

# CAPtions

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## CAP Appoints New Director

The Defense Human Resources Activity (DHRA) is pleased to announce that Stephen M. King joined CAP as Director in March 2014.

Mr. King has an extensive background in disability programs. Prior to CAP, Mr. King was the Director of Disability Programs for the Department of Defense (DoD), Office of Diversity Management & Equal Opportunity (ODMEO). He served as the Department's senior spokesperson and subject matter expert on the employment of individuals with disabilities and developed disability related policies covering DoD's total force. He lead ODMEO's efforts to assist wounded, ill, and injured service members and was the Co-Chair of the Workforce Recruitment Program (WRP), a federal recruitment and referral program for college students and recent graduates with disabilities managed in collaboration with the Department of Labor.

In partnership with Civilian Personnel Policy Defense Civilian Personnel Advisory Service (CPP/DCPAS), Mr. King helped lead the

development of the Department's implementation plan for Executive Order 13548, Increasing Federal Employment of Individuals with Disabilities. He also represented the Office of the Secretary of Defense on the Interagency Coordinating Council on Emergency Preparedness and Individuals with Disabilities (ICC) and served as the DoD liaison to the U.S. Architectural and Transportation Barriers Compliance Board (U.S. Access Board), which is responsible for the development of accessibility guidelines and standards for federal facilities, transportation, communication, and information technology.



Stephen M. King, new CAP Director.

Mr. King began his federal career as a Statistician at the U.S. Census Bureau. In 2001, he joined the Recruitment and Diversity Branch of the Census Bureau's Human Resources Division. He developed an effective recruiter training program, which, for the first time, addressed disability related initiatives and concerns.



In 2003, he was selected to be the Census Bureau's first Disability Program Manager (DPM). As the DPM, he was instrumental in developing a model disability program, including increasing the use of hiring authorities targeting persons with disabilities and veterans, addressing accessibility concerns for Census's new headquarters, and developing and implementing streamlined reasonable accommodation procedures in preparation for the 2010 Decennial Census, the largest peacetime mobilization in our nation's history. Under Mr. King's leadership, the U.S. Census Bureau led the U.S. Department of Commerce in providing employment opportunities to individuals with disabilities.

In 2009, he led DoD's participation in a joint effort with the Equal Employment Opportunity Commission to develop and deliver a

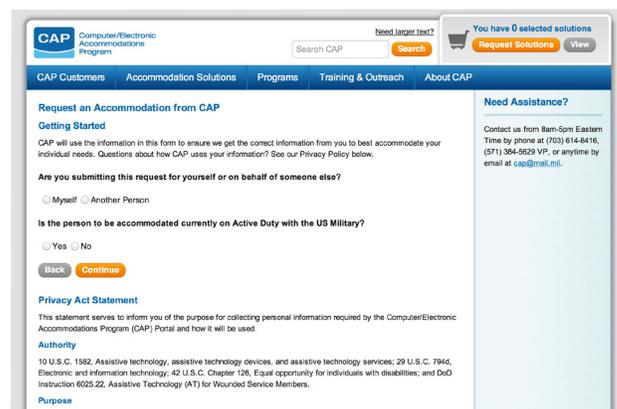
comprehensive training course for federal DPMs. Today, the course is considered essential to effective disability program management within the federal sector.

Upon his appointment as CAP Director, Stephen said, "I'm honored to have the opportunity to serve DoD and our federal partners in this expanded role. Technology levels the playing field for individuals with disabilities. Through the use of assistive technologies we provide, CAP's customers are better equipped to achieve their personal and professional goals. Every time CAP provides services to a Service member or civilian, we also support that Service member's or civilian's family. I take that responsibility seriously and look forward to working with the CAP team to remove barriers and increase opportunities for federal employees with disabilities and our wounded Service members."

## How to speed up your CAP Request

To help ensure CAP is able to process your CAP request as quickly as possible here are a few reminders or helpful tips:

- Provide your diagnosis in the justification and fax medical documentation at the time your request is submitted. CAP does not require all of your medical records, only your diagnosis on your doctors' letterhead or prescription pad.
- Verify your agency's mailing address on USPS.com. CAP uses this to ensure your accommodations can be delivered in a timely and efficient manner.



- Verify that the products being requested are allowed to be used on your agency's network and let us know it has been verified.
- If a product is not listed on our website, it does not mean CAP cannot provide it, however a proper justification on why that product is needed versus a product that is on our website will be required.

## CAP Expands Services

Additional products and services are now available to federal employees with disabilities and CAP's 68 federal partner agencies. Included are:

**Monitors:** CAP can now provide specific monitors to federal employees and active duty Service members with disabilities or debilitating conditions that affect vision.



Monitors may only be provided after a needs assessment or a complete justification is received describing the employee's job functions and how the larger monitor will be used. CAP will also request medical documentation describing the employee's or Service member's condition. CAP can only provide the monitors listed on the CAP website; these are the ONLY monitors that are available through CAP; no substitutions.

**Public Accessibility and Communication (PAC) Initiative:** CAP is now able to provide reasonable accommodations and assistive technology throughout the fiscal year to increase access to federal programs and services for federal employees and members of the general public with disabilities. Specific examples of agency locations for PAC accommodations include: customer service centers, federal technology centers that



integrate assistive technology for demonstrations, and federal employment and training centers. Accommodations may also be provided for needs assessments and testing purposes.

**In addition to the above, expanded services for DoD Components include Sign Language Interpreting and CART Services:** CAP provides sign language, oral and tactile interpreting, and Communication Access Real Time Translation (CART) services for DoD employees who are deaf or hard of hearing, who attend DoD job related courses lasting two days or longer, but not to exceed two weeks. CAP has specific requirements that must be met in order for CAP



to provide these services. All requests must be submitted at least 30 days in advance. Each request will be reviewed on a case-by-case basis and depending on the timeframe the request is submitted, CAP may split the cost with the requesting offices.

Customers can submit a request for CAP services at [www.cap.mil](http://www.cap.mil).

## What is a Disability?



CAP was established to provide assistive technology and support services to individuals with disabilities at no cost. So, what is a disability?

Under the Rehabilitation Act of 1973, as amended, a disability is described as “a physical or mental impairment that substantially

limits one or more major life activities.” Major life activities include, but are not limited to, functions such as self-care, performing manual tasks, reading, concentrating, communicating, and working.

Conditions such as carpal tunnel, memory loss, Dyslexia, repetitive stress injuries, paralysis, etc., are generally considered disabilities under the Rehabilitation Act. If you have one of these conditions, or any other which impacts your ability to be productive in the workplace or restricts your access to the information environment, CAP may be able to assist.

A needs assessment is often the first step in receiving an accommodation. You can request a needs assessment, or if you already know what you need, specific assistive technology, at [www.cap.mil](http://www.cap.mil).

## We've Updated Our FAQs!

Recently, CAP reviewed our Frequently Asked Questions (FAQs) to ensure that they were up to date and reflective of the type of questions that our customers and stakeholders ask on a day-to-day basis. We also moved the location of the FAQs to a more prominent location on our website. FAQs can now be found under “Explore CAP” on our homepage and under the “About CAP” section of our website. We hope that you will find these useful in answering any questions that you may have. As always, if you have any additional questions, please feel free to contact us at 703-614-8416 or via email at [CAP@mail.mil](mailto:CAP@mail.mil).

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