



Computer/Electronic
Accommodations Program
Annual Stakeholders Report
Fiscal Year 2013

Real Solutions for Real Needs



U.S. Department of Defense
Defense Human Resources Activity

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Executive Summary



The Computer/Electronic Accommodations Program (CAP), a Component in the Defense Human Resources Activity (DHRA), 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. CAP received authorization in Fiscal Year 2001 to operate as the centrally funded program to accommodate federal employees with disabilities and since then has partnered with 68 federal agencies. CAP's mission is to ensure that people with disabilities and wounded Service members have equal access to the information environment and opportunities in the DoD and throughout the Federal Government.

Providing Accommodations

CAP began FY13 by transitioning from the TRICARE Management Activity to DHRA. This activity change also included a physical move with CAP relocating to office space in Rosslyn, VA. Despite the transitions in FY13, CAP was able to fill 10,484 accommodations; 4,854 for wounded Service members, 2,410 for DoD employees and 3,220 for federal partners. Since CAP's inception, 128,181 requests for accommodations have been filled for CAP customers.

Towards the end of FY13, CAP was in a unique position to provide accommodations for agency Public Access Centers (PAC). These accommodations are provided to program offices that are accessed by the general public, including the National Park Service. In FY13, CAP provided 223 PAC requests to federal agencies.

CAP Technology Evaluation Center

CAPTEC staff served 2,229 customers; 1,022 DoD employees, 1,048 federal partner agency employees and 159 from non-governmental organizations.

In March, CAPTEC hosted an Innovation Day entitled "Dispelling the Myths: Reasonable Accommodation Under the Rehabilitation Act." Ms. Jo Linda Johnson, formerly of the Equal Employment Opportunity Commission, educated attendees on their responsibilities in providing reasonable accommodations to their employees. The event was recorded to ensure the information is available to a wider audience and is available on CAP's YouTube Channel:

www.youtube.com/thedodcap.



CAPTEC also provided tours for the Acting Under Secretary of Defense for Personnel and Readiness, Jessica L. Wright, and staff from the Job Accommodation Network (JAN) and Employer Support for the Guard and Reserve.

Training and Outreach

During FY13, CAP educated federal managers and employees on disability issues and solutions. CAP staff participated in 83 employment-focused, conferences and webinars and 18 Service member related trainings. Our staff also continues to work closely with representatives at our 68 federal partner agencies and 53 MTFs in the United States and Europe.

CAP released the CAP Mobile App during FY13. The App allows customers to browse accommodation solutions, learn about training events, and hosts a wide array of CAP's videos and testimonials which have been viewed over 25,000 times on CAP's YouTube Channel. The CAP Mobile App is now available on Google Play and the Apple App Store.



After moving to DHRA, CAP redesigned and consolidated outreach materials. The newly designed CAP Information Flip Book provides a detailed view of CAP services and available tools. Furthermore, CAP also produced a new Wounded Service Member Initiative Fact Sheet.

This year, CAP released four online trainings; *Increasing Federal Employment of People with Disabilities (Updated)*, *Providing Reasonable Accommodation Solutions*, *Providing Reasonable Accommodations for People with Dexterity Disabilities* and *Providing Reasonable Accommodations for People with Cognitive Disabilities*. Over 2,200 individuals have participated in the online trainings and have been provided certificates of completion.

CAP Partnership Series

On June 20, 2013, CAP hosted a DoD Roundtable for DoD representatives with reasonable accommodation and assistive technology responsibilities to discuss accommodation trends and needs. Individuals from 14 DoD agencies submitted pre-Roundtable questionnaires to help focus the discussion and 15 representatives attended the actual Roundtable. The recommendations provided in the Roundtable directly impacted CAP scope changes in FY14.

CAP Responsive Web Design

In FY13, CAP released a responsive version of its website www.cap.mil. The newly released site is designed to be easy to navigate and read on a wide range of devices – desktop computer monitors, laptops, tablets and mobile phones. For CAP customers, this means easier access to information about news, events and accommodation solutions.



New Assistive Technology Videos



This year CAP introduced three new assistive technology videos. The latest videos demonstrate how memory cueing devices and software can assist individuals with cognitive limitations and how adjustable work stations and alternative keyboards and pointing devices can assist individuals with dexterity limitations. The high definition videos are fully accessible and available via the CAP website.

