

FY03 Annual Stakeholders Report



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

Computer/Electronic Accommodations Program Annual Stakeholders Report Fiscal Year 2003

Real Solutions for Real Needs



Executive Summary

The Computer/Electronic Accommodations Program (CAP), a program in the TRICARE Management Activity, under the direction of the Assistant Secretary of Defense for Health Affairs, was established as the centrally funded Department of Defense (DoD) program that provides assistive technology to allow DoD and Federal employees with disabilities to access electronic and information technology. In Fiscal Year 2003 (FY03), CAP provided accommodations to the DoD community and developed partnerships with other Federal agencies that resulted in CAP filling 4,827 requests for accommodations. The following information summarizes the actions during FY03:

- DoD has a long-standing commitment to providing equal employment opportunities for people with disabilities. CAP continued to support this commitment throughout FY03 by providing **2,517 accommodations for DoD customers.**
- On October 30, 2000, the National Defense Authorization Act granted CAP the authority to provide “assistive technology, devices, and services to any department or agency in the Federal government upon the request of the head of that agency.” During FY03, **58 agencies had interagency agreements with CAP**, including new partnerships with the National Aeronautics and Space Administration, the Department of Health and Human Services, the Department of Homeland Security, and the General Services Administration. **CAP provided 2,310 accommodations for partner agencies in FY03.**
- CAP continues to educate and support DoD and Federal partnerships via CAP regional training sessions. **CAP trained over 400 attendees on Federal policies and procedures.** On September 24, 2002, CAP sponsored a CAP Symposium: Challenges, Opportunities, and Successes, in Arlington, VA. This event allowed disability program managers, EEO specialists, and human resources officers involved with the CAP partnerships to interact and collaborate on accommodations-related issues. CAP staff conducted similar sessions in Texas, Michigan, California, Illinois, Pennsylvania, and New York during FY03.
- CAP received the **2003 Intergovernmental Solutions Award** from the American Council on Technology, formerly the Federation of Government Information Processing Councils (FGIPC). This award recognizes CAP as an intergovernmental activity that demonstrates effective collaboration with other agencies, has widespread national applications, and harnesses information technology to improve services for its stakeholders and increase overall program accountability.
- CAP also received the **E-GOV 2003 Explorer Award** for innovations in E-Government as part of the intergovernmental Section 508 working group. The award, given by the Government Solutions Center honored CAP during the E-GOV 2003 Conference and Exposition.
- The **CAP Technology Evaluation Center (CAPTEC)** serves as an evaluation and demonstration center for assistive technology. In FY01, President George W. Bush was accompanied by Secretary of Defense Donald H. Rumsfeld for a tour of CAPTEC. **CAPTEC served over 2,500 customers during FY03.**



Real Solutions for Real Needs

- CAP continues to provide support to increase the accessibility of the **Military Health System (MHS)**. CAP provides assistance by ensuring accessibility of the information environment to all employees and patients with disabilities, and purchases equipment for them at the Military Treatment Facilities. CAP participated in seven major events and trained approximately 400 MHS personnel during this year in support of this initiative, including the Healthcare Information Management Systems Society Conference, TRICARE Conference, Capstone training, the TRICARE Basic and Advanced Student Course, and the TRICARE Fundamentals Course.
- The **Workforce Recruitment Program (WRP)**, coordinated by DoD and the Department of Labor, provides summer employment with Federal agencies for college students with disabilities. CAP provided 125 assistive technology and accommodations to students who participated in FY03. CAP also continued to serve as a recruiter for this government wide program.
- DoD's Electronic Mentoring Day event in observance of the **National Disability Mentoring Day** initiative provides opportunities for DoD employees to mentor WRP students on career interests and goals. On October 16, 2002, DoD launched its first NDMD ceremony at CAPTEC with a live video-teleconference appearance from Gallaudet University.
- Part of the challenge of any interagency program is the constant marketing and communications work to ensure program awareness. CAP had several successes in FY03:

- In support of the President's e-Government focus, CAP unveiled a new **Website** to highlight a new layout and organization that makes it easier for customers, people with disabilities, and supervisors to locate information and resources. The new site includes an enhanced online accommodation process, a better assistive technology section, and an improved virtual CAPTEC tour. **The site received over 3.4 million visitors in FY03.**



- The CAP staff conducted **96 presentations** during FY03 for activities in the Military Departments, DoD agencies, Federal organizations, and non-government organizations.

In FY03, CAP continued to provide assistive technology and services to DoD and Federal partner employees with disabilities. CAP is dedicated to continue improving the request and procurement process for assistive technology and accommodations to ensure timely delivery that will increase productivity and opportunities for employees with disabilities in DoD and throughout the Federal government. Furthermore, CAP staff worked to support the President's Management Agenda by focusing on accommodating employees throughout the employment lifecycle and by harnessing the empowering aspects of accessible eGovernment solutions. By providing accommodations throughout the employment lifecycle, including the hiring, recruitment, promotion, and retention processes, CAP ensured people with disabilities have access and an opportunity to career development.

Background

The Rehabilitation Act of 1973, as amended, requires the Department of Defense (DoD) to accommodate its employees with disabilities and to make its programs and activities accessible. This includes being accessible to members of the public, military retirees and military family members.

DoD has a long-standing commitment to providing equal employment opportunities for people with disabilities. DoD's goal is to increase the representation of individuals with disabilities to two percent of its civilian work force. To support this goal, DoD established the Computer/Electronic Accommodations Program (CAP). The CAP Office serves the DoD community by:

- Buying accommodations to make computer and telecommunications systems accessible to employees with disabilities, as required by public laws;
- Funding sign language interpreters, readers, and personal assistants for employees attending training for two days or more; and
- Providing expertise in solving accessibility problems through the use of software, hardware, and other assistive technology.

CAP's services make DoD work environments more accessible to DoD employees with hearing, visual, dexterity, cognitive and communication disabilities. By aligning itself with DoD Components in promoting awareness, team building, and reengineering, CAP ensures quality and timely support to the DoD community by working to achieve its mission.

In October 2000, the National Defense Authorization Act granted CAP the authority to provide assistive technology, devices, and services to any department or agency in the Federal government upon the request of the head of the agency. In order to establish a partnership with CAP, the head of the Federal agency must complete an interagency agreement.

The current and past administrations have placed a strong emphasis on implementing the Americans with Disabilities Act (ADA) and on making the Federal government a model of equity. The Congress amended the Rehabilitation Act to make ADA employment standards apply to the Federal government. On March 13, 1998, President William J. Clinton signed Executive Order 13078 "Increasing Employment of Adults with Disabilities." This Executive Order reinforced his administration's commitment to the employment of people with disabilities. After the transition to the current administration, President George W. Bush outlined his disability agenda in his New Freedom Initiative in February 2001. The CAP Office strongly supports these objectives by providing assistive equipment and other accommodations, as required by law.

CAP's purpose is to ensure that all DoD and partner employees with disabilities get the equipment that best suits their needs, at no cost to the employer or agency. Since its inception in October 1990, the CAP Office has provided over 35,000 accommodations throughout the DoD and non-DoD community. CAP's mission is to provide assistive technology and accommodations to ensure people with disabilities have equal access to the information environment and opportunities in DoD and throughout the Federal government. The TRICARE Management Activity, a field activity in the Office of the Assistant Secretary of Defense (Health Affairs), serves as the executive agent for CAP.

Awards

CAP received the **2003 Intergovernmental Solutions Awards** given by the Federation of Government Information Processing Councils. The program was selected for the ways it uses technology to quickly and easily fill the requests for accommodations equipment. "We are very proud of the tremendous work that these two programs accomplish," said Winkenwerder during the Healthcare Information Management Systems Society Conference. "They are programs that support our overall transformation efforts by advancing our capabilities to work collaboratively with other federal agencies and by helping to retain and grow the talent of our federal workforce."

The CAP office redesigned its Web site, in October 2002 so that federal users could order assistive devices and software online and also take a virtual tour of the CAP Technical Center at the Pentagon. The site shows customers a range of technologies that they can order electronically. Previously, such requests were received via mail and fax.

CAP also received the **E-GOV 2003 Explorer Award** during the E-GOV 2003 Conference and Exposition. The Government Solutions Center recognized solutions for improving electronic government delivery and exemplary achievements in E-Government and higher education service delivery. Fifty government agencies were honored for their innovations in E-Government. CAP was recognized as a recipient for their participation in the intergovernmental Section 508 Working Group.

Accommodations

In Fiscal Year 2003 (FY03) CAP filled 4,827 requests for accommodations. CAP also developed and expanded its accommodation related projects. The following information summarizes current projects, level of effort, accommodation totals and other accomplishments during this period.

Department of Defense

CAP provided 2,517 accommodations for DoD employees and offices. The average cost of DoD accommodations in FY03 was \$568. CAP also participated in 34 DoD-sponsored conferences/events during this period and the CAP Technology Evaluation Center (CAPTEC) provided approximately 810 services for DoD employees and supervisors.

Federal Partners

In FY01, CAP was granted the authority via the National Defense Authorization Act to provide assistive technology, assistive technology devices and assistive technology services to other Federal agencies upon the request of the head of the agency. The following 58 agencies signed CAP agreements to receive services during FY03 (bolded agencies received accommodations in FY03):

Access Board	Federal Trade Commission
Agency for International Development	General Services Administration
American Battlefield Monuments Commission	Holocaust Memorial Museum
Committee for Purchase	Institute of Museum and Library Sciences
Commodity Futures Trading Commission	International Broadcasting Bureau
Consumer Product Safety Commission	International Trade Commission
Corporation for National and Community Service	National Aeronautics and Space Administration
Court Services/Offender Supervision for DC	National Archives and Records Administration
Department of Agriculture	National Council on Disability
Department of Commerce	National Credit Union Administration
Department of Energy	National Endowment for the Humanities
Department of Health and Human Services	National Gallery of Art
Department of Homeland Security	National Labor Relations Board
Department of the Interior	National Science Foundation
Department of Justice	Nuclear Regulatory Commission
Department of Labor	Occupational Safety and Health Review Commission
Department of State	Office of Government Ethics
Department of the Treasury	Office of Personnel Management
Department of Veterans Affairs	Office of Special Counsel
Environmental Protection Agency	Overseas Private Investment Corporation
Equal Employment Opportunity Commission	Peace Corps
Executive Office of the President	Pension Benefit Guaranty Corporation
Export Import Bank of the United States	Railroad Retirement Board
Farm Credit Administration	Securities and Exchange Commission
Federal Communications Commission	Selective Service System
Federal Deposit Insurance Corporation	Small Business Administration
Federal Energy Regulatory Commission	Smithsonian Institution
Federal Labor Relations Authority	Surface Transportation Board
Federal Maritime Commission	Trade and Development Agency

CAP Request Process

The CAP Accommodation Process expedites delivery of equipment and services to DoD and Federal partner employees with disabilities. In FY03, CAP transformed its business operations in support of the President's eGovernment initiative by implementing an Online Accommodations Process. This 3-step process enables a Federal employee anywhere in the world to engage in the CAP Accommodation Process:

- The first step, a needs assessment, reviews required job duties and individual functional capabilities;
- Step two highlights accommodation solutions that will close the gap between job requirements and functional limitations; and
- The final step, request submission, captures the data from the previous steps and enables a Federal employee to submit an online request for assistive technology and/or related services to the CAP Office.

Other features of the online accommodation process include helpful hints sections and an enhanced assistive technology selection tool. The selection tool permits the customer to add or delete accommodations before the final information is transferred to the online Accommodation Request Form. In this way, he or she can see exactly what is requested and the quantity.

Once the customer has selected the necessary accommodations, he or she enters the final step of the online process. While completing the online Accommodation Request Form, the customer will see several helpful hint buttons. These red question marks reveal directions as to the proper way to answer the questions and a short explanation of each question. For example, if a customer is not sure which address to include for the work address, the helpful hint advises him or her to "Please list where you want the accommodation(s) to be delivered. This must be a work mailing address. Please ensure this is the correct delivery address, which may be different from where you are physically located. If you need the item to be sent to a computer support location, please ensure to provide that information rather than your own location."

Another major factor in the improved CAP process is the use of the government credit card to procure accommodations. Two CAP Program Analysts have access to credit cards with a \$25,000 maximum per-item limit, providing greater flexibility to the procurement of high-cost equipment and services.

As a result of these process improvements and new tools, the CAP Office is more aware of customer concerns and vendor performance and in response added a customer service liaison to improve customer and vendor relationships.

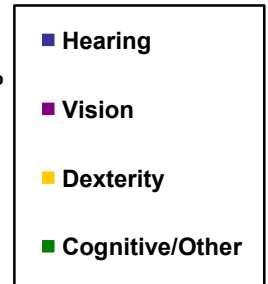
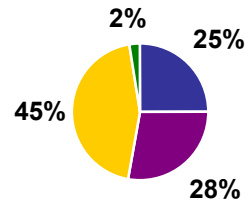
Accommodations Profile

CAP assists employees with disabilities in DoD and throughout the Federal government at all grade levels and occupation series. CAP also provides assistive technology to ensure public offices, such as EEO and personnel offices are accessible to individuals with disabilities. These requests are classified as "group" accommodations.

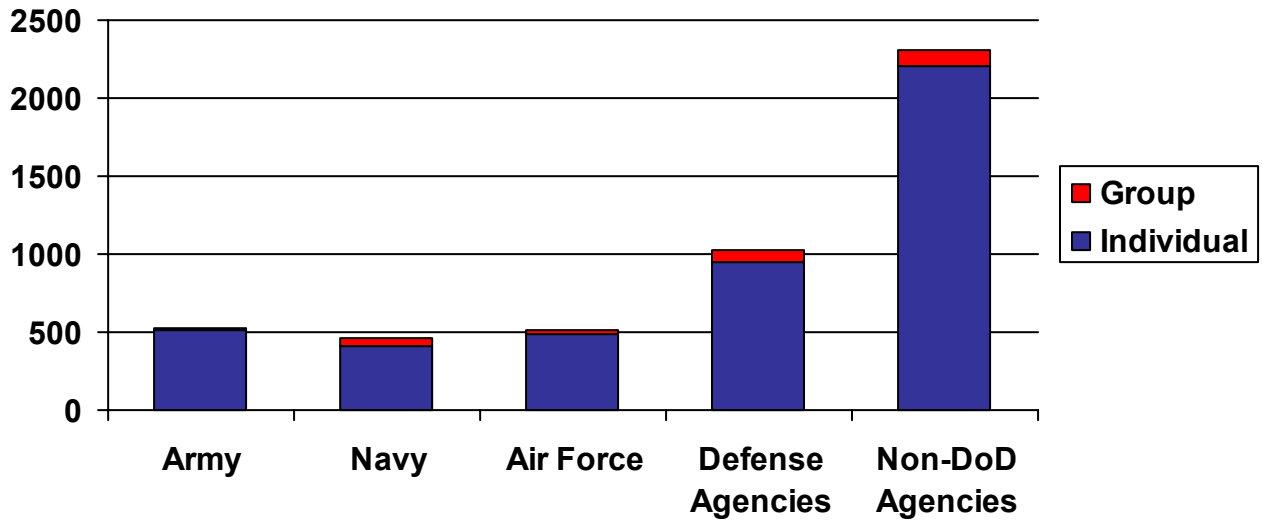
The specific numbers of accommodations provided are as follows:

FY03 Accommodations Profile by Disability – Overall

	Individual	Group	Total
Hearing	950	262	1,212
Vision	1,336	1	1,337
Dexterity	2,162	1	2,163
Cognitive	78	0	78
Other	37	0	37
Total	4,563	264	4,827



FY03 Individual and Group Accommodations

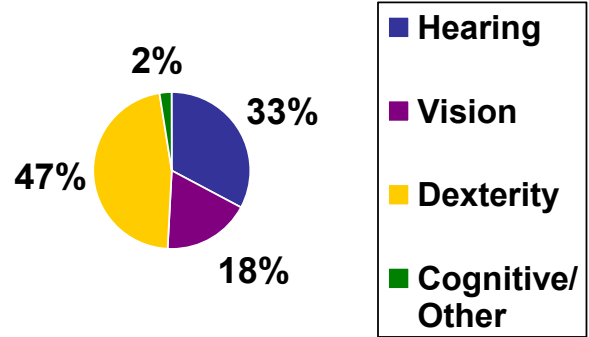


FY03 Accommodations Profile by Organization – Overall

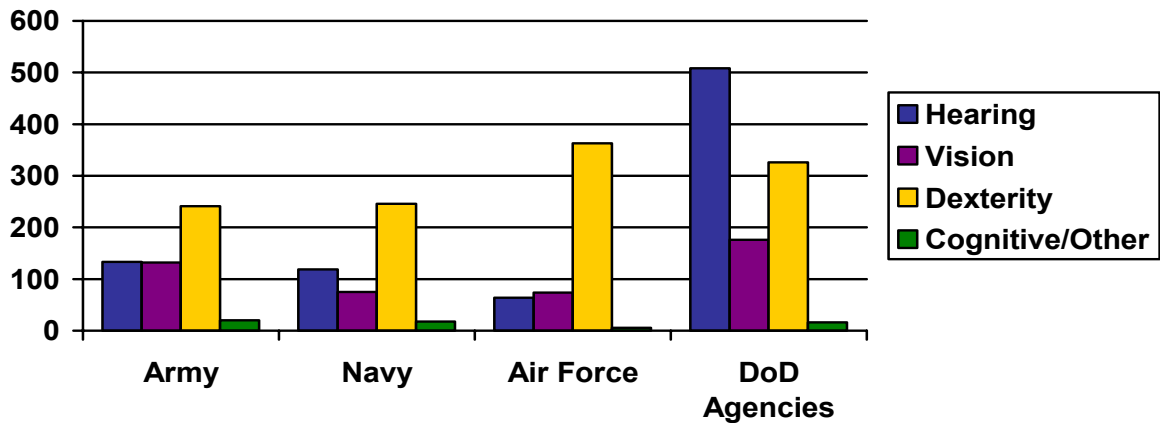
	Individual	Group	Total
Army	507	19	526
Navy	406	52	458
Air Force	492	15	507
Defense Agencies	952	74	1,026
Non-DoD Agencies	2,206	104	2,310
Total	4,563	264	4,827

FY03 DoD Accommodations Profile by Disability

	Individual	Group	Total
Hearing	664	160	824
Vision	457	0	457
Dexterity	1,176	0	1,176
Cognitive	40	0	40
Other	20	0	20
Total	2,357	160	2,517



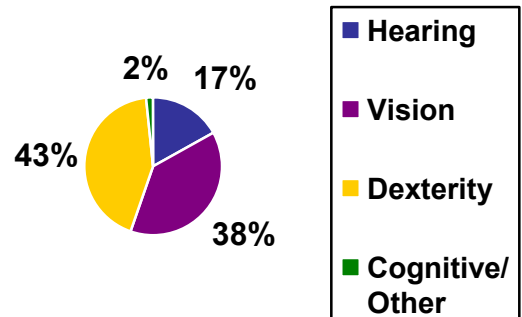
FY03 Accommodations Profile - DoD Organizations



	Army	Navy	Air Force	DoD Agencies	Total
Hearing	133	119	64	508	824
Vision	132	75	74	176	457
Dexterity	241	246	363	326	1,176
Cognitive/Other	20	18	6	16	60
Total	526	458	507	1,026	2,517

FY03 Non-DoD Accommodations Profile by Disability

	Individual	Group	Total
Hearing	286	101	387
Vision	879	1	880
Dexterity	986	1	987
Cognitive	38	0	38
Other	17	0	17
Total	2,206	103	2,309



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FY03 Accommodations by Grade Level/Disability

Grade	Hearing	Vision	Dexterity	Cognitive/ Other	Total
N/A	355	156	190	19	720
E-02	0	0	0	1	1
E-03	2	0	0	0	2
E-04	0	0	0	1	1
E-05	0	0	8	0	8
E-06	0	0	3	0	3
E-07	0	0	1	0	1
E-08	0	0	3	0	3
GS-01	0	3	1	0	4
GS-02	3	12	1	0	16
GS-03	10	33	10	1	57
GS-04	50	81	45	8	184
GS-05	81	157	142	4	384
GS-06	35	73	103	2	213
GS-07	57	72	175	14	318
GS-08	6	19	25	0	50
GS-09	42	72	164	20	298
GS-10	0	14	12	0	26
GS-11	63	188	266	12	529
GS-12	113	200	438	8	759
GS-13	63	142	206	5	116
GS-14	22	50	154	1	227
GS-15	18	33	134	2	187
SES	4	8	9	7	28
O-03	0	0	4	0	4
O-04	0	0	20	0	20
O-05	1	0	12	0	13
O-06	0	2	3	2	7
O-07	0	0	6	0	6
O-09	0	0	6	0	6
O-13	0	0	3	0	3
O-14	0	1	0	0	1
WG-01	0	0	2	0	2
WG-02	2	0	0	0	2
WG-03	2	0	0	0	2
WG-04	2	8	0	0	10
WG-05	2	4	1	0	7
WG-06	0	1	0	0	1
WG-07	0	3	1	7	11
WG-08	0	0	4	0	4
WG-10	2	1	10	0	13
WS-05	0	2	0	0	2
WS-07	6	0	0	0	6
WS-08	9	0	0	0	9
WS-10	0	1	0	1	2
Total	950	1,336	2,162	115	4,563*

*264 accommodations were for offices/schools. Only individual accommodations are included in this table.

Real Solutions for Real Needs

In addition to providing assistive devices, the CAP Office supported DoD activities by providing the funds for sign language interpreting services, personal assistants and readers for training lasting two days or more. In FY03, CAP provided interpreter services for DoD employees and computer-aided notetaking for hard of hearing employees who do not use sign language as the primary mode of communication. CAP continues to research avenues that would provide better and more efficient services.

CAP Technology Evaluation Center

In order to support the CAP mission to provide DoD and Federal employees with assistive technology and related accommodations, the CAP Technology Evaluation Center (CAPTEC) was developed as a demonstration and assessment facility. First built in 1994 in Falls Church, VA, CAPTEC relocated to the Pentagon in 1995. Since the relocation, CAPTEC has provided services to over 10,000 customers.



CAPTEC Services

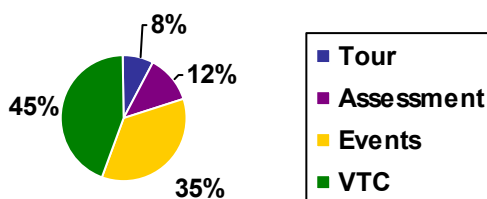
- Program Information – Contacts and information regarding CAP or CAPTEC services
- Product Information – Inquiries on technology information, including pricing and vendors
- Assessment – A review of individual functional capabilities and job requirements
- Tour – An overview of CAP, CAPTEC’s purpose, and technology demonstrations
- VTC – Provision of individual needs assessments or tours of the CAPTEC facility through video teleconferencing
- Worksite Evaluation – Onsite evaluation of an employee’s worksite/workstation
- Event – CAP Seminar, Demonstration Day, or other training venue
- Miscellaneous – Support for September 11th attack survivors, building accessibility, other

CAPTEC Visitor and Services Statistics

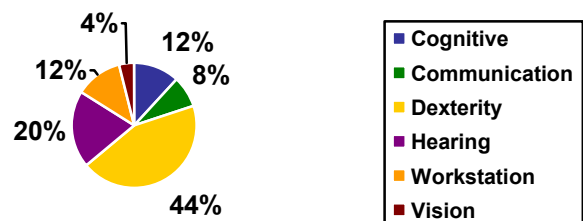
During FY03, CAPTEC provided services for over 2,500 customers. Eight hundred and ten (810) services were provided to DoD employees and 875 services were for non-DoD Federal employees. Seven hundred and seventy-seven (777) contacts were received from vendors, consulting companies, universities, private individuals, and other interested organizations. Approximately 509 people attended CAPTEC events and CAPTEC personnel provided 182 needs assessments. Furthermore, 118 on site technology demonstrations and tours of the CAPTEC facility were provided and 663 technology demonstrations and tours of the CAPTEC facility were provided via VTC in FY03.



CAPTEC Services Provided



Assessment Performed by Type



Services to Survivors of Pentagon Attack

CAPTEC continues to provide consultations and information to support several survivors of the Pentagon attack and their Department of Labor (DOL) Workers' Compensation counselors and rehabilitation nurses. Services include assessments and procurements for individuals with severe dexterity and/or visual disabilities.



Interactions with the survivors, their spouses, DOL counselors, and rehabilitation nurses continue as the survivors progress in their recoveries, and to determine when additional accommodations become appropriate. CAP also provided assistance to a CAP partner that needed an accommodation after the attacks on the World Trade Center.

Video Teleconferencing Events

CAPTEC aggressively marketed VTC services in order to bring CAPTEC's capabilities and information to organizations outside of the Washington, DC area. CAPTEC staff conducted fourteen VTC training events in FY03 for the following organizations:

- Gallaudet University, Washington, DC (CAPTEC's eMentoring Day)
- NAVAIR, Pt. Mugu, CA; China Lake, CA; and Crane, IN
- Department of Veterans Affairs Hospital, St. Cloud, MN and San Francisco, CA
- Naval Surface Warfare Center, Carderock and Philadelphia, PA
- Internal Revenue Service, CA (CAPTEC's WRP Day)
- Department of Justice, Columbia, SC (CAPTEC's WRP Day)
- National Institutes of Health, Bethesda, MD (CAPTEC's WRP Day)
- Bureau of Engraving and Printing, Washington, DC (CAPTEC's WRP Day)
- Security and Exchange Commission, Los Angeles, CA
- Barksdale AFB, LA
- Challenge Japan Forum

CAPTEC will continue to pursue VTC tours and assessments to ensure cost and time savings for government organizations.

CAPTEC Customer Surveys

The CAPTEC Customer Survey is sent electronically at the end of each month to all customers who utilized CAPTEC services during that month. Each recipient is asked to provide information on the purpose of their interaction with CAPTEC and the quality of services received. In FY03, surveys were sent to 262 recipients of CAPTEC services. Responses were received from 60 individuals, a response rate of 23 percent. CAPTEC has received a 100 percent satisfaction rate from customers, including the following comments:

"I am quite happy with both the technical and personal support I received from CAPTEC. I am delighted to find that such an effective and efficient support operation exists".

"On a scale of 1-10 CAPTEC gets a 10."

"The CAPTEC program provides a valuable service and aids in education about disabilities, creating improvements in the work environment."

Demonstration Days

On October 16, 2002, CAPTEC hosted a ceremony launching the electronic mentoring program for college students with disabilities. Charles S. Abell, Principal Deputy Under Secretary of Defense for Personnel and Readiness, introduced the initiative. John Molino, Deputy Assistant Secretary of Defense for Military Community and Family Policy, and Gail McGinn, Principal Assistant Secretary of Defense for Force Management Policy, launched the mentoring program by sending the first e-mails to college participants. The ceremony featured a video-teleconference appearance by Dr. I. King Jordan, President of Gallaudet University.



The “*Accommodating Your Injured Employees and Employees Who Telework*” Demonstration Day on February 25, 2003 drew over 200 visitors to CAPTEC. DoD and Federal agency employees and managers were able to learn how CAP can assist them in the support of employees who are injured on the job, and in the support of employees who Telework as a component of a reasonable accommodation. CAP staff provided information on how CAP can support accommodation needs. Demonstration highlights included a variety of assistive technologies to support people with disabilities whether at the office or working from home or a remote Telework facility. Representatives of the Department of Labor's Nursing Intervention Program and the Pentagon's DiLorenzo Clinic also provided information on how their organizations can assist in the accommodations process.



The “*WRP Managers/Supervisors Training Day*” Demonstration Day was held on May 7. Approximately 50 people attended this event at CAPTEC in the Pentagon. Attendees of this event were provided information on CAP's role in supporting the Workforce Recruitment Program by providing assistive technology accommodations for participating students. Participants were also able to see demonstrations of the assistive technology devices at CAPTEC. Four agencies participated in this event via VTC.

On July 30, CAPTEC hosted the “*Developing and Implementing Accessible E-Learning Tools*” Demonstration Day. This event drew approximately 130 attendees. Attendees were provided with information to consider when developing e-learning tools, and examples of accessible e-learning materials in different electronic formats. CAP staff were joined by Doug Wakefield of the Access Board and VCampus in providing pertinent information to Demo Day attendees.

Programs

The CAP Office has developed and expanded several accommodation-related programs. The following list summarizes current programs and level of effort in FY03.

Employment Programs

The Federal government strives to be the model employer for people with disabilities. In order to recruit, hire, place and retain people with disabilities, CAP actively participates in multiple employment programs. Working closely with DoD and 58 Federal agencies, CAP provides the assistive technology and accommodations to ensure agencies meet their employment goals.

Workforce Recruitment Program

The Workforce Recruitment Program (WRP) is coordinated by DoD and the Department of Labor's Office of Disability Employment Policy. It was established to provide summer employment at Federal agencies for college students with disabilities. CAP provides assistive technology and accommodations to students who participate in the program.

CAP participated in eight WRP Steering and six DoD Planning Committee meetings. CAP provided accommodation information folders and the CAP Web site to ensure participants, both employees and supervisors, had the needed tools for a successful summer. CAP also provided assistive technology equipment and accommodation services to support accessible WRP Steering committee and DoD Planning committee meetings, and to support recruiters with disabilities so they could interview college students with disabilities across the country. In FY03, CAP provided 16 accommodation services for WRP program functions, including sign language interpreters for WRP summer activities, WRP Steering committee members who are deaf, and deaf recruiters interviewing at colleges.

CAP provided sign language interpreters for the official WRP summer events, including a pizza icebreaker, a tour of Library of Congress, a tour of the Capitol and an end-of-the-summer annual reception at the USDA's Jamie L. Whitten Building which included a keynote presentation by W. Roy Grizzard, the Assistant Secretary of the Department of Labor's Office of Disability Employment Policy.

CAP provided administrative support in placing ten WRP students in the Office of the Assistant Secretary of Defense (Health Affairs) (OASD (HA)) and TRICARE Management Activity (TMA). The CAP office employed one of the qualified TMA students during the summer. She supported CAP by creating a needs assessment tracking system and compiled a survey of over 1,000 vendors in an effort to enhance CAP's acquisition process and other marketing tasks.

