



Computer/Electronic
Accommodations Program
Annual Stakeholders Report
Fiscal Year 2005

Real Solutions for Real Needs



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

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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 2005, CAP provided accommodations to the DