



Service Member Initiative

What is CAP?

The Computer/Electronic Accommodations Program (CAP) is a program in the Department of Defense. CAP provides free assistive technology (AT) and accommodations to support individuals with disabilities and Service members with functional limitations, including those who are wounded, ill and injured, in accessing information and communication technology.

The AT CAP provides increases employment opportunities for these individuals by allowing them to accomplish essential job functions.

What Services Can CAP Provide?

Through our Service Member Initiative, CAP provides:

- Free assistive technology and training
- Individualized needs assessments
- Training for medical and support personnel
- Accommodations for internships or vocational activities performed while still on active duty

Trainings can be conducted onsite, via video teleconference or web-cast.



In-service trainings include the following objectives:

- Discuss how CAP provides needs assessments and AT to wounded, ill and injured Service members throughout the recovery and rehabilitation process.
- Identify methods to integrate AT into rehabilitative services using best practice partnerships and training models as examples.
- Focus on how CAP provides AT and needs assessments to Service members with functional limitations seeking to continue on active duty (COAD).
- Review and demonstrate available AT for various functional limitations.

Who Does CAP Support?

CAP supports Service members by working to increase awareness and availability of AT. Once the appropriate assistive technology has been identified, CAP provides the solutions, free of charge, to support the Service member's required duties.

For wounded, ill and injured Service members who are assigned to a military treatment facility (MTF) or wounded warrior program for recovery and rehabilitation, CAP works with medical providers,

therapists, case managers, and military liaisons. Integration of AT into the rehabilitation and recovery process greatly improves outcomes and increase future employment opportunities.

For Service members with functional limitations who are still on active duty but not assigned to a MTF or wounded warrior program for recovery and rehabilitation, CAP works directly with them and their direct supervisor or commander to identify and provide effective AT solutions.

What is a Needs Assessment?

Sometimes, Service members have a limitation or injury, but may not know what AT would be most appropriate. In the needs assessment process, CAP asks key questions to help us understand the cause of the limitation, how the Service member is impacted and what duty requirements are being affected. CAP then suggests potential solutions based on the individual, the limitations and the impact of the limitations.

In an effort to streamline this process and provide the most appropriate solutions, submitting a request for a needs assessment is required as the first step of the CAP process. Additionally, medical documentation may be required for certain requests. It is recommended to disclose all functional limitations, disabling conditions, and the Service



member's current status when completing the request in order to maximize potential outcomes. These statuses can include continue on active duty (COAD) and Medical Evaluation Board (MEB).

For individuals unable to visit the CAP Technology & Evaluation Center (CAPTEC) in the Pentagon, the needs assessment process can be conducted long distance via telephone, email or video teleconference.

How Can CAP Help Me?

Service members may experience an array of different injuries or limitations that could require a combination of AT devices. Accommodations and training are available for Service members with limitations that have caused:

Dexterity Impairments:

- For Service members who have sustained nerve damage, fractures, burns, repetitive stress injuries or amputations to their upper extremities, CAP can provide AT that will assist them in accomplishing duty requirements.
- Accommodations include compact keyboards, alternative pointing devices, sit-to-stand equipment and voice recognition software. Training on the software is also available, if necessary.

Cognitive Difficulties:

- For Service members experiencing cognitive limitations, including memory loss, difficulty in concentration, reading comprehension and word finding, CAP can provide various devices or software programs to assist them in accomplishing duty requirements.
- Technology options can vary in their complexity, from simple cueing aids to powerful computer-based applications that can aid an individual in required duties.

Vision Loss:

- For Service members experiencing vision issues, such as blurry vision, eye fatigue, blind spots or double vision, CAP can provide items such as screen magnification software and/or hardware.
- The software offers a range of features, including the ability to enlarge fonts and change color contrasts, enabling users to customize the application for specific needs. Portable magnification devices are also available.
- For complete vision loss, CAP can provide scanners and screen reader software. Training on the software is available, if necessary.

Hearing Loss:

- For Service members who are experiencing hearing loss, including fluctuating, progressive, or low-frequency hearing loss and tinnitus, assistive listening devices (ALDs) are available.
- ALDs can be used at an individual's discretion, allowing the user to adjust the level of amplification to their needs and reduce unwanted background noise.

What is CAPTEC?

The CAP Technology & Evaluation Center (CAPTEC) is a demonstration and assessment facility located in the Pentagon. People seeking solutions to accessibility challenges can visit CAPTEC to see AT and compare different solutions.

Technology demonstrations and needs assessments can also be conducted via video teleconferencing.

To schedule an appointment, contact cap.captec@mail.mil or call 703-693-5160.

How CAP Empowers Service Members Through Employment Accommodations

In addition to providing AT to assist in the recovery and rehabilitation process, CAP also works to increase access and employment opportunities for people with limitations or disabilities. This includes Service members who have separated from active duty service and are now federal employees working within the

Department of Defense or one of CAP's federal partner agencies.

Upon separation from active duty service, CAP provides the same assessment and AT services to individuals who become employees of the Department of Defense or one of CAP's partner agencies. These accommodations may be different from those provided during the recovery and rehabilitation stage. Any accommodations provided by CAP are designed to assist in performing essential job functions with the functional limitations the individual is experiencing.

Contact Us

For more information about the CAP Service Member Initiative or to request a presentation and/or in-service training, please contact the CAP Service Member Team at cap.wsm@mail.mil.

To submit a CAP Service Member Needs Assessment Request or to request technology, please visit www.cap.mil/wsm.

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