Looking Forward

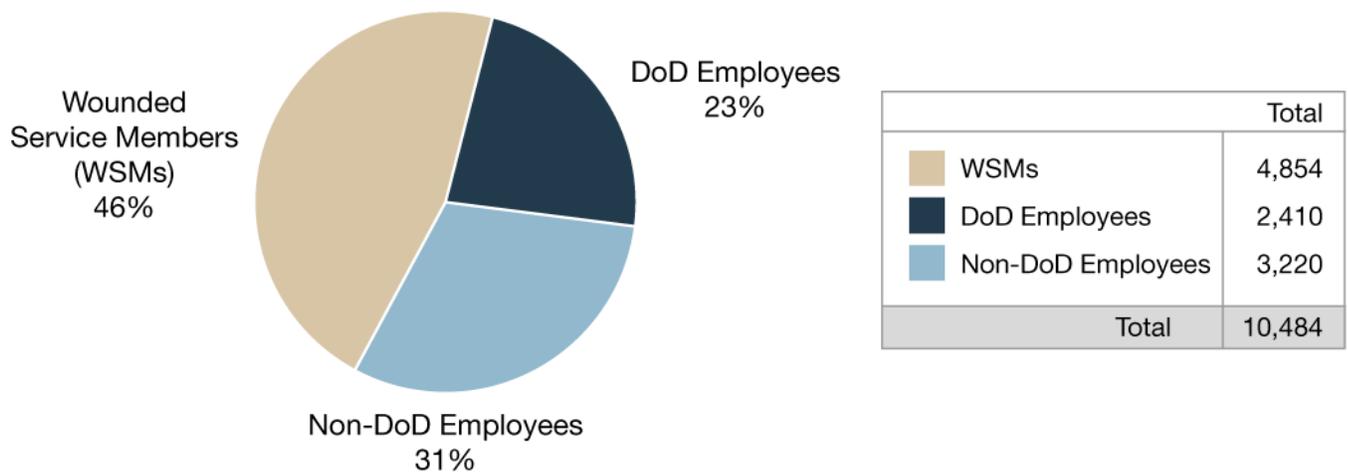
During FY14, CAP will increase collaboration with our partner agencies and providing training for our stakeholders via webinars and on-site visits. CAP will also be reissuing the DoD Instruction 6025.22, Assistive Technology for Wounded Service Members. The entire CAP staff looks forward to working with our partners and customers to enhance productivity and job retention through reasonable accommodation for federal employees with disabilities and wounded Service members.

Accommodations

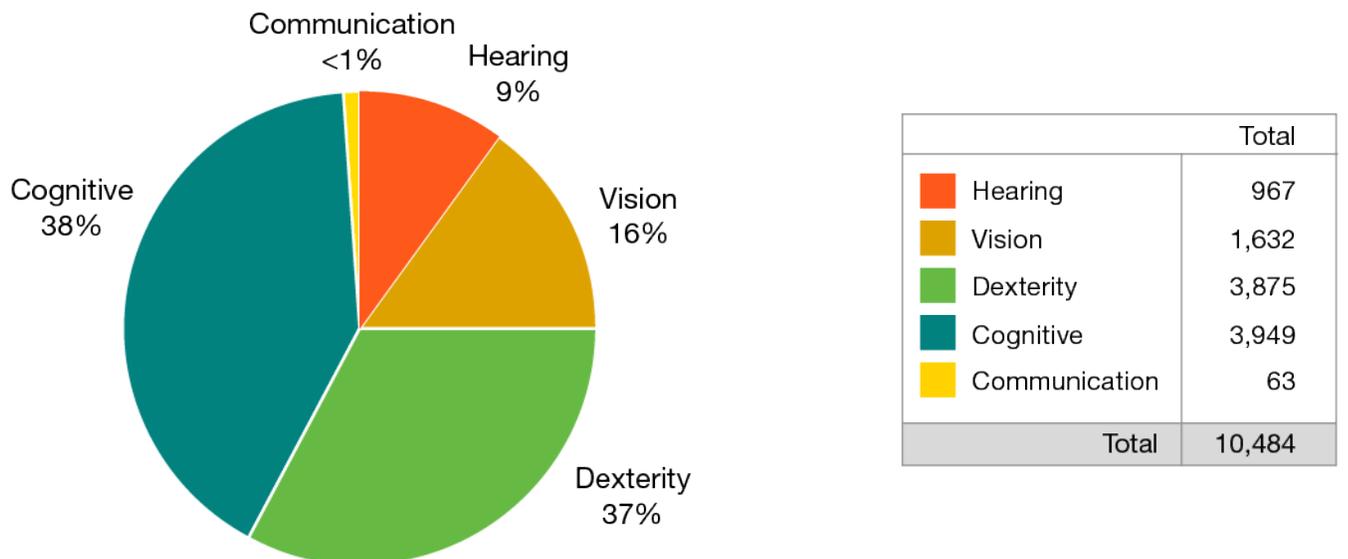


CAP provides assistive technology, needs assessments, training, accommodation services and accessibility testing to fulfill the accommodation needs of federal employees with disabilities and wounded Service members. In FY13, CAP filled 10,484 requests for accommodations for DoD and federal partner agencies' employees with disabilities as well as wounded Service members at an average cost of \$346 per accommodation. This section outlines accommodation activities, statistics and other accomplishments.

