



Computer/Electronic
Accommodations
Program



2022 ANNUAL STAKEHOLDERS REPORT

Empowering Inclusion Through Assistive Technology
and Devices as Accommodations in a Virtual World



U.S. Department of Defense
Defense Personnel and Family Support
Office (DPFSO)

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MISSION

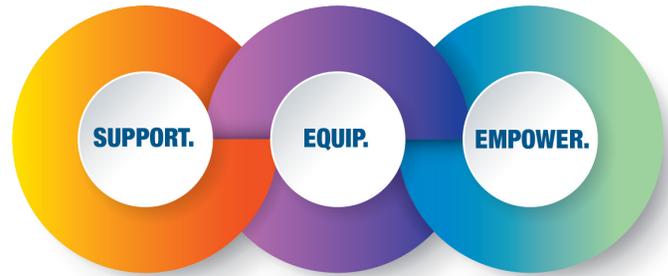
To provide assistive technology and devices as reasonable accommodations, to support individuals with disabilities and wounded, ill and injured Service members throughout the Department of Defense in accessing information and communication technology.

VISION

Empowering all people with disabilities throughout the Department of Defense to obtain equity, inclusion and accessibility to information and communication technology, positively impacting the mission.

Letter from the Acting Director

Support. Equip. Empower. These are the words that best describe DoD's Computer/Electronic Accommodations Program (CAP). CAP supports DoD employees who have disabilities and Service members who are wounded, ill or injured, with reasonable accommodations by equipping them with Assistive Technology (AT) devices and services. CAP empowers employees through Diversity, Equity, Inclusion and Accessibility (DEIA), thus promoting their support of the DoD mission.



Fiscal Year (FY) 22 was a transitional year for CAP, but the entire CAP team remained focused and steadfast in their efforts to achieve CAP's goals. We updated our guiding documents, implemented a new website and portal and began contributing to DoD's DEIA Strategic Plan. This initiative will remain a high priority moving forward as directed by President Biden's Executive Order 14035.

Throughout the year, CAP's Information Technology Team coordinated development of our new website and portal, working diligently to meet emerging cybersecurity requirements while keeping the website up and running. The Assessment Team met customer needs by processing incoming requests, manually conducting relevant needs assessments, and providing customer recommendations. They juggled these actions while concurrently automating the assessment process for the new website. The Acquisitions Team processed requests, through Blanket Purchase Agreements and Government Purchase Cards, while working a procurement award for new vendor agreements. The Outreach team developed, updated, and presented new CAP briefing templates to both new and existing audiences to inform them about CAP. They also created new marketing materials, promoted CAP through social media and electronic billboards, and began engagement with in-person events. CAP's Technology & Evaluation Center (CAPTEC), based at the Pentagon, opened two days a week as the Team resumed providing its in-person and virtual consultations and needs assessments.

CAP's previous director, Mr. Curtis Bell, transitioned from the Federal Service into retirement. In June 2022 we bid Curtis a fond farewell and we look forward to welcoming a new CAP Director early in FY23.

FY23 promises to be an exciting year. We eagerly anticipate opportunities to support Diversity, Equity, Inclusion and Accessibility efforts for all Department of Defense (DoD) employees and Service members.

Best Regards,

Elizabeth Sadler
Acting Director, Computer/Electronic Accommodations Program

Introduction



As a centrally funded DoD resource, CAP provides assistive technology (AT) and services, as reasonable accommodations, at no cost to the employee or their employing agency. CAP supports the DoD by providing AT to employees with disabilities and Service members with limitations.

The CAP program complies with the Rehabilitation Act of 1973, as amended, and two DoD Instructions (DoDI) guide the program: **DoDI 1000.31**

Computer/Electronic Accommodations Program dated, October 26, 2018, and **DoDI 6025.22 Assistive Technology (AT) for Wounded Service Members**, dated January 30, 2015. A new CAP DoDI combining the two aforementioned documents is in development. CAP looks forward to implementing the new DoDI once published.

