



Computer/Electronic
Accommodations Program
Strategic Plan
Fiscal Year 2013

Real Solutions for Real Needs

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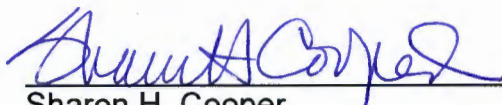
Charting the Future of Reasonable Accommodations

For over twenty years, the Department of Defense (DoD) Computer/Electronic Accommodations Program (CAP) has provided assistive technology to employees and individuals who need to access the computer and telecommunication environments. As a new program office in the Defense Human Resources Activity, CAP will continue to enhance productivity and job retention of federal employees with disabilities, assist both employees and Service members who acquire disabilities, and introduce innovative technology to improve access to information by all.


As the nation faces challenges with economic recovery and homeland security, CAP provides a vital resource to ensure federal employees with disabilities and wounded Service members have equal access to the information environment and employment opportunities. Since its inception in 1990, CAP has provided over 120,000 accommodation solutions to enable people to do their jobs in a more productive and efficient manner. The CAP Office also provides needs assessments and accommodations to wounded Service members, directly impacting their recovery and rehabilitation process. By implementing DoD Instruction 6025.22, Assistive Technology for Wounded Service Members, CAP partners with Military Treatment Facilities to integrate assistive technologies into the recovery and seamless transition process. CAP will also partner with Employer Support of the Guard and Reserve and the Yellow Ribbon Reintegration Program to ensure Reserve Component Service members are aware of CAP services throughout their deployment cycle.

Furthermore, as reported by the U.S. Census Bureau, the implications of the aging population will have a dramatic impact on disability in America. By 2050, 25 to 30 percent of the U.S. population will be over the age of 60 and household disability will become part of everyday experience for Americans. CAP will be a partner in the Department's and Administration's efforts to improve workplace conditions for the both the aging and disabled populations. CAP will also work to reduce Workers' Compensation costs by accommodating claimants who obtain "on the job" injuries. In this regard, CAP will help expand access to employment and ensure the federal government is a model employer of people with disabilities as outlined in CAP's mission and vision.

The purpose of this plan is to update and convey the strategic direction of CAP to its customers and stakeholders. This plan establishes a DHRA baseline for aligning CAP priorities and processes with the mission, vision, values, goals and strategies of the program. The strategic direction has been developed to strengthen customer service, operational and financial performance, and partnerships to improve CAP's ability to adapt to the changing requirements as DoD and our federal partners pursue increased employment and opportunities for people with disabilities, the aging workforce, wounded Service members and disabled veterans.



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CAP Mission

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.



CAP Vision

To increase the employment of people with disabilities and disabled veterans by ensuring they have access to accommodations throughout the Department of Defense and federal government.

CAP Values

Relevance—Our programs are responsive to the accommodation requirements in today's federal workplaces and military rehabilitation facilities.

Excellence—We strive to ensure outstanding services and outcomes in all that we do.



Partnership—We accomplish our mission in partnership with employees with disabilities, DoD and federal agencies, disability organizations, and professional communities.

Access—Our customers can obtain all CAP materials and services through expanded traditional and electronic means.

Accountability—Our programs and services are evaluated by how well they solve reasonable accommodation challenges found in today's federal workplaces and the workplaces of tomorrow.

Diversity—Our employees reflect the full spectrum of diversity found in the federal workforce and our research and outcomes reflect the diversity of solutions needed for the workplace.

Green—Our team is dedicated to integrating more environmentally-friendly practices into business decisions and practices, and to leading disability organizations and assistive technology vendors to do the same.

Integrity—We work with a steadfast adherence to our moral and ethical code as defined in our core values.

Growth—We strive to address societal changes by providing accommodations and support to new populations, such as wounded Service members and the aging workforce

Strategic Goal: Excellence in Accommodation Services

Enhance CAP's ability to provide the right assistive technology (AT) and services to eligible customers—at any time and any location.

Objective:

Ensure access to the CAP Technology Evaluation Center and quality needs assessments services.



Strategies

- Operate and enhance the CAP Technology Evaluation Center (CAPTEC) at the Pentagon.
- Conduct needs assessments for federal employees with disabilities and wounded Service members.
- Host CAPTEC innovation days to showcase and increase awareness of new AT.
- Improve use of technology to capture CAPTEC assessment reports and the online needs assessment process.
- Participate in AT social networking sites, such as Facebook, blogs and eFedLink, to increase awareness of CAPTEC and assessment services.

Objective:

Provide the latest AT and accommodations required to ensure conformance with the Rehabilitation and Telecommunication Acts.

Strategies

- Improve utilization and productivity of employees by providing the most appropriate accommodation options.

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- Maintain CAP Portal with advancements to ensure timely processing of accommodations.
 - Work with partner agencies to test and evaluate new AT to ensure conformance for individual agency requirements.

Objective:

Provide training to employees with disabilities to improve their work productivity.

Strategies

- Improve access to AT training.
- Provide information technology training for AT users.
- Provide accommodation support services, including interpreters, CART services, readers, and personal assistants to ensure equal access to appropriate training for DoD employees.

Objective:

Ensure CAP continues to decrease CAP request processing time.

Strategies

- Maintain and update the CAP Administrative and Operating Procedures.
- Continue to expand appropriate eGovernment solutions with agencies, customers, and vendors.
- Enhance customer and staff access to CAP information by adding a knowledge base section to the CAP website.

| Measurements for Excellence in Accommodation Services | | |
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| Program Activity | Performance Metric | Target Description |
| Provide CAPTEC services | Actual number of customers minus planned | Serve 2,000 annual customers |
| Provide needs assessments for CAPTEC customers | Actual number of assessments provided at CAPTEC minus planned | Conduct 250 needs assessments |
| Host Innovation Days at CAPTEC to demonstrate new assistive technology and increase understanding of accommodation process | Actual number of Innovation Days minus planned | Coordinate and host 2 Innovation Days |
| Provide needs assessments for customers outside of CAPTEC | Actual number of assessment provided outside of CAPTEC minus planned | Conduct 453 needs assessments |
| Ensure awareness of CAP services and access to assistive technology for federal employees | Actual number of assistive technology pieces or training services provided minus planned | Provide 5,000 accommodations |
| Ensure awareness of CAP services and access to assistive technology for wounded Service members | Actual number of assistive technology pieces or training services provided minus planned | Provide 5,000 accommodations |
| Decrease processing time for CAP requests. | Actual number of days from "Received" to "Allocated" minus planned | Process in 12 days |
| | Actual number of days from "Received" to "Ordered" minus planned | Process in 36 days |
| | Actual Number of days from "Received" to "Invoiced" minus planned | Process in 65 days |

Strategic Goal: Impact on Federal Employment

Provide the vision and direction to federal agencies to increase employment opportunities for people with disabilities via accommodations.

Objective:

Increase federal agency participation and awareness of CAP services to support the recruitment, placement, promotion and retention of people with disabilities and disabled veterans to support the Administration's vision and initiatives.



Strategies

- Work with agencies to integrate CAP into their HR, EEO and IT plans and reports.
- Provide CAP training for agency's disability program managers, employees, and key officials in the National Capital Region and throughout the regions to understand employment strategies, including CAP, hiring authorities, Workforce Recruitment Program (WRP), and return to work and retention initiatives.
- Expand CAP's employment network to include targeted advocacy groups and disabled veteran organizations.
- Integrate CAP and disability accommodation information into Workers' Compensation materials and events.

Objective:

Enhance CAP's ability to serve as the role model for integration and usability of AT in the workplace.

Strategies

- Expand CAP partners' knowledge of embedded technologies.

- Work with IT organizations on Telework, flexiplace and mobile support services to ensure access to assistive technology from non-standard work sites.

| Measurements for Impact on Employment | | |
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| Program Activity | Performance Metric | Target Description |
| Provide accommodations to support WRP participants | Actual number of WRP accommodations provided minus planned | Provide 150 WRP accommodations |
| Provide accommodations for Workers' Compensation (WC) claimants to return to work | Actual number of WC claimant accommodations provided minus planned | Provide 275 WC claimant accommodations |
| Provide accommodations for Teleworkers with disabilities | Actual number of Telework accommodations provided minus planned | Provide 300 Telework accommodations |

Strategic Goal: Support of Wounded Service Members

Provide the direction and tools for the Military Health System and our partners to ensure returning injured, ill and wounded Service members can access AT to enhance their recovery, rehabilitation and ability to return to work.

Objective:
Increase Service members' awareness and participation of CAP services.

Strategies

- Implement Department of Defense Instruction 6025.22, Assistive Technology (AT) for Wounded Service Members.
- Provide CAP training via webinars and on-site visits to rehabilitation professionals and case managers on AT and CAP's accommodation process for wounded Service members for ongoing support.
- Partner with Employer Support of the Guard and Reserve and the Yellow Ribbon Reintegration Program to increase awareness of CAP and AT to National Guard and Reserve members, family members and other community advocates.



Objective:
Empower disabled veterans to return to work through partnerships and training.

Strategies

- Integrate CAP services as part of the long-term recovery with the DoD Warrior Transition Unit and other DoD initiatives.
- Integrate CAP services as part of the re-employment process via partnerships with the Department of Veterans Affairs, Department of Labor, Office of Personnel Management and other key partners.