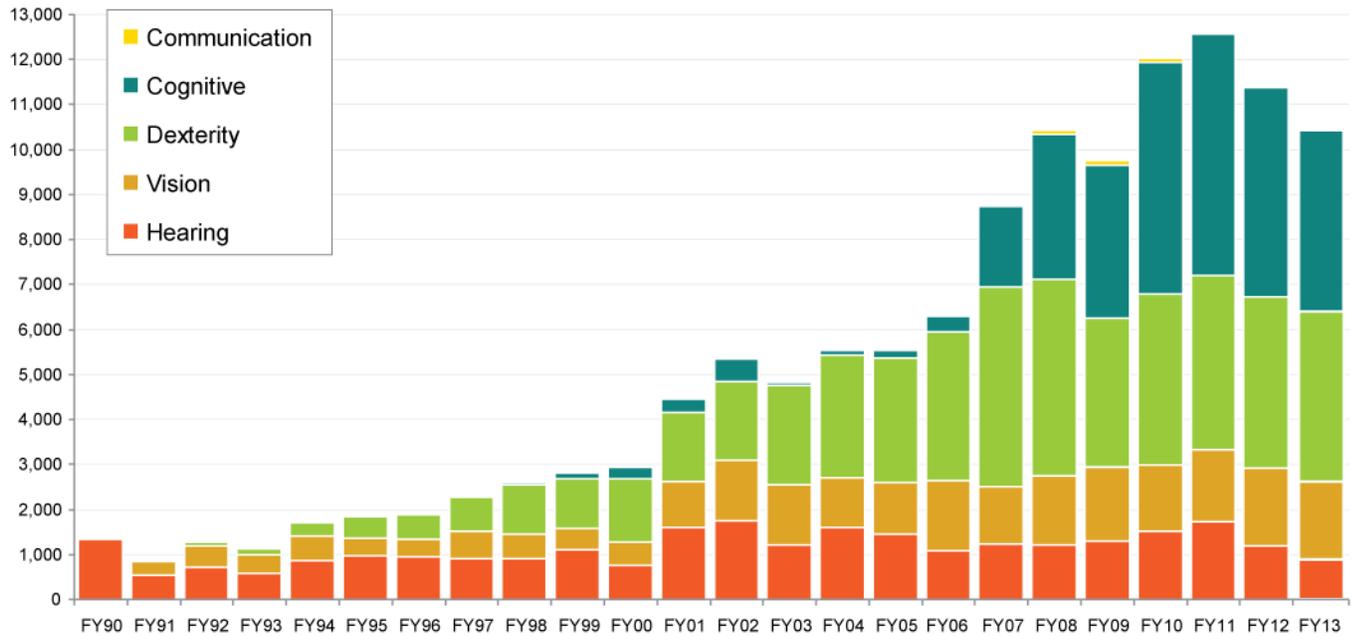
FY13 Accommodations Profile by Customer Group



FY13 Accommodations Profile by Disability (including WSM totals)



CAP Historical Trends



“Providing equal employment opportunities for people with disabilities is a long standing commitment of CAP. As a manager I have secured their services for employees of our organization. In my book they are number 1. So, check them out. And as I tell our folks, “while you may not need their services, just knowing about them may benefit someone you know.”

