



Computer/Electronic
Accommodations Program
Strategic Plan
Fiscal Years 2006 – 2009

Real Solutions for Real Needs



U.S. Department of Defense
Office of the Assistant Secretary for Health Affairs
TRICARE Management Activity

Charting the Future of Reasonable Accommodations

As the nation's largest employer, the federal government is a catalyst for the leadership and national commitment to ensure that all people have the opportunity to participate in the workplace. President George W. Bush's New Freedom Initiative outlines the plan to ensure "Americans with disabilities...have every freedom to pursue careers, integrate into the workforce and participate as full members in the marketplace."

To ensure people with disabilities have equal access to opportunities, the Department of Defense (DoD) established the Computer/Electronic Accommodations Program (CAP) in 1990 to provide assistive technology to employees and individuals who need to access computer and telecommunications environments. Having now provided over 45,000 accommodations via innovative services and programs, CAP enhances productivity and job retention of federal employees who develop disabilities, and introduces innovative technology that enhances access to information by all users.

As DoD and the nation face challenges in the Global War on Terror, CAP provides a vital resource to ensure federal employees with disabilities have the tools they need to do their jobs. The CAP Office also supplies needs assessments and accommodations to our wounded service members, directly impacting their recovery and rehabilitation process. Furthermore, as the U.S. Census Bureau reported, the implications of the aging baby-boomer 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 efforts to improve workplace conditions for the both the aging and disabled populations while also integrating assistive devices into emergency planning and disaster assistance efforts.

The purpose of this plan is to update and convey the strategic direction of CAP to its customers and stakeholders. This plan establishes a baseline for aligning CAP priorities and processes with the mission, vision, goals and strategies. 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 the federal government pursues increased employment and opportunities for people with disabilities.



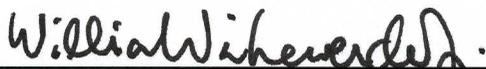
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CAP Mission

Provide assistive technology and accommodations to ensure people with disabilities 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 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 the workplaces of tomorrow.

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.



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

Strategic Goal: Excellence in Accommodation Services

Enhance CAP's ability to provide the right assistive technology and services to any eligible agency or employee—at any time and any location.

Objective: Ensure access to quality needs assessments services.

Strategies

- Operate and enhance the CAP Technology Evaluation Center at the Pentagon.
- Expand partnerships with other federal assistive technology centers, the Department of Labor's Job Accommodation Network, and the Alliance for Technology Access to ensure local access to quality assessments.
- Develop a national network of CAP AT Centers.
- Improve CAP's online needs assessment process to capture assessment outcomes as part of the CAP request process.

Objective: Provide the latest assistive technology and accommodations required to ensure conformance with the Rehabilitation and Telecommunication Acts.

Strategies

- Work with employees with disabilities and agency information technology offices to identify current and future needs that will assist in identifying gaps and overlaps in CAP's scope.
- Improve utilization and productivity of employees by providing the most appropriate accommodation options.
- Work with vendors and developers to understand current products and impact the development of the next generation of products.
- Implement integrated and improved CAP technical tools to support appropriate acquisition strategies and capabilities.

Objective: Provide training to employees with disabilities to impact their work productivity.

Strategies

- Improve access to assistive technology training.
- Provide information technology training for assistive technology users.

- Provide accommodation support services, including interpreters, CART services, readers, and personal assistants to ensure equal access to appropriate training.

Objective: Ensure CAP continues to decrease overall processing time.

Strategies

- Maintain and update the Standard Operating Procedures to find process improvements.
- Continue to expand appropriate “eGovernment” solutions with agencies, customers, and vendors.
- Implement an inventory system to meet accommodation needs that other acquisition processes fail.
- Research improved overseas shipping channels for organizations with worldwide missions.

Measuring for Results: Accommodation Services

Objectives	Measures
A-1: Ensure access to needs assessments	Number of assessments provided at CAPTEC Number of offsite/roadshow assessments provided Number of assessments provided online Number of AT Centers in CAP’s national alliance
A-2: Provide the latest assistive technology	Number and types of accommodations provided
A-3: Provide access to training and related accommodation services	Number of training sessions provided Number of accommodations provided to ensure access to training and information
A-4: Decrease processing time	Average processing time (days)

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.
- 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.

Measuring for Results: Financial Performance

Objectives	Measures
F-1: Determine and obtain resources	Costs of accommodations
F-2: Optimize stewardship of resources	Average cost of accommodation
	Number of training classes
	Workers’ Compensation accommodation costs
	Telework accommodation costs

Strategic Goal: Excellence in Communications

Rededicate CAP's commitment for excellence in disability outreach, information dissemination, partnerships and training to maximize its impact on the federal sector.