In FY03, CAP provided 120 accommodations to WRP participants at 22 Federal agencies. This total marked an increase of 19 accommodations over FY02.

Healthy Work Practices Program

The constant rise in the number of accommodations for individuals with dexterity disabilities is directly related to the increasing use of computers in the workplace. Computers, however, are not the

Real Solutions for Real Needs

lone culprit of work-related musculoskeletal disorders (MSDs) which affects thousands of workers in the United States each year. Work-related MSDs, such as tendonitis; epicondylitis; carpal tunnel syndrome; and trigger finger, result when there is a mismatch between the physical capacity of workers, the demands of the job and work station set-up which may contribute to disabling conditions and decrease productivity. CAP is committed to both accommodating and preventing injuries that occur within the workplace through provisions of assistive technology and the promotion of prevention techniques through its Healthy Work Practices Program (HWPP).

CAP's proactive approach to disability management offers employers assistance in addressing this growing health concern by helping the managers of the agencies develop ergonomic programs that use a programmatic approach to identify and solve their ergonomic problems, via educational workshops, information dissemination, needs assessments, and accommodations for employees with disabling conditions.

Ergonomics

In order to increase the awareness, effectiveness and scope of the HWPP, CAP ensures that individuals who request ergonomic equipment, receive a copy of the *CAP Workplace Ergonomics Reference Guide*. In many cases, once individuals receive ergonomic equipment, they still need to be educated on the proper workstation setup and the reference guide is the perfect tool to assist the end user and ensure that they correctly utilize the newly acquired accommodation in the most appropriate manner. The HWPP reference guide is a compilation of detailed information showing a variety of aspects focusing on “ergonomically correct” workstation configuration. CAP also enforces its overall support of ergonomics by disseminating an HWPP document summarizing services provided for dexterity and work-related injuries.

In FY03, over 200 ergonomic workplace evaluations have been conducted for both DoD and Federal employees. Highlighted services include:

- Ergonomic training sessions at the Overseas Private Investment Corporation (OPIC)
- Performed needs assessments at the Department of Justice, Washington, DC, Army National Guard Bureau, Crystal City, VA, Department of Labor, Washington, DC, and TRICARE Management Activity, Falls Church, VA.

Ergonomic presentations and workshops were conducted at Perspectives on People with Disabilities conference, California State University, Northridge (CSUN) Technology & Disability Conference and the National Guard EEO and Safety Office. The HWPP team maintains its relationship with the Pentagon Ergonomics team and the Civilian Employees Health Service at the DeLorenzo Clinic to ensure employees of the Pentagon and participating clinics are aware of CAP and all ergonomics services the HWPP provides. CAP supported the clinic by exhibiting at the annual Health Fair held on the Pentagon concourse. Furthermore, CAP continues to work with the DoD Ergonomics Working Group to stay abreast of what other agencies are doing in support of Ergonomics, and it is another venue to promote CAP awareness. The working group held its ergonomic conference in conjunction with the 6th Annual Force Health Protection Conference in Albuquerque, NM which CAP supported with a display booth as well as an ergonomic workshop.

CAP has also realized that more customers are requiring needs assessments and ergonomic evaluations in various locations throughout the United States. As CAP's Federal customer base continues to grow, the HWPP team researched and compiled a listing of experienced certified

vendors and centers in numerous locations that can assist CAP in providing needs assessments as well as training on various assistive technologies.

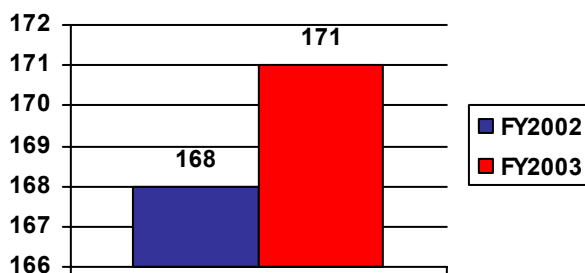
Telework

In support of its services to DoD and Federal employees participating in Telework programs as a form of reasonable accommodation, CAP continues to promote awareness by attending the Mid-Atlantic Telecommuting Advisory Counsel meetings. We also found it beneficial to attend the Regional Telework Initiative Seminar held by the Metropolitan Washington Council of Governments, and the International Telework Association and Council Conference. By attending these events, CAP was able to educate Telework coordinators on accommodations and services CAP can provide to their employees with disabilities. CAP attended the 2003 Symposium on Employer and Labor Relations (SOELR) conference which included workshops focused on Telework which afforded us opportunity to get more information on upcoming events for CAP participation, Telework center information, open house schedules, and points on contacts. CAP is also supporting a pilot program initiated at Stennis Air Force Base in support of Homebound Veterans, which allows disabled veterans to Telework from home with CAP furnished equipment and assistive technology.

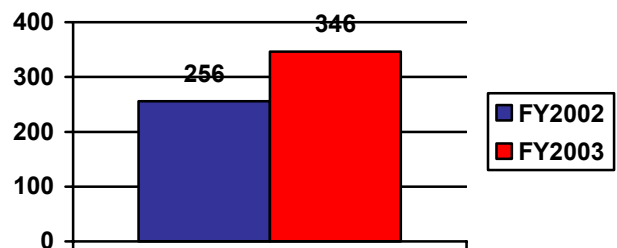
Workers' Compensation

CAP has continued to team up with Worker's Compensation officials, thus making employee's return to work process more effective. By working with Worker's Compensation liaisons and Telework coordinators, CAP was able to assist our Pentagon Survivors by providing accommodations to support them at home. CAP maintains its relationship with the DoD's Injury and Unemployment Compensation Division and discussed how to best support the injured worker by participating in the opening plenary session at the Injury and Unemployment Compensation Training Conference held in Southbridge Massachusetts.

Telework Accommodations



Workers' Compensation Accommodations



Federal Information Centers Initiative

CAP provides accessibility support to Federal information centers such as training facilities, assistive technology centers, libraries, and public access offices. CAP provides assistive technology devices and services to insure that these facilities are in compliance with Federal regulations regarding accessibility to people with disabilities. In addition, CAP provides accommodations for information center employees with disabilities.

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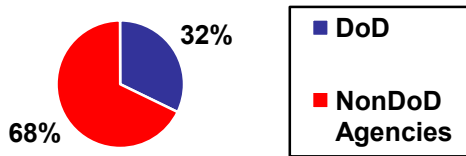
At the beginning of FY03, CAP's Training Center Initiative changed its title to the Federal Information Centers Initiative. This name change emphasizes CAP's commitment to provide support in making all Federal centers of information accessible to employees with disabilities as well as members of the general public with disabilities. CAP's Federal Information Centers (FIC) team provides customized assessments of information facilities to assist managers and supervisors in determining the appropriate technologies needed to meet accessibility standards. The FIC team then coordinates the acquisition process to provide the required technologies.

During FY03, the FIC initiative provided a total of 62 accommodations. Of the 62, 20 accommodations were provided to DoD agencies and 42 were provided to Federal agency partners.

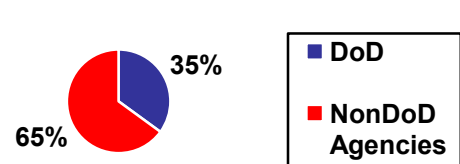
In FY03, the FIC team also provided on-site assessments and briefings for the following organizations:

- Environmental Protection Agency's assistive technology center, E-Dockets facility, and headquarters library
- NASA's Goddard Space Flight Center
- NASA Teleconference for Library Managers
- Defense Equal Opportunity Management Institute
- Defense Supply Center, Richmond
- Naval Air Warfare Center, California
- Veterans Affairs, Washington DC

FIC Accommodations by Agency



**Accommodations Provided:
\$48350**



Program Accessibility

Section 504 of the Rehabilitation Act requires that Federal programs be accessible and usable by members of the public with disabilities. CAP provides support to DoD beneficiaries with disabilities via accommodations and assistive technology solutions. In order to ensure CAP meets the unique requirements of these populations, specific project teams meet regularly to strategize and implement dissemination and training programs. These programs are highlighted below.