– CAP Customer

Department of Defense

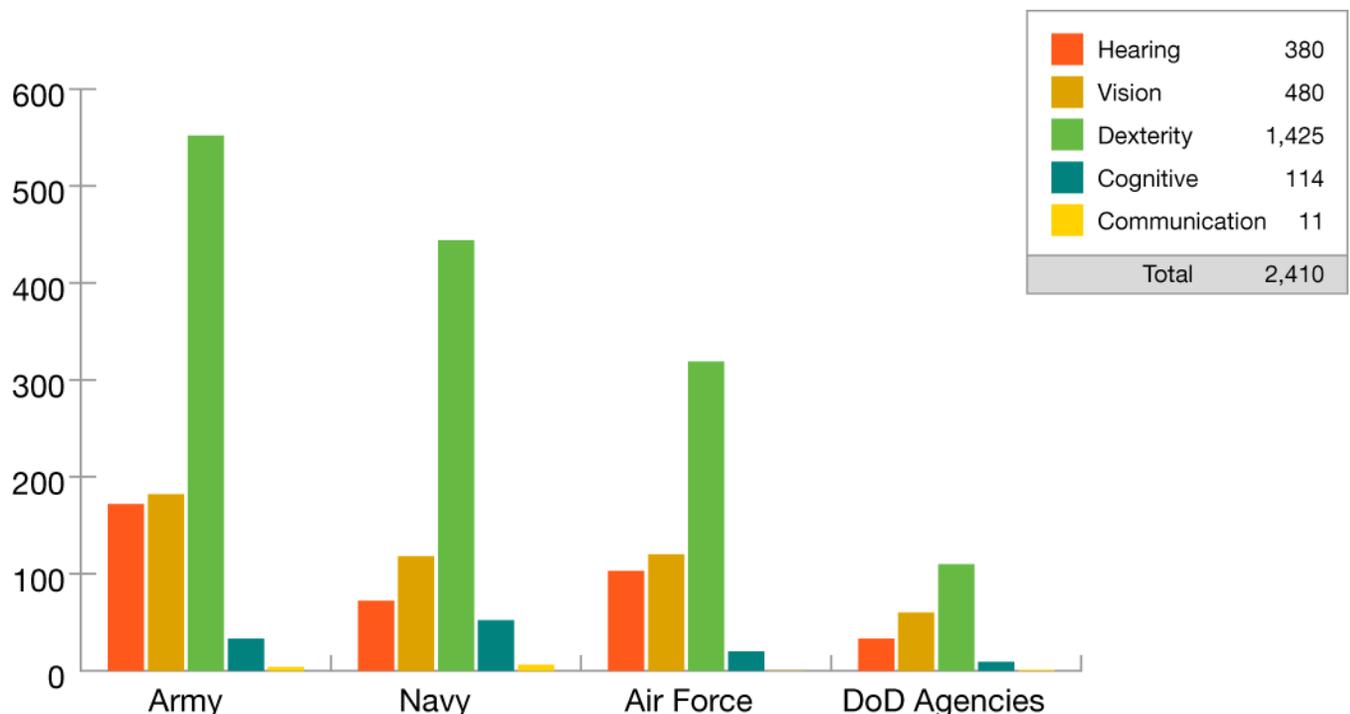
In FY13, CAP procured 2,410 accommodations for DoD employees and 4,854 for wounded Service members. CAP also participated in 37 DoD-sponsored conferences during this period and the CAP Technology Evaluation Center (CAPTEC) provided 1,022 services for DoD employees and supervisors.

CAP also supported DoD activities by providing funds for sign language interpreting services, personal assistants and readers for trainings lasting two days or more. In FY13, CAP provided 109 interpreter services and 3 computer-aided note taking services for DoD hard-of-hearing employees.

“This organization provides accommodations for Defense Department employees, In my view they do a GREAT JOB!”

– CAP Customer

FY13 Accommodations Profile – DoD Organizations (excluding WSM totals)

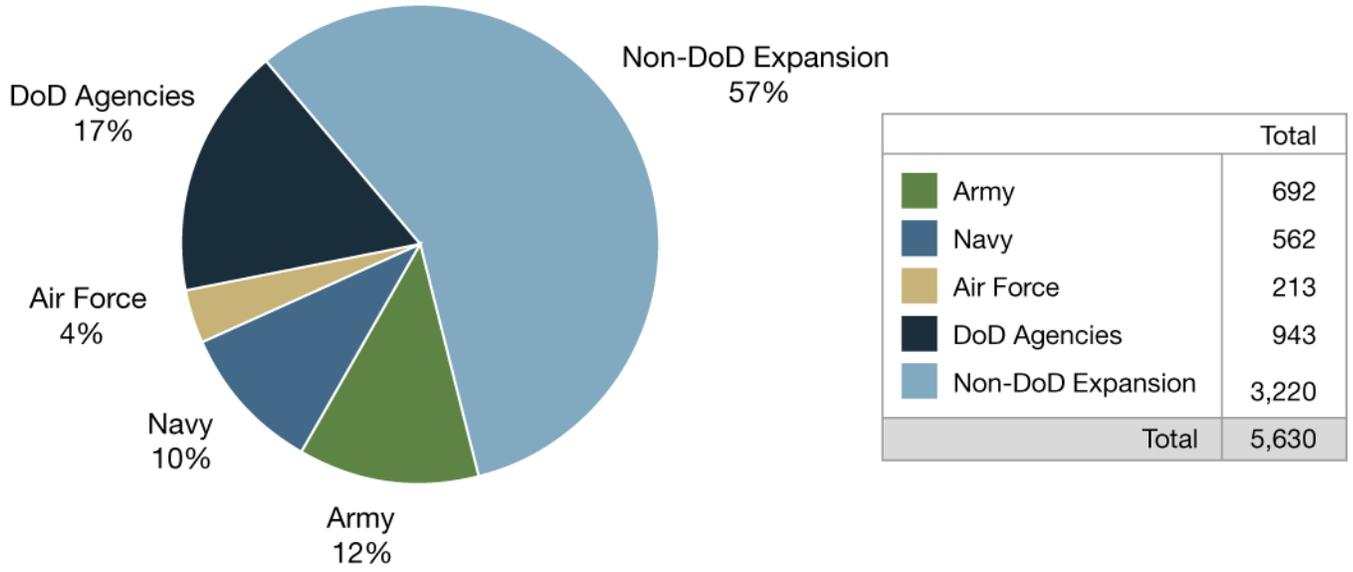


Federal Partners

In FY01, CAP was granted the authority to provide assistive technology to federal agencies upon the request of the head of the agency. In FY13, CAP provided 3,220 accommodations for federal partners and 1,048 CAPTEC services to federal partners. The blue-bolded agencies in the table below received accommodations in FY13.