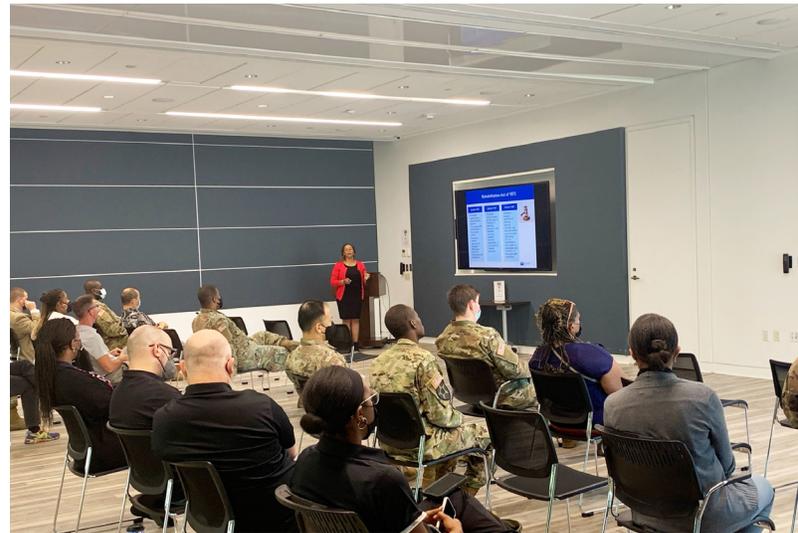
President Biden issued Executive Order (E.O.) 14035 (Diversity, Equity, Inclusion and Accessibility (DEIA) in the Federal Workforce) on June 25, 2021. The E.O. recognizes the role DEIA plays in cultivating the current and future federal government workforce. In FY22, CAP began participating in DoD workgroups to develop a DoD Strategic Plan in accordance with the E.O. The plan will focus on advancing DEIA in the workforce and examine ways to remove DEIA barriers in the work environment. CAP's participation will continue in upcoming years to provide a voice for accessibility.

Computer/Electronic Accommodations Program (CAP) Accomplishments

One of CAP's greatest FY22 accomplishments is the transition into a new Information Technology (IT) era. CAP sunset its legacy IT system and introduced its new platform on March 25, 2022. The new system, CAPX, is CAP's first major IT system revision since the original portal stood up in 1996.

Overall the new system automates CAP's internal processes contributing to improved CAP staff efficiencies thus allowing for better response time to customers and stakeholders.

CAP's new system is two-fold, offering a customer-facing website and a business capability portal. The new website and portal provide a more user-friendly interactive experience for DoD employees, Service members, and other points of contact. The new site allows account registration, individualized dashboards, real-time status updates, the ability to save draft requests or cancel existing requests and allows more supervisor engagement in the approval process. Overall, the new system automates CAP's internal processes contributing to improved CAP staff efficiencies, thus allowing for better response time to customers and stakeholders. Despite the transition to the new website, CAP continued to



Outreach Team Lead, Judith Davis, presenting to the Soldier Recovery Brigade - National Capital Region.

receive and process CAP requests with minimal impact on CAP customers.

While CAPX provides much improvement over the legacy system, the CAP team continues to work on further development into FY23. Objectives include improving overall reporting capabilities, automating the assessment process, and continued development of the customer-facing website. CAP's development and overall system improvements will continue over the next fiscal year.

Our Request and Needs Assessment Process

Processing Requests in a Virtual World

To provide proper AT solutions to CAP stakeholders, CAP initially conducts needs assessments. Through the needs assessment process, CAP worked one-on-one with Service members or employees with disabilities to help identify the most reasonable and appropriate accommodations. During the assessments, CAP staff obtain information on how the disability or

Through the needs assessment process CAP worked one-on-one with Service members or employees with disabilities to help identify the most reasonable and appropriate accommodations.

limitation affects their ability to perform essential job functions. Following the assessment, the staff provides recommendations for the most effective and appropriate AT solutions. CAP provides tailored recommendations for individuals in accordance with their needs and job functions. In FY22, CAP provided remotely a total of 209 needs assessments, via email, telephone, or through other virtual platforms such as Microsoft (MS) Teams.



CAP Assessment Team Lead, Jeffrey Dallos, providing a virtual briefing to support the Department of Interior's Digital Week along with an interpreter providing American Sign Language (ASL) interpreting of the briefing.

In addition to providing needs assessments and recommendations to DoD employees, CAP continues to provide needs assessments and consultation to non-DoD employees. Non-DoD employees then work with their agencies to procure the proper AT. These coordinated efforts help facilitate the retention of individuals with disabilities in the federal government system.