Military Health System

CAP continues to provide support to the Military Health System (MHS). In FY03, CAP provided assistance to the MHS in ensuring accessibility of health service information to all employees and patients needing access. CAP purchased 59 assistive technology accommodations for employees and patients with various disabilities who were seeking care at the Military Treatment Facilities (MTFs).

CAP also continued its training focus to ensure program awareness. CAP trained approximately 400 MHS personnel in the TRICARE Advanced Student Course, including Beneficiary Counseling and Assistance Coordinators (BCACs) and Health Benefits Advisors at the October 2002 course in San Diego, CA and the December 2002 course in Denver, CO. During the second half of FY03 the TRICARE Advanced Course was changed to the TRICARE Fundamentals Course. This new course is aimed at educating BCACs about TRICARE services and programs and is held throughout the United States by TRICARE appointed trainers. CAP information was added to this course to inform BCACs of accessibility issues and how to utilize CAP services to request appropriate accommodations. CAP also participated in the TRICARE Annual Conference, conducting a presentation and exhibiting technology.

CAP also participated in the Capstone Course that is conducted at Walter Reed Army Medical Center. The TRICARE Management Activity sponsors this one-week course for MHS personnel, typically lead agents and MTF commanders. CAP participated in this course by presenting program information to approximately 75 attendees during three separate sessions.

Members of the CAP MHS Team also conducted a presentation and demonstration/exhibit as part of the DoD Demonstration Area at the TRICARE and Healthcare Information and Management Systems Society Conferences. CAP also provided technical support to ensure the successful development and deployment of the accessible TRICARE Online system.

Exceptional Family Members Program

In FY02, CAP began supporting the Exceptional Family Member Program (EFMP) via the MHS Initiative. Since most EFMP coordinators function within the MHS, CAP recognized the need to integrate the projects. This realization and ensuing change provided the CAP Office with an increased ability to properly position training and accommodation efforts in both MHS and DoD Education Activity conferences and functions.

CAP attended the DoD EFMP Seminar, which was held for the first time. CAP also conducted demonstrations at other EFMP events, such as EFMP Information Day at Andrews Air Force Base, MD.

Department of Defense Education Activity

CAP continued to provide support to the DoD Education Activity (DoDEA) in FY03. CAP provided assistive technology to students and DoDEA employees. The major focus of the DoDEA requests were for amplification and communication devices and blind/low vision aids.

Via the No Child Left Behind legislation, DoDEA received a budget of \$56.6M to improve special education programs. CAP decided to focus on providing only public access and employee accommodations. With this focus, CAP provided 25 accommodations to the Domestic Dependent Elementary and Secondary Schools and 25 to Department of Defense Dependents Schools. CAP also met with the DoDEA senior leadership to discuss this change. The CAP Web site containing DoDEA information has been updated to ensure DoDEA Special Education Coordinators are aware of the shift in focus. CAP will continue to provide assistive technology for DoDEA employees with disabilities and for public access. Student accommodations will be provided by DoDEA's new funding and by using the Individual with Disabilities Education Act process.

System Accessibility

The CAP Office continues to work with DoD and Non-DoD agencies to increase access for assistive technology by focusing on the importance of system integration and interoperability. CAP staff provided training on system accessibility, including Section 508 and enterprise-wide services. CAP provide conformance testing support to assist Federal agencies with their overall system accessibility efforts. CAP has also, worked closely with key leaders of the Department of the Navy to ensure Navy-Marine Corps Intranet supports assistive technology for the employees with disabilities.

Section 508

The Workforce Investment Act of 1998 included an amendment to Section 508 of the Rehabilitation Act. Section 508 requires Federal departments and agencies that develop, procure, maintain, or use electronic and information technology (EIT) to ensure that the EIT allows Federal employees and members of the public with disabilities to have access to and use of the information and data.

In Fiscal Year 2003, the CAP Office continued its training and technical assistance to ensure successful implementation of Section 508 within the Military Health System, DoD, and for partners agencies. The work, a compliment to CAP's Section 501/504 focus, proves invaluable as CAP networks throughout the Federal community in learning new requirements, building new partnerships, and creating new accessibility solutions. CAP continues its presence in this training initiative by participating in meetings and conferences to educate attendees regarding Section 508, accessibility standards, and assistive technology.

In order to ensure general awareness of Section 508, CAP disseminates marketing documents and training materials to highlight Section 508 requirements. The materials highlight the general nature of the requirements and specific resources for assistance. Furthermore, the CAP Website contains a Section 508 resources section to enable visitors to locate specific program and technical assistance. The CAP Office also forwards information to an email distribution list to ensure interested parties receive training and technical assistance information.

CAP supported DoD and other Federal agencies that partner with CAP efforts to meet the Section 508 standards by providing compliance testing and usability evaluation. When CAP performs an

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evaluation of a Web site or application for Section 508, the customer receives a detailed report of the compliance status of the product being evaluated.

If Section 508 issues are detected, additional information and suggestions are provided in the report. Since CAP's mission is focused on Section 501/504, CAP is able to provide this service on a case by case basis depending on staff availability.

Fiscal Year 2003 highlights included:

- Department of Veterans Affairs, Computer Patient Reporting System (CPRS)
- DoD, Defense Acquisition University (DAU), the Continuous Learning Program Web site
- DoD, Secure Electronic Registration and Voting Experiment Federal Voting Assistance Program
- Office of Personnel Management, flexible spending accounts Web site
- DoD, TRICARE Management Activity, TRICARE Online Web site
- Department of the Navy, Navy-Marine Corps Intranet

Navy-Marine Corps Intranet

CAP has been working closely with the Navy-Marine Corps Intranet (NMCI) Program Management Office to ensure that Navy employees with disabilities can access their assistive technology within the secure seat management system. In FY03, CAP was established as the Central Development Authority for assistive technology within NMCI. This designation will ensure that assistive technologies are recommended for testing and certification and will be available and deployed upon certification by NMCI.

CAP submitted Dragon 6.0 and 7.0, JAWS 4.51, ergonomic keyboards, and an ergonomic mouse for approval within NMCI. All items were certified and posted on the NMCI Information Strike Force Website (<http://www.nmci-isf.com/userinfo.asp>). Zoomtext 8.02 Level 2 and NTS Network TTY were also submitted and waiting approval within NMCI.

CAP plans to create a NMCI CAP Web page so NMCI will direct employees in need of assistive technology to that site to learn about the appropriate process and pre-certified applications. CAP will continue as the CDA in order to ensure all certified items are upgraded, as appropriate, and to ensure new items are channeled into the testing and certification process. CAP will also attend Navy training conferences to ensure managers and employees understand to appropriately provide accommodations within the NMCI environment.

Information Technology

The CAP Office uses information technology to advance its mission. Since accessibility is a requirement for all CAP activities, the systems that support CAP must be benchmarks in meeting Section 508 and other accessibility guidelines. The electronic CAP Data Management System (eCDMS) is a database tracking system with a web component that supports CAP’s mission. The database component supports order-fulfillment, database tracking, and marketing functions. The web component of the eCDMS serves as an information resource, and provides customer access to CAP resources via an electronic submission form (eCAP).

Database Management System

The objective of the electronic CAP Data Management System (eCDMS) is to measure operational performance and provide vital information about procurement processing time, customer services, budget reports, and marketing events. The eCDMS provides a common set of tools to capture, manage, present and integrate accurate information on the status of CAP funding, accommodations and initiatives. The system is also designed to ensure growth opportunities are met with timely technical support.