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

FY12 Accommodations Profile by Organization (excluding WSM totals)



Wounded Service Members



The Wounded Service Member Initiative has been a part of CAP's mission since 2004. This initiative was designed to support Service members through training and needs assessments. CAP equips them with the assistive technology solutions that will help them have equal access to employment and opportunities in the public or private sector. The services and tools provided allow them to address their injuries in a new way and highlight their existing abilities.

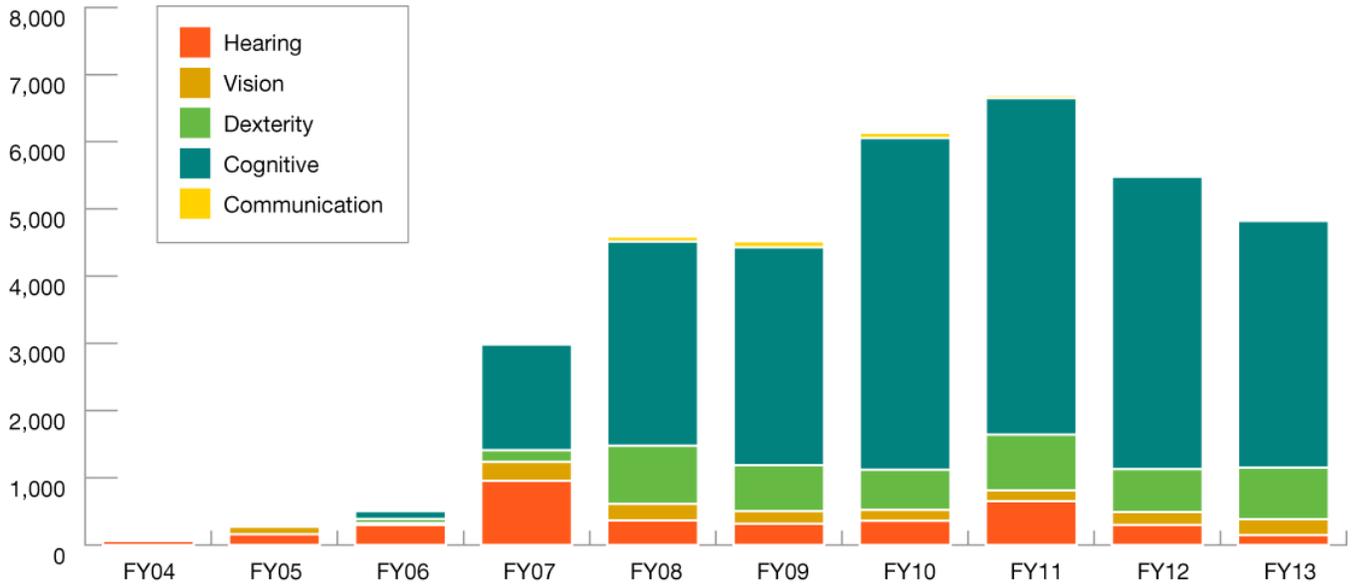
In August 2008, DoD Instruction 6025.22, Assistive Technology for Wounded Service Members, was signed, establishing policy for assistive technology programs in the Military Health System (MHS). The Instruction further enhanced and institutionalized CAP's role in the rehabilitation process and provides support for an interdependent assistive technology system between the CAP and the MHS.

CAP staff participated in 18 Service member conferences and in-service trainings and continued to work closely with representatives at 53 MTFs in the United States and Europe. CAP staff provided onsite briefings, technology demonstrations and needs assessments at multiple activities at Ft. Carson, Peterson AFB, Joint Base Lewis McChord, Ft. Riley, Walter Reed National Military Medical Center and Ft. Belvoir.

In providing 4,854 accommodations for wounded Service members in FY13, CAP staff worked closely with medical professionals at Army, Navy, and Air Force bases across the United States, Germany, and the United Kingdom. The list below represents the locations that participated in the CAP partnership and received accommodations for wounded Service members in FY13.

