing white noise such as a fan and air purifier;
- Allowing flexible breaks to walk around; and,
- Purchasing an electronic cueing/memory aid to help retain information from meetings.

JAN provided a list of cueing/memory aids for Wanita to investigate further and recommended she contact CAP to further explore assistive technology solutions.

CAP is a centrally funded Department of Defense (DoD) program that provides free assistive technology and related support service to DoD personnel and federal employees at 69 partner agencies. CAP's mission is to provide assistive technology and accommodations to support federal employees with disabilities and wounded, ill and injured Service members throughout the Federal Government in accessing information and communication technology. Since CAP's inception in 1990, CAP has provided over 160,000 accommodations – all at no cost to employing partner agencies.

Since Wanita worked at a CAP partner agency and her subordinate was a federal employee with a disability in need of an electronic device as cueing/memory aid, CAP was the logical place to turn. CAP provided the aid at no cost and went one step further.

As a result of a comprehensive needs assessment conducted by CAP specialists, noise canceling headphones to help create a quieter work environment were also provided. A needs assessment is an exchange of information that allows CAP to identify potential accommodations. CAP provides needs assessments in-person, over the phone or through a video teleconference.

"When assistive technology is needed by a CAP customer, we know the CAP team will make sure the accommodation gets implemented. Our long-standing partnership works great for our federal users."

– Beth Joy, Ph.D., JAN Principal Consultant

An example like Wanita and her employee demonstrates how JAN and CAP can work together to ensure that federal employees with disabilities have equal access to information and communication technology in the workplace through best practices in management and assistive technology.

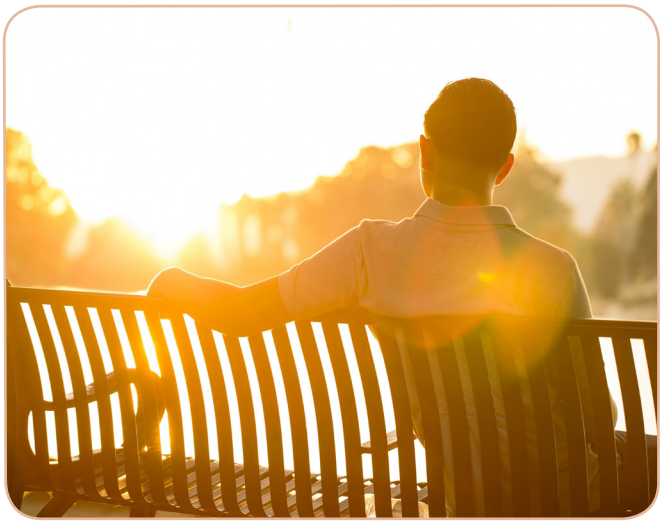
To learn more about CAP, visit www.cap.mil, to find out more about JAN, visit www.askjan.org.

CAP Supports Suicide Prevention Awareness Month

Every year in September, organizations across the globe raise awareness about suicide and suicide prevention during "Suicide Prevention Awareness Month." CAP's partner agencies, the Military Health System (MHS) and the Department of Veterans Affairs (VA), as well as the individual Service branches of the U.S. military, maintain websites dedicated solely to raising awareness about suicide and suicide prevention. Furthermore, in 2011, the Department of Defense (DoD) established the Defense Suicide Prevention Office (DSPO) due to an increasing suicide rate among the U.S. Armed Forces.

The emotions and thoughts that lead individuals into contemplating suicide are complex matters and dealing with them requires professional help from a mental health provider. However, both the MHS and VA have detailed lists that identify the leading warning signs that someone may be considering suicide as an option:

- Thinking about hurting or killing him/herself;
- Seeking access to pills, weapons or other means of harming him/herself;
- Having feelings of anxiety, agitation or hopelessness;
- Talking or writing about death, dying or suicide;
- Repeatedly reliving past stressful experiences;
- Unable to sleep all the time;
- Experiencing dramatic mood changes;
- Withdrawing from friends, family or society;



- Feeling trapped – as in there is no way out; and,
- Showing distinctive or drastic changes in behavior.