Accommodating in a Hybrid Environment

Historically, CAP provided AT to DoD employees and Service members for use in their office locations. CAP provided some accommodations for remote work locations when a telework agreement was in place. During the COVID-19 pandemic, CAP adjusted policies and procedures to accommodate more telework employees. CAP continues to provide select accommodations

for the office and remote work locations upon approval from the agency point of contact (POC).

CAPTEC Re-open for Walk-in and On-site Assessments

CAP's Technology & Evaluation Center (CAPTEC), located at the Pentagon, closed during the COVID-19 pandemic as a precaution against the spread of disease. In FY21, CAPTEC opened on a limited basis for pre-scheduled appointments. CAPTEC increased its operations in FY22 and reopened for appointments and walk-ins on Mondays and Wednesdays. During this time, CAPTEC provided a total of 86 in-person needs assessments. While in-person interactions were

In FY21 CAPTEC opened on a limited basis for pre-scheduled appointments. CAPTEC increased its operations in FY22 and reopened for appointments and walk-ins on Mondays and Wednesdays.

limited, the CAPTEC staff continued to provide services. In this manner, they assisted 691 of CAPTEC customers via email, telephone, and in person.



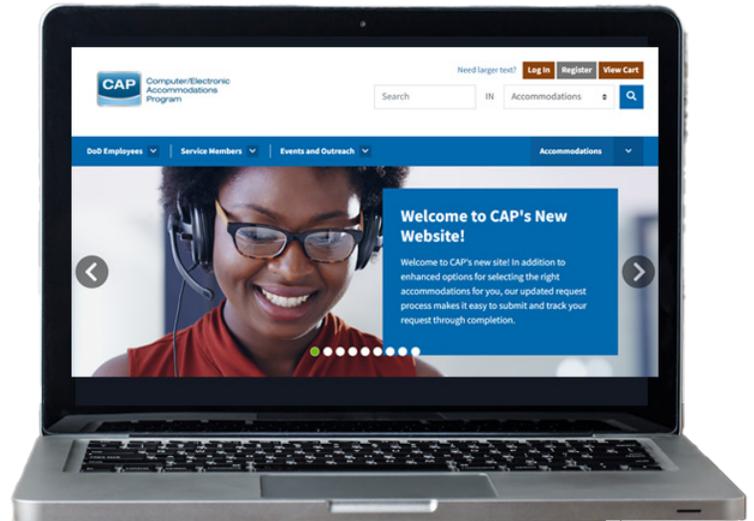
CAP Outreach Lead, Judith Davis, providing information to a representative from the Traumatic Brain Injury Center of Excellence during a meeting at CAPTEC.

In addition to answering customer questions about AT and providing needs assessments to customers, CAPTEC hosted CAP Staff training sessions. These trainings covered topics including the use of adapted keyboards and pointing devices, magnification tools and software, video phones, and literacy software. The training efforts ensure CAP staff remains knowledgeable about AT trends, emerging technology, and changes in the work environment.

Our Procurement Strategy

During and after the release of the new CAP website, CAP continued to process and order accommodations. This required some CAP requests to transfer between databases, leading to the implementation of manual processes to mitigate any challenges that stemmed from the release and to avoid the loss of customer request information. The CAP team worked hard to ensure continuity of service to CAP customers and a seamless transition for CAP stakeholders.

While the COVID-19 pandemic and subsequent supply chain disruptions continued to impact delivery timeframes in FY22, CAP remained dedicated to getting accommodations to customers as quickly as possible. The team maintained constant communication with vendors regarding backordered items, kept open communication with customers regarding delays, and, when needed, worked with customers to identify alternative products for procurement. Many products continue to have shipping delays caused by backorders or because they are special order items. However, the acquisitions team continues to process and order requests as quickly as possible to mitigate delays for customers.



An important part of the CAP mission is staying current regarding changes in technology. For the acquisitions team, this means making sure our Blanket Purchase Agreements (BPA) remain up to date. When new technology becomes available for our customers or a commonly requested product is discontinued, the CAP team must make the appropriate adjustments to the BPA list and identify alternative items. In FY22, CAP updated its BPA product list 26 times and solicited a new BPA award. Looking ahead to FY23, CAP anticipates the awarding of new BPAs with over 1,000 AT devices and 33 services becoming available to CAP customers.