Objective: Ensure highest level of customer satisfaction.

Strategies

- Define and commit to quality customer service, measurable successful levels, and the availability of CAP staff.
- Provide customers with information and resources on the latest assistive technology and accommodation services.
- Provide access for customers to track their CAP requests via the CAP website.

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 and workshops.
- Establish CAPTEC field offices and a network of assistive technology centers to support customer needs on a national level.
- Gain support from DoD and federal agency public affairs offices to assist in communicating availability of CAP services to national audiences.

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

Strategies

- Analyze the CAP databases to determine annual targeted groups.
- Update the CAP communications and training database to improve flow of information, tracking of events, and activity reports.
- Enhance the CAP website to provide online services, training and materials.
- Create and disseminate quarterly newsletters (CAPtions).

- Utilize the CAP Listservs to deliver monthly updates to specific audiences.

Measuring for Results: Communications

Objectives	Measures
C-1: Ensure customer satisfaction	Annual rise in satisfaction rates Number of excellent ratings on surveys
C-2: Increase awareness of CAP services	Number of accommodations by agency Number of CAP training sessions (workshops, keynote addresses) Number of AT Centers in CAP's national alliance Number of press releases by agency
C-3: Technology tools for timely and effective communication	Annual review of targeted groups and/or areas Number of CAP website hits/visitors Number of delivered newsletters Number of CAP Listserv emails Number of customer on the CAP Listservs

Strategic Goal: Impact on Employment

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

Objective: Increase federal agency's participation and awareness of CAP services to support the recruitment, placement, promotion and retention of people with disabilities and returning Wounded Service Members.

Strategies

- Work with agencies to integrate CAP into their Management Directive 715 plans and reports.
- Sponsor CAP training for agency's disability program managers, employees, and key officials in the National Capital Region and throughout the regions.
- Integrate CAP services for Wounded Service Members into the Military Health System and Seamless Transition programs
- Provide online version of the training on the CAP website.

Objective: Enhance CAP's ability to serve as the role model for integration and usability of assistive technology in the workplace.

Strategies

- Integrate accommodation services into the enterprise and information architectures to improve the delivery of software and other accommodations.
- Follow information technology trends, including security and asset management programs, to ensure that assistive technology is being integrated and does not exclude the employment of people with disabilities.
- Expand CAP training for agency's information technology offices and help desks to ensure employees with disabilities are receiving on-going support for their assistive technology.

Measuring for Results: Employment

Objectives	Measures
<p>E-1: Increase federal agency participation and awareness of CAP services throughout the employment lifecycle</p>	<p>Number of agencies with CAP integrated in their MD-715 plans</p> <p>Number of training sessions conducted</p> <p>Number of accommodations submitted online</p> <p>Recruitment – number of accommodations provided to WRP students and to job placement centers</p> <p>Training – Number of accommodations provided to federal training centers</p> <p>Retention – number of accommodations filled for Workers’ Compensation claimants, Teleworkers and Wounded Service Members</p>
<p>E-2: Enhance CAP’s ability to serve as a role model for integration and usability</p>	<p>Number of agencies that integrate AT and 508 into their Enterprise and Information Architecture plans</p> <p>Number of agencies that provide information on security and accessibility as joint requirements</p> <p>Number of agencies that delivery AT via their seat management programs</p> <p>Number of training sessions that highlight IT and Help Desk requirements</p>

Real Solutions for Real Needs

This document establishes the baseline for maintaining the federal government's centralized accommodations program—CAP—as the recognized model of success in the 21st Century. The CAP Strategic Plan emphasizes assistive technology and its integration to support individuals with disabilities in DoD and all federal agencies. CAP is also working with the federal research community to encourage the development and transfer of emerging technologies that have dual applications towards the Defense, Energy, and Space missions and people with disabilities. With the administration's commitment to review and fortify an aggressive national policy on employment of adults with disabilities, CAP will work to ensure technologies are designed to enhance all employees' ability to excel.

Working with federal agencies to support disability accommodation requirements and to identify new assistive technologies, CAP will meet the challenges of the constantly changing technical environment. This effort will include the reemployment of our wounded service members and the inclusion of access for the aging workforce. The CAP Strategic Plan is the guideline to ensure high quality and timely support to the entire DoD and federal community in providing real solutions for real needs in today's federal workplaces and the workplaces of the future.

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