- Bamberg, Germany
- Baumholder, Germany
- Buckley AFB, CO
- Camp Lejeune, NC
- Camp Pendleton, CA
- Concord, MA
- Elmendorf AFB, AK
- Fort Benning, GA
- Fort Bliss, TX
- Fort Carson, CO
- Fort Hood, TX
- Fort Irwin, CA
- Fort Jackson, SC
- Fort Leavenworth, KS
- Fort Lee, VA
- Fort McNair, VA
- Fort Sill, OK
- Fort Stewart, GA
- Fort Wainwright, AK
- Fort Belvoir, VA
- Fort Bragg, NC
- Fort Campbell, KY
- Fort Drum, NY
- Fort Eustis, VA
- Fort Gordon, GA
- Fort Huachuca, AZ
- Fort Knox, KY
- Fort Leonard Wood, MO
- Fort Lewis, WA
- Fort Polk, LA
- Fort Richardson, AK
- Fort Riley, KS
- Fort Rucker, AL
- Fort Sam Houston, TX
- Groton, CT
- Keesler AFB, MS
- Lackland AFB, TX
- Landstuhl, Germany
- Quantico, VA
- Portsmouth, VA
- Nellis AFB, NV
- Twenty Nine Palms, CA
- San Diego, CA
- Schweinfurt, Germany
- Scott AFB, IL
- Travis AFB, CA
- Tripler AMC, HI
- USAF Academy, CO
- Vilseck, Germany
- Vicenza, Italy
- Walter Reed AMC, DC
- Wright-Paterson AFB, OH

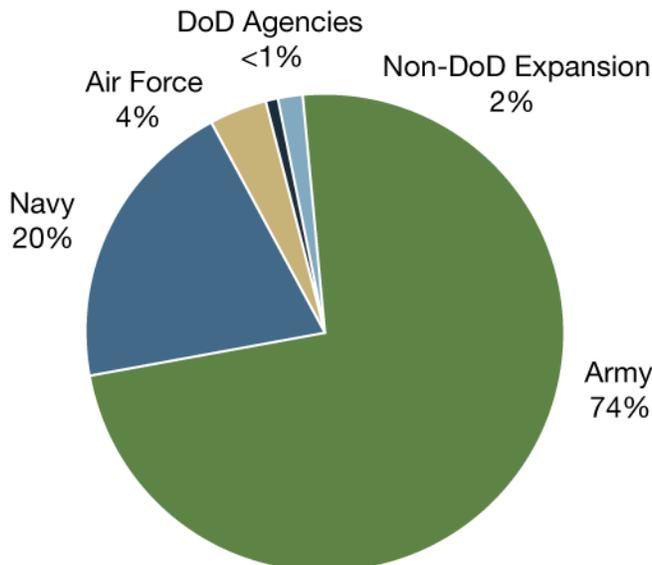
Wounded Service Members Accommodations Profile for FY04-FY13



“Thank you for the Ipod, not only does it help me stay organized, it is also compatible with the Iphly transceiver for radio control hobbies. In our Wounded Warrior R/C club, we discovered the Ipod with Iphly module is easier to use than the conventional controllers. The therapeutic value is unsurpassed. Thank You!”

– CAP Customer

FY12 WSM Accommodations Profile by Organization



	Total
Army	3,578
Navy	969
Air Force	187
DoD Agencies	41
Non-DoD Expansion	79
Total	4,854

CAP Technology Evaluation Center



The CAP Technology Evaluation Center (CAPTEC) was developed as a demonstration and assessment facility. Since its inception at the Pentagon in 1995, CAPTEC has provided services to approximately 33,629 customers. In FY13, services were provided to 1,022 DoD employees, 1,048 non-DoD federal employees and 159 from non-government organizations. Details regarding FY13 CAPTEC activities are provided below.

Needs Assessments

In FY13, 359 needs assessments were conducted by CAPTEC personnel, including services to both DoD civilian and military employees as well as employees of federal partner agencies. In order to provide quality needs assessments, it is necessary in some cases for the assessor to visit the employee's worksite to evaluate how the user interfaces with the physical and electronic environments. This allows the assessor to better understand the needs of the employee, and to make more informed recommendations of technology solutions. Pairing the on-site visit by the assessor with the opportunity to try out potential assistive technologies at CAPTEC gives the customer the knowledge they need to submit a request for accommodations that will be most effective and beneficial in their actual work environment.

CAP customers also submitted 361 online needs assessments and private vendors assisted 27 CAP customers in locations CAP assessors were unable to access. In FY13, a total of 747 customers received assistive technology needs assessments.

Innovation Days

In March, CAPTEC hosted an Innovation Day entitled "Dispelling the Myths: Reasonable Accommodation Under the Rehabilitation Act." Ms. Jo Linda Johnson, formerly of the Equal Employment Opportunity Commission, educated attendees on their responsibilities in providing reasonable accommodation to their employees. The event was recorded to ensure the information is available to a wider audience. It can be found on CAP's YouTube Channel at www.youtube.com/thedodcap.

Employment Programs



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

Workforce Recruitment Program

The Workforce Recruitment Program (WRP) is co-sponsored by DoD and the Department of Labor. This program was established to enable federal agencies to hire college students with disabilities for summer employment. Since the program's expansion in 1995, the WRP placed over 6,000 students in federal internships or permanent positions.

CAP strongly supports the WRP effort by providing assistive technology and accommodation services to WRP participants. By working through WRP, CAP helps to ensure a successful federal employment experience while cultivating an accessible information environment for WRP participants. Unfortunately this year, the WRP was impacted by the furloughs. However, CAP was still able to fill 62 requests for accommodations for WRP students. CAP staff also served as WRP recruiters and supported program accessibility requirements at the WRP Steering Committee meetings and events.

Telework and Workers' Compensation

CAP provides assistive technology for employees with disabilities that use Telework as a form of reasonable accommodation. Telework allows employers to retain valuable employees while decreasing the costs associated with disability leave. In FY13, CAP provided 709 Telework accommodations.

CAP also assists employees with disabilities who have filed a Workers' Compensation claim in their return to work process. To assist in lowering the cost, we examine case reviews and introduce the needs assessment process, to assist employees in finding unique methods of working in a modified, improved, and more productive environment. CAP provides the assistive technology that will replicate an individual's work environment in an alternative location while in recovery. In FY13, CAP provided 282 Workers' Compensation accommodations.

Public Access Centers

Towards the end of FY13, CAP provided accommodations for agency Public Access Centers (PAC). These accommodations are provided to service locations that are accessed by the general public, including the National Park Service. In FY13, CAP provided 223 PAC requests.

Work Life Wellness

CAP is committed to accommodating and preventing injuries that occur within the workplace through preventative techniques. CAP has taken a proactive approach by educating federal employees on the prevention of repetitive stress injuries that can result from work areas that lack proper ergonomic configuration. The information and resources that CAP provides can ultimately increase employee productivity and minimize the potential of work related injury.

Training and Customer Outreach



CAP is dedicated to providing quality presentations, training seminars and exhibits in order to remove the barriers to employment opportunities for people with disabilities. In FY13, CAP attended 83 events, conferences and training seminars throughout the country.

In two of those conferences, the Assistive Technology Industry Association (ATIA) Conference and the California State University Northridge (CSUN) Disabilities Conference, CAP staff held vendor meetings where they met with current and new vendors. These meetings reinforced the process in working with CAP and resulted in the addition of 62 products to existing CAP Blanket Purchase Agreements.

New Assistive Technology and Quick Tip Videos

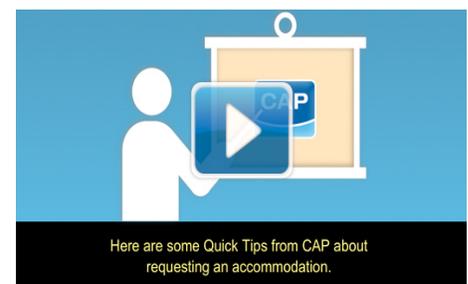
This year CAP introduced three new assistive technology high definition, fully accessible videos:

- **Cognitive Software:** This video demonstrates how people with cognitive disabilities can read, write and organize information more easily with the use of assistive software.
- **Memory Cueing Devices:** This video demonstrates how memory cueing devices can assist individuals with cognitive limitations.
- **Alternative Keyboard:** This video demonstrates adjustable work stations, alternative keyboards and pointing devices can assist individuals with dexterity limitations.



CAP also created a series of “Quick Tip” videos to assist customers in answering frequently asked questions. Topics include:

- **Reducing Eyestrain While You Work:** This video provides tips on reducing and avoiding eyestrain from viewing a computer monitor.
- **Choosing Your Correct Address:** This video provides tips on how to provide an accurate address when placing your CAP request.
- **Writing Your Justification:** This video provide tips on how to provide a proper and accurate justification when requesting your items.
- **Telework:** This video provides tips on accommodations that CAP can provide for individuals who working at an alternate office location.



All these videos and others are on CAP’s YouTube Channel at www.youtube.com/thedodcap.

CAP Online Trainings

CAP created a series of online training modules to help stakeholders better understand how simple hiring employees with disabilities can be and how to provide reasonable accommodations after they are hired. In FY13, CAP released four online trainings:

- Increasing Federal Employment of People with Disabilities
- Providing Reasonable Accommodation Solutions
- Providing Reasonable Accommodations for People with Dexterity Disabilities
- Providing Reasonable Accommodations for People with Cognitive Disabilities



Over 2,200 individuals took the online trainings and received certificates of completion. A few of partner agencies have adopted these online trainings as part of their agency's mandatory training requirements.

CAP Responsive Web Design

In FY13, CAP released a responsive version of its website www.cap.mil. The newly released site is design to be easy to navigate and read on a wide range of devices – desktop computer monitors, laptops, tablets and mobile phones. For CAP customers, this means easier access to information about news, events and accommodation solutions.

CAP Mobile App

CAP released the CAP Mobile App during FY13. The App allows customers to browse accommodation solutions, learn about events that may be taking place in their area and hosts a wide array of CAP's videos and testimonials which have been viewed over 25,000 times on CAP's YouTube Channel. The CAP Mobile App is now available on Google Play and the Apple App Store.



Mailing List

CAP uses an electronic mailing list to remain in constant communication with our customers and stakeholders. The utilization of CAP's mailing list allows the provision of important information in a timely and efficient manner. In FY13, CAP sent out 36 emails to a total of 19,376 customers on the mailing list. Join the list at: www.cap.mil/subscribe.aspx.

Social Media

In FY13, CAP maintained visibility among social networks and increased our followers on Facebook, Twitter and YouTube. CAP closed out FY13, with 1,556 Facebook Likes, 1,153 Twitter Followers and 38,279 lifetime YouTube views. Stay connected to CAP and CAP resources by joining one of the CAP Social Media offerings!

Updated CAP Materials

After moving to DHRA, CAP redesigned and consolidated program outreach materials. The newly designed CAP Information Flip Book provides a detailed view of CAP services and available tools. The Flip Book has different sections that focus on the following: About CAP, CAPTEC, Programs, WSM Initiative and CAP Online Tools.

CAP also produced a new Wounded Service Member Initiative Fact Sheet. The expanded four page document provides available CAP services in a question-based format making it easy to understand for Service members and their families.

In FY13, CAP also added new posters to our website available for download. These posters were based on the Innovation Day “Dispelling the Myths: Reasonable Accommodation Under the Rehabilitation Act.” Each poster has a myth focusing on the reasonable accommodation process. They join the established library of posters with topics ranging from ergonomics, online trainings and wounded Service members.

CAP also added “Ready to Publish” articles to make it easy for stakeholders to provide information on CAP services. CAP’s articles can be used in newsletters or even on a section of an agency’s website. There are two articles currently available; a general CAP services article and another focusing on CAP services for wounded Service members. Access the articles at: www.cap.mil/PublicationsForms/marketing/ReadytoPublishArticles.aspx

CAP Partnership Series

On June 20, 2013, CAP hosted a DoD Roundtable for DoD representatives with reasonable accommodation and assistive technology responsibilities to discuss accommodation trends and needs. Individuals from 14 DoD agencies submitted pre-Roundtable questionnaires to help focus the discussion and 15 representatives attended the actual Roundtable.

A briefing was provided to ensure all DoD agency representatives had the same baseline for CAP’s current policies and procedures. Discussions were divided into three segments: services, initiatives and outreach. Attendees were challenged to continue the conversation and discover innovations in accommodation. Shortly thereafter, CAP reached out to our Non-DoD partner agencies, distributing a questionnaire and received feedback from 20 agencies.

This input allowed CAP to reestablish relationships with partners and representatives and directly impacted product and service scope change for CAP in FY14. Based on the success, CAP designated a new CAP Partnership Coordinator who will be working closely with CAP partners to ensure that needs are heard and met to the best of the CAP program and staff abilities.

Customer Feedback

CAP’s customers are the program’s most critical stakeholders and participants. In order to capture useful feedback and input, CAP conducts customer verifications that focus on satisfaction with CAP’s request process, purchase and receipt of accommodation equipment and services, website accessibility, and meeting expectations. This feedback identifies current issues in the CAP process as well as obtaining foresight into potential hurdles.

CAP customers provided 1,343 responses (a 26 percent response rate) and indicated a 97 percent satisfaction rate with CAP services. With a customer-centered approach, CAP staff members strive to ensure DoD and federal employees with disabilities and wounded Service members continue to receive appropriate accommodations in a timely manner.

The Future of Accommodations

CAP will continue to provide accommodations to federal employees and wounded Service members with the help of our DoD, federal and MTF partners. CAP encourages our partners to become involved in our accommodation process and to use CAP as a tool to increase the employment of people with disabilities. We will also continue to provide the accommodations needed for employment programs to ensure that the ultimate goal of increasing the employment of people with disabilities is achieved. Specific FY14 goals are provided below.

Fiscal Year 2014 Goals

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

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

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

Ensure CAP continues to decrease CAP request processing time

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

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

Increase Service members' awareness and participation of CAP services.

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

Determine and account for accommodation and operation requirements and resources.

Optimize stewardship of internal and external government resources.

Implement and comply with DHRA Component requirements.

Increase awareness of CAP services.

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

Ensure highest level of customer satisfaction.