- Continue to support employer audience on diversity and inclusion of people with disabilities and disabled veterans in the workplace.
- Expand WRP to include recruitment of Service members.

| Measurements for Support of Wounded Service Members | | |
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| Program Activity | Performance Metric | Target Description |
| Provide training to Military Treatment Facilities (MTFs) and related organizations. | Actual number of MTF trainings provided minus planned | Provide 4 MTF trainings and/or webinars |
| Provide training to Employer Reserve of the Guard and Reserve (ESGR) and Yellow Ribbon Reintegration Program (YRRP) organizations. | Actual number of ESGR/YRRP trainings provided minus planned | Provide 4 ESGR/YRRP trainings and/or webinars |
| Provide training to federal community focused on post-separation return to work programs and support services | Actual number of trainings provided minus planned | Provide 4 trainings and/or webinars |

Strategic Goal: Improve Financial Performance

Accomplish CAP's mission in a cost effective manner that is accountable and optimizes stewardship of resources.

Objective:
Determine and account for accommodation requirements and resources.



Strategies

- Analyze federal data on employment of people with disabilities and project the impact of new customer populations, including the aging workforce and wounded Service members.
- Submit budget plans and requirements based on annual scope and customer projections.

Objective:
Optimize stewardship of internal and external government resources.

Strategies

- Ensure quality financial management operations and implementation through proper training, including Blanket Purchase Agreement utilization, bulk orders and inventory systems when appropriate.
- Ensure each accommodation meets justification requirements.
- Analyze the “cost of accommodation” to impact the savings accrued for Workers’ Compensation, Telework and related human capital management initiatives.
- Conduct internal monthly audits of acquisition folders and CAP Portal to ensure proper documentation and accuracy of supporting acquisition records.

- Prepare and provide annual financial reports for DoD Components, non-DoD partner agencies, and the MTFs to advise them of the savings CAP provides.

| Measurements for Improve Financial Performance | | |
|---|---|---------------------------|
| Program Activity | Performance Metric | Target Description |
| Analyze cost of accommodation for federal employees with disabilities | Track average cost of accommodation for federal employees with disabilities | Report average cost |
| Analyze cost of accommodation for wounded Service members | Track average cost of accommodation for wounded Service members | Report average cost |

Strategic Goal: Excellence in Communications and Training

Increase awareness of CAP services through outreach, information dissemination, training programs, and partnerships to increase employment opportunities for people with disabilities and disabled veterans.

Objective:
Ensure highest level of customer satisfaction.

Strategies

- Define and commit to quality customer service, measurable success levels, and the availability of CAP staff to deliver services and AT for customers.
- Provide customers with information and resources on the latest AT and accommodation services.
- Contact customers to understand impact of AT and quality of service(s).

Objective:
Increase awareness of CAP services.

Strategies

- Maximize recognition and utilization of CAP as the government's centrally-funded accommodations program via training programs, briefings, workshops and webinars.
- Partner with Office of Personnel Management, Equal Employment Opportunity Commission, and the Department of Labor's Office of Disability Employment Policy to improve utilization of CAP.
- Maximize the use of social media for communications.



Objective:

Utilize technology to ensure timely and effective communication to targeted populations.



Strategies

- Enhance the CAP website to provide online communications, training and materials.
- Create and disseminate quarterly newsletters.
- Utilize the CAP mailing list.
- Grow the social networking program to increase outreach to customers.
- Use the eFedLink discussion group to forward information from leadership directly to customers.

| Measurements for Excellence in Communications and Training | | |
|--|--|---|
| Program Activity | Performance Metric | Target Description |
| Access customer feedback on satisfaction levels with CAP services | Actual feedback levels minus planned activities. | Achieve customer satisfaction level of 92% with a score of Average or above. |
| Provide training sessions to increase awareness of CAP services and disability employment requirements | Actual number of CAP training sessions minus planned | 4 CAP training sessions |
| | Actual number of joint sessions minus planned | 4 joint training sessions |
| | Actual number of online sessions minus planned | 2,500 training sessions accessed at cap.mil |
| Increase awareness and utilization of cap.mil | Increase visits to cap.mil by 2% over FY12 actual values | 119,700 annual website visitors |
| Disseminate timely information to CAP customers | Actual number of CAPtions provided minus planned | 4 quarterly CAPtions newsletters |
| Increase communications with CAP customers | Actual number of mailing list members minus planned | Increase from 17,000 to 20,000 customers |
| Provide CAP and assistive technology resources via social networks/new media | Actual number of social media followers minus planned | 1,800 Facebook members 1,500 Twitter followers 25,000 YouTube video views 500 Mobile App downloads |

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