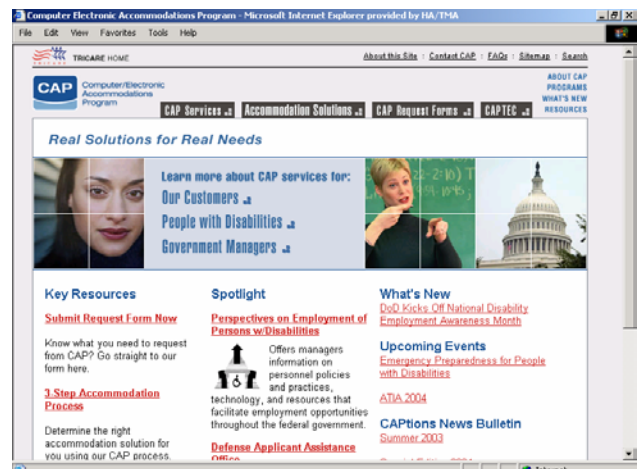


CAP’s commitment to the eCDMS has allowed the discovery of process enhancements. CAP moved to the current managed request system in order to offer improved customer service and increased reporting capabilities. With this significant enhancement, CAP was able to offer benchmark accommodations information for DoD and Federal agencies.

In FY03, CAP converted all the Access databases to SQL for improved security. CAP also created a new security log on mechanism. Along with several other security enhancements made to the eCDMS CAP continued work to improved the system for its users. During FY03 the eCDMS was improved to increase the speed of the system allowing users to process requests in a timelier manner. Users are also now able to view requests from the customer screen, improving the time it takes to respond to customer inquires. CAP also improved its ability to report to Defense Contracting Command- Washington the size of the vendors CAP purchases from and contracts we purchase from.

Web Site

As society becomes more reliant on technology to access information and services, CAP’s Web site becomes increasingly more important. To address the reduction of site visitors, CAP redesigned its Web site to increase activity and support President Bush’s New Freedom Initiative. The new Web site provides a layout and organization that makes it easier for customers, people with disabilities, and supervisors to locate information and resources. The site includes an enhanced online



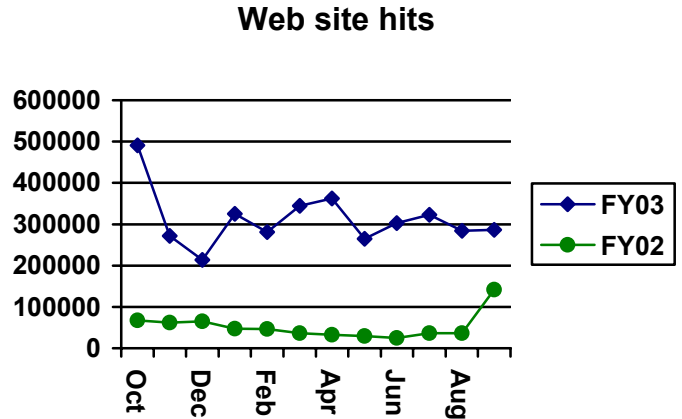
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accommodation process and request form, an improved assistive technology section, and a virtual CAPTEC tour. It also includes a spotlight section that allows CAP to highlight events and programs.

In FY03 CAP deployed the web site content management system. This system has allowed the CAP staff more flexibility in updating and editing several sections of the website immediately allowing for more timely information.

A review of Website activity is below:

FY03: 3,463,677 Web site hits
FY02: 625,014 Web site hits



Information Security

CAP continued the DoD Information Technology Security Certification and Accreditation Process (DITSCAP) in FY03. The primary purpose of DITSCAP is to protect and secure the information systems and other elements that make up the Defense Information Infrastructure. DITSCAP applies to any DoD system that collects, stores, transmits or processes unclassified, sensitive or classified information during the lifecycle phases of acquisition, operation and sustainment. For DoD projects, it is now mandatory to “design-in” appropriate security levels and assign binding job responsibilities, reducing risk through standardization and process management.

CAP received its Interim Authority to Operate (IATO) in FY03 and continues working on documenting the eCDMS and ensuring its security. CAP expects to receive its Authority to Operate (ATO) in January 2004.

Marketing

Marketing the program takes place in all facets of daily functions. In order to examine specific marketing areas, the FY03 CAP Marketing Plan recommended starting three new marketing working groups: the Events Team, Customer Satisfaction Improvement Team, and the Research Team. The Events Team is responsible for developing and executing onsite marketing events and trainings. The Customer Satisfaction Improvement Team is responsible for examining customer trends and developing policies and protocols to enhance customer satisfaction. Last, the Research Team is responsible for providing demographic information on current and potential customers.

CAP Training Seminars

The CAP staff conducted seven training seminars for over 400 attendees in FY03. The trainings were conducted in San Antonio, TX; Warren, MI; Chicago, IL; San Diego, CA; Los Angeles, CA; Pittsburgh, PA; and New York, NY. The two hour training sessions provided attendees the opportunity to learn about current legislative developments in the disability community, the CAP accommodation process, eCAP, and several CAP initiatives. Additionally, CAP staff conducted 10 partnership briefings in FY03.

Presentations and Exhibits

The CAP command information strategy has been instrumental in increasing the number of requests received by the CAP Office. Continuing to inform members of the DoD, Federal and disability communities about CAP remains a top priority this year.

The CAP staff conducted 96 presentations during FY03 for activities in the Military Departments, DoD agencies, Federal organizations, and non-government organizations. CAP staff presented at the following event categories:

Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Assistive Technology	4	2	-	2	-	1	1	-	2	2	1	2	17
Blind/Low Vision	-	-	-	-	-	-	1	-	-	-	-	-	1
Employment Issues	20	1	2	-	-	1	4	1	2	3	2	1	37
Health Related/Injury Prevention	1	1	1	1	1	1	1	1	3	1	1	1	14
Disability Management	1	-	-	-	1	2	-	1	1	-	1	1	8
Marketing	1	-	-	-	-	-	-	1	-	-	-	-	2
Military Health System	2	-	1	1	1	1	-	-	-	1	-	1	8
Deaf or Hard of Hearing	-	-	-	-	-	1	2	1	-	-	1	-	5
Students with Disabilities	-	-	-	-	-	-	-	1	-	-	-	-	1
Minority with Disabilities	-	-	-	-	-	-	-	1	-	-	-	1	2
IT/Section 508	-	-	-	-	-	-	-	-	1	-	-	-	1
Total	29	4	4	4	3	7	9	7	9	7	6	7	96

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The 96 CAP presentations and exhibits were conducted throughout twenty states. Details are listed below.

State	Presentations
Arizona	1
California	11
Colorado	2
Florida	6
Illinois	1
Louisiana	3
Massachusetts	2
Maryland	15
Michigan	2
New Jersey	2
New Mexico	1
New York	3
Pennsylvania	3
Tennessee	1
Texas	5
Virginia	13
Washington	1
Washington, DC	22
Wisconsin	1
West Virginia	1

Materials

CAP marketing materials are an integral tool used to market CAP activities. Each tool provides the user with specific information regarding the program and is used to ensure consistent and effective communication to CAP customers. These items are distributed at all events in which CAP participates and are available via customer request at all events and online.

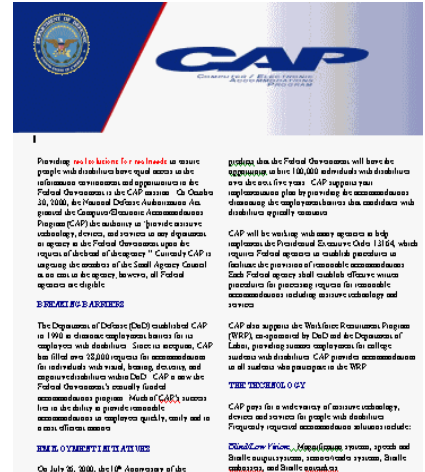
Based on recommendations of the FY03 Marketing Plan, the CAP materials were evaluated to determine the most successful way to create an overall CAP branding campaign. The branding project focused on developing a strategy to support CAP's marketing goals to increase awareness of CAP services within DoD and other federal agencies to improve accessibility for people with disabilities. The marketing team developed a brand strategy that defined the Program, the Target Audience, the Brand, and the Brand tools.