If you or someone you know is experiencing these symptoms there are several resources available through our partner agencies:

- Military and Veterans Crisis Line and National Suicide Prevention Lifeline: 1-800-273-8255 > Select Option 1;
- Real Warriors Live Chat: http://www.realwarriors.net/livechat; and the,
- Veterans Chat: https://www.veteranscrisisline.net/ChatTermsOfService.aspx?account=Veterans%20Chat

Ensuring the health and well-being of our customers is one of our primary concerns at CAP. While we do not provide mental health services, our partner agencies have the resources available to assist those in need.

To learn more about the Defense Suicide Prevention Office and the resources available to our active duty Service members, Reserve and National Guard, and Veterans, please visit www.dspo.mil.

CAP Hits the Road

The summer months of 2016 saw the Computer/Electronic Accommodations Program (CAP) staff travel across the United States in a continued effort to raise awareness about CAP and the assistive technology available to federal employees with disabilities and wounded, ill or injured Service members.

Between July 19 and July 21, CAP personnel Kim Evans and Lauren Ernat traveled to San Francisco to the EXCEL Training Conference sponsored by the U.S. Equal Employment Opportunity Commission (EEOC). The EXCEL Training Conference is a national training conference for federal and private sector Equal Employment Opportunity specialists and human resources professionals. Lauren described the exhibit at the EXCEL Training Conference as a good opportunity for CAP to engage with federal partners: "We had good questions and conversations with [everyone] that stopped by. We were able to speak with several points of contact about CAP, our internal processes and different assistive technology solutions." Lauren also mentioned that exhibiting at EXCEL was a great opportunity to engage with federal employees and offices on the West Coast that may be less familiar with CAP.

CAP team member Lauren met a cute service dog at #EEOCEXCEL. Remember to always ask for permission before approaching a service animal, they're on the job!

In July, Jerome Lyons and Kellen Ashford traveled to the U.S. Bureau of Reclamation's Phoenix-area office to brief staff about CAP and CAP's partnership with the Department of the Interior.

Following EXCEL, Jerome Lyons and Kellen Ashford traveled to the Federal Workers' Compensation Conference in Phoenix to participate in conference sessions and exhibit. The annual conference provides attendees the opportunity to learn about the Federal Employees' Compensation Act (FECA). Jerome described how CAP sessions at the event would "be a great chance for us to provide CAP information to attendees and help with getting injured workers back to work with assistive technology." Following the conference, Jerome and Kellen traveled to the U.S. Bureau of Reclamation's Phoenix-area office to brief staff about CAP and CAP's partnership with the Department of the Interior. Several Lower Colorado-region offices joined the briefing via teleconference.

In August, John Sanders visited Detroit to participate in two briefings and an "accessibility showcase." On August 17, John briefed the regional offices of the Department of Veterans Affairs (VA) and the Department of Housing and Urban Development (HUD). Both briefings allowed CAP to continue to spread the word to federal employees and supervisors about accommodations and services available to them through the program. John also participated in the Detroit Federal Executive Board's Abilities Fair which allowed participants to join presentations and panel discussions from subject matter experts in the disability field. John provided attendees with an overview of CAP's scope, services, needs assessment process and a demonstration of assistive technology. He also described the event as "a great experience and all of the speakers did a fantastic job explaining their area of subject matter expertise."

John Sanders stopped by the Detroit Federal Executive Board's Abilities Fair in August to brief attendees about the assistive technology and services available to federal employees through CAP. #InclusionWorks

Attending and exhibiting at conferences allows CAP to raise awareness and share information about the program and reasonable accommodations. To request CAP at your event, please visit www.cap.mil.

Stay Connected to CAP

CAP Mailing List
www.cap.mil/subscribe.aspx

Facebook
www.facebook.com/DoDCAP

Twitter
www.twitter.com/DoDCAP

YouTube
www.youtube.com/TheDoDCAP

CAP App
www.cap.mil/newsevents/marketing/mobileapp.aspx

Computer/Electronic Accommodations Program

Computer/Electronic Accommodations Program (CAP)
4800 Mark Center Drive, Suite 08F09-02, Alexandria, VA 22350-7000
T 703-614-8416, **Videophone** 571-384-5629, **F** 703-697-5851
Email cap@mail.mil, **www.cap.mil**