Events, Engagement, and Outreach

CAP Events

Many DoD agencies continued to function under restricted in-person event operations in FY22. CAP resumed in-person events, but also continued to focus on virtual engagement opportunities. By conducting virtual presentations and events, CAP maintained its presence across the DoD. In FY22, CAP participated in over 40 events (such as virtual briefings, in-person demonstration booths, Lunch and Learn briefings and a CAPTEC Open House). The collective events allowed for interaction with 2,507 attendees.

To further expand CAP visibility across DoD, CAP conducted an outreach campaign in FY22. CAP redesigned and updated its briefing slides and information materials to better provide consistent messaging about the program. CAP also offered additional briefings to targeted audiences. Expanded outreach efforts in FY23 will focus on new and/or underserved audiences. CAP will continue to tailor new briefing materials to its customers' needs to increase customer requests for CAP services.

CAP's new briefings materials include:

- [CAP Standard 30-Minutes Overview](#)
- [CAP 15-Minutes Overview](#)
- [Assistive Technology Overview](#)
- [Needs Assessment Overview](#)

Additionally, CAP expanded its available marketing materials for in-person events and in shippable format to POCs for virtual events. Requests for marketing materials can be made via cap.outreach@mail.mil and

will be shipped directly to the requester's address. CAP's new website has simplified the event request process. Customers may submit requests directly on the website at www.cap.mil for both Event support and/or CAP's briefings. Just access the website, select the "Outreach" tab, then "Request CAP at Your Event."



CAP Engagement

In FY22, CAP's stakeholder engagement practices targeted development of new relationships while maintaining and improving existing ones, both within and outside the organization. These engagements included CAP's biweekly strategic communications meetings with the Defense Personnel and Family Support Office (DPFSO) Public Affairs team. These meetings focused on sharing DoD directives regarding social media communication and engagement, allowed opportunities for sharing CAP information to relevant stakeholders, and facilitated learning about new avenues for marketing CAP.

CAP expanded outreach efforts by establishing communication with various DoD agencies, Military Treatment Facilities (MTFs), the Department of Veterans Affairs, Equal Employment Opportunity Commission, Office for Personnel Management, and many other Federal partner partners. In FY22, CAP expanded its relationship with the Defense Equal Opportunity Management Institute (DEOMI) at Patrick Space Force Base providing briefings for newly assigned Disability Program Managers at the Disability Program Managers' Course. CAP conducted AT demonstrations to increase awareness of the resources available for DoD employees.



Outreach Team Lead, Judith Davis, and support team member in front of the CAP Booth at the Disability Program Manager's course in Patrick Space Force Base, Florida.

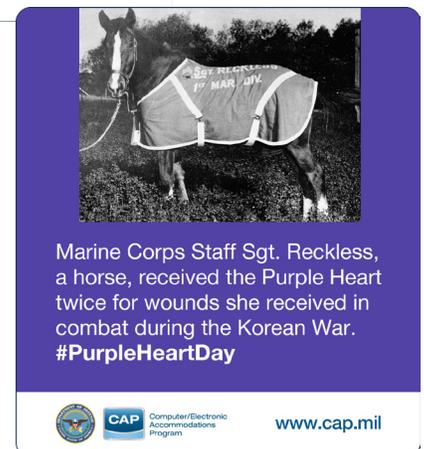
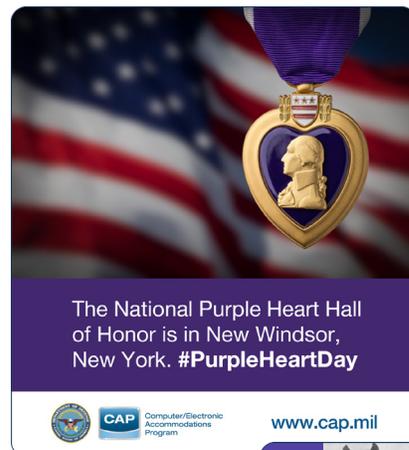
Additional CAP efforts included working closely with personnel at the Warrior Care and Soldier Recovery Units at Walter Reed National Medical Center, MD and Fort Belvoir, VA. CAP participated in the quarterly Warrior Care career and internship fairs at Fort Belvoir, consulted with AT staff and occupational therapists from Walter Reed and provided in-person CAPTEC tours to expand awareness of CAP resources. CAP also engaged with the Defense Health Agency (DHA) Traumatic Brain Injury Center of Excellence (TBICoE) on social media, resulting in monthly meetings for Outreach collaboration. Collaboration will continue in FY23, with plans for to participation in the TBICoE podcast, joint briefings, and expanding social media efforts. CAP's engagement at the MTF level will help expand CAP awareness for Service members with traumatic brain injuries and the TBICoE representatives with whom they work.

CAP Outreach

CAP continued to focus on social media outreach in FY22. In addition to ongoing CAP social media updates, CAP created a new video series that was released on all CAP social media platforms throughout the year.

- In February, in support of Black History Month, CAP released a video series highlighting the contributions of Bessie Blount, Bradley Lomax, Joyce Ardell Jackson, and Johnnie Lacy, all African Americans who impacted the disability community.
- In March, in support of Brain Injury Awareness Month, CAP released a 3-part video series on brain injuries, resources available, and the tools CAP provides to the brain injured.
- In June, CAP released a 4-part video series in support of Post-Traumatic Stress Disorder (PTSD) Awareness Month, highlighting AT solutions to assist individuals who experience PTSD symptoms.
- On August 7, Purple Heart Day, CAP conducted a Purple Heart Twitter Campaign, releasing important and relatively unknown facts throughout the day.

In FY22, CAP published 470 Facebook posts and 503 Twitter posts leading to 42,927 Facebook impressions and 59,262 Twitter impressions. While the online Training section of CAP's website remains under development, CAP made all videos (trainings, webinars, AT demonstrations, etc.) available on CAP's YouTube playlists. As a result, CAP's YouTube channel observed a viewership in FY22, totaling 5,510 total views, an increase of 67.27% from FY21.



Customer First Approach: How can CAP help YOU?

The release of CAP's new website in March was a tremendous accomplishment. CAP's customer-first approach to the website release ensured that all requests could be submitted, processed, and ordered during the transition without adverse impact to CAP's customers. CAP assisted customers through using an all-hands-on-deck approach to answer calls and responding to email inquiries.

After CAPX was released in March 2022 the calls increased by 86% to 138 calls per month and 129% to 110 emails per month.

In FY22, CAP responded to 1,271 customer telephone inquiries and 947 customer email inquiries, averaging 101 calls and 64 emails per month; in comparison to FY21 where CAP responded to 1,209 calls total and 768 emails. Before the release of the new CAP website (CAPX), CAP averaged 74 calls and 48 emails per month. After CAPX was released in March 2022 the calls increased by 86% to 138 calls per month and 129% to 110 emails per month.

1,271

Customer Telephone Inquiries



947

Customer Email Inquiries



During this time, CAP continued working on process improvement to enhance the customer experience. CAP provided additional learning tools and resources to help navigate the new website. Tools included a CAP Briefing to provide an overview of the new website and a "How-To" video series. The video series answers common questions and covers topics including How-To Register for an Account, How-To Request an Accommodation, How-To Request CAP at your Event, How-To Upload Medical Documentation, and How-To Request Interpreting Services. CAP will continue to build out sections of the new website in FY23.

Looking Ahead to FY23



Attendee asking a question at an event.

CAP's customer-first approach to the website release prioritized customer inquiries to ensure minimal disruption to the processing and ordering of CAP requests.

CAP's mission is to provide assistive technology and devices as reasonable accommodations, to support individuals with disabilities and wounded, ill and injured Service members throughout the DoD in accessing information and communication technology. In FY22, CAP's goal was to improve customer service and stakeholder relationships, and to optimize outreach, engagement, and operational performance. CAP made great strides with its FY22 goals by improving existing relationships and building new relationships with stakeholders and partners. CAP's new website and internal database impacted CAP's operational performance and continue to streamline the process for CAP's customers and staff. CAP's customer-first approach to the website release prioritized customer inquiries to ensure minimal disruption to the processing and ordering of CAP requests.

CAP anticipates the arrival of a new Director, the publication of a new CAP DoDI and participation in the DoD DEIA strategic plan workgroup in FY23. We will continue to enhance the capabilities of our new website, improve existing relationships, and expand interactions with customers, stakeholders and partners who may not be familiar with CAP. CAP looks forward to automating our assessment process and adding more content to enhance the website and the Outreach sections. We look forward to learning how CAP can help YOU in 2023.



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