CAP Brochure

The *CAP Brochure* contains a summary of all CAP services and initiatives. Five Hundred and eighty-seven brochures were given out during the first half of FY03. The number of brochures disseminated was significantly lower due to decrease funding to replicate.

CAP Partnership Fact Sheet

The CAP Partnership Fact Sheet was designed for the purpose of marketing to Federal agencies. However, in FY03 the document has been used in a variety of DoD settings as well. It is more cost effective than the brochure and can be easily duplicated. Approximately 2,200 fact sheets were disseminated during FY03.



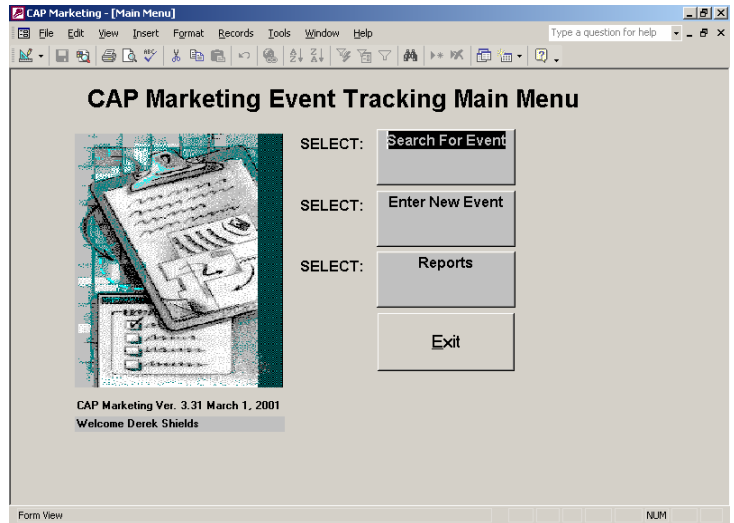
News Bulletin

The CAP News Bulletin is used to market CAP activities and to keep CAP customers abreast of program, disability and upcoming event news. The CAP News Bulletin currently has an electronic distribution list of over 2,000 people and is available on the website. Hard copies were provided at all briefings and exhibit hall events. Nine Hundred and fifty-five hard copy news bulletins were distributed to date.

Tracking Systems

The CAP Marketing Database assists staff members in tracking appropriate conference information. It has improved the office communication of upcoming events, feedback from CAP staff participation at conferences, and the tracking of marketing materials used in support of specific events. Additionally, the directors' reports are available using the marketing database. These reports allow the CAP Director to review staff comments regarding events.

In an effort to move to a more electronic environment, the CAP Mailing Database has been replaced by the CAP electronic listserv which has over 2,000 email addresses.



Customer Surveys

CAP conducts an ongoing beneficiary follow up survey. This survey focuses on customers' satisfaction with CAP's review of requests, purchasing of accommodation equipment and services, and vendor's customer service/performance.

Two thousand and forty-eight (2,048) CAP Customer Satisfaction Surveys were sent to customers who received an accommodation from CAP during FY03. Overall, 686 customers (33.5 percent) responded. Highlighted below are several success areas that were noted by respondents:

Overall Satisfaction Rating:

Ninety-six (96) percent of CAP customers reported that they were *satisfied* with CAP services

- Blind/Low Vision 98 %
- Cognitive 86 %
- Deaf/Hard of Hearing 98 %
- Dexterity 92 %

Receipt of Equipment:

Sixty-three (63) percent of the CAP customers surveyed reported that their requested equipment was received within 30 days or less, a 30 percent increase from FY02. The decrease in time it took some CAP customers to receive their requested equipment was due in large part to the number of request CAP received through Web submission.

The following customers reported that their requested equipment was received in 30 days or less:

- Overall 63%
- Blind/Low Vision 69%
- Cognitive 60%
- Deaf/Hard of Hearing 78%
- Dexterity 50%

CAP Request Form Submission:

Another significant aspect of the process is the method of the CAP Request Form submission. CAP Web Submission increased 13 percent from FY02.

CAP customers submitted their requests in the following manners:

- CAP Web Site 41%
- Email 23%
- Fax 26%
- Hand Deliver 6%
- Mail 4%

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Customer Feedback

During FY03, CAP received 96 percent satisfaction rate and received quality feedback:

"I just wanted to pass along my sincere appreciation for the help you all have provided me w/my disabilities over last couple of years. You have always been very responsive and quick to act on questions I have asked. The services, hardware, software, ergonomic aids and assistive technology have made a tremendous impact on my ability to remain employed w/the Marine Corps. I'm not one for words but it is people like the ones at CAP that really make a difference in other folks' lives"

- Department of the Navy/Marie Corps customer

"Thank you ever so much for your assistance in getting my new monitor and please forward my thanks to the people back east who made this happen so quickly. I never knew what a difference a screen could make."

- Department of the Army customer

"I really want to take the time to tell you what a great job your people have done! In the last year and a half, we have changed the whole experience for our Deaf employees thanks to your efforts and hard work there at CAP!!! I wish there were words to express how much you have helped all of us here!"

- Department of Commerce Point of Contact

"The services this agency received were above outstanding and the personnel were fantastic. Thank you for all the work."

- Department of Veterans Affairs

"Actually, beyond excellent. Without CAP Services I would definitely be unemployable. It's like regaining my life back and it has definitely increased the quality of my personal and work life. Please thank the gentleman that manages the Pentagon office. He always takes time to explain in detail questions that I have and information that I need. He is such an asset to your organization and is much needed at that location. I consider myself fortunate because I know of other employees in the building who need the services CAP provide but have not (as of yet) explored the possibilities or sought information. I only wish that other offices could provide very meaning assistance and could chart the effectiveness as CAP."

- Department of the Army Customer

"I just wanted to say thank you for the extremely quick turn around time on the order for a Web cam. In just one day, we received the Web cam and had it installed on the PC. We were both pleased with CAP's services and the video relay service. Again, thanks for the continued great service."

- Department of Agriculture Point of Contact

Goals

Continue to provide assistive technology, interpreter, reader, and personal assistant services to DoD employees with disabilities.

Continue to provide assistive technology and assistive technology services to employees with disabilities throughout the Federal government.

Provide accommodations to DoD programs including the Military Health System, DoD Education Activity, and Exceptional Family Members Program.

Continue to provide assistive technology and accommodations for disabled students placed in the Workforce Recruitment Program for College Students with Disabilities and support the DoD E-Mentoring Program for students with disabilities.

Continue to improve the request/procurement process for assistive technology and accommodation services.

Provide assistive technology and computer equipment to support employees with disabilities in the Telework Program.

Provide accommodations for employees on Workers' Compensation.

Coordinate with DoD policymakers and managers to ensure accommodation and accessibility requirements are incorporated in acquisitions for electronic and information technology.

Develop and conduct workshops regarding acquisition planning for assistive technology to improve accessibility.

Continue to provide technical assistance and assistive equipment to Federal government training centers to meet accessibility requirements.

Promote the CAP Web site throughout DoD and the Federal government.

Continue to provide demonstrations and evaluations at CAPTEC.

Increase CAP customers usage of the eCAP accommodation process.

Provide all CAP materials in accessible, electronic formats.

Develop a CD-Rom of CAP Services for CAP customers to increase awareness and usage of services.