

Executive Summary

The Computer/Electronic Accommodations Program (CAP) a program in the TRICARE Management Activity (TMA) 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



Since CAP's inception, 106,303 requests for accommodations have been filled. In FY11 alone, CAP filled 12,640 accommodations; 2,565 for DOD employees, 3,382 for federal partners, and 6,693 for wounded Service members.

In March, CAP reached another milestone in providing our 100,000th accommodation to Karon Etienne an employee within the Department of Justice, Tax Division. After being diagnosed with carpal tunnel, Ms. Etienne learned about CAP through a colleague and received an assessment at the CAP

Technology Evaluation Center (CAPTEC). Ms. Etienne was provided a sit to stand keyboard, an adjustable monitor arm, a lumbar support, and an ergonomic keyboard and pointing device.

CAPTEC Has a New Manager

CAP hired Charnessa Warren as the new CAPTEC Manager during FY11. Charnessa's has served as an evaluator, trainer and presenter for more than thirteen years. Her education and work experience in the local and state government has well prepared her for her new role.

In FY11, CAPTEC served 1130 customers; 528 DOD employees, 533 federal agency employees and 69 from non-governmental organizations.

Training and Outreach

During FY11, CAP continued to educate federal managers and employees on disability issues. This year, CAP partnered with the Office of Personnel Management (OPM) and the Equal Employment Opportunity Commission (EEOC) to conduct a series of trainings focused on the implementation of Executive Order 13548: Increasing the Employment of People with Disabilities. Trainings were conducted in Washington, DC, San Antonio, TX, Los Angeles, CA, San Diego, CA, Seattle, WA, Chicago, IL, Philadelphia, PA, Cincinnati, OH and Boston, MA. Additionally, CAP participated in 105 presentations and expositions, with over 2,200 attendees.

In early FY11, CAP launched a newly designed website, which resulted in CAP winning the Horizon Interactive Award recognizing outstanding achievement among interactive media producers. In addition to the redesign, the Training and Outreach Team was successful in acquiring a first level domain URL, www.cap.mil.



As a supplement to CAP's newly redesigned website, CAP also created its first Online Training for Hiring Managers, focusing on hiring and retention methods and strategies.

Accommodations for Wounded Service Members

CAP actively supports wounded Service members during their recovery and rehabilitation. In FY11, CAP provided 905 needs assessments and 6,693 accommodations to Service members. CAP staff participated in 23 Service member conferences and in-service trainings and continued to work closely with representatives at 58 MTFs in the United States and Europe. CAP staff visited Vilsek, Germany during FY11 to ensure that Service members overseas are provided the same attention as those in the US.



The WSM Team continued to focus on VTC's as an outreach tool for those outside of the DC area. During FY11, VTCs were conducted in Fort Bragg, Fort Eustis WTB, Fort Drum/Guthrie, and Vicenza AHC.

CAP continues to collaborate with the *Defense Civilian Personnel Management Service* and participated in *Hiring Heroes Career Fairs* across the country. Maintaining partnerships with organizations such as the *Army Wounded Warrior Program* and *Marines for Life* allows CAP to actively support disabled veteran reemployment efforts.

Supporting Agency Telework Policies

Telework policies can successfully address issues affecting employee retention by enabling injured employees to continue working; helping employees' return-to-work following an injury; and preventing further debilitation. In providing equipment including agency-approved computers, printers, fax machines and a range of assistive technology devices, CAP delivers a budget-neutral solution to accommodating teleworkers with disabilities. During FY11, CAP continued its work with organizations such as the *Telework Exchange* to educate managers and federal employees on the benefits of Telework as a form of reasonable accommodation.

On June 8, CAP received the 2011 Tele-Vision award for Innovative Application of Technology to Support Telework from the Telework Exchange. During FY11, CAP actively participated with the Telework Exchange, an organization dedicated to increasing the impact and benefits of Telework in the federal government and recognizing excellence in government Telework programs.

In FY11 CAP filled 710 accommodation requests to employees participating in Telework as a form of reasonable accommodation.

CAP's Strategic Plan

To ensure future success, the CAP Strategic Plan was developed, signed and shared with stakeholders. The plan focuses on the areas of growth and opportunity, potential challenges, and supports CAP's mission and long-term vision. To learn more about CAP's Strategic Plan, visit:

<http://cap.mil/AboutCAP/StrategicPlans.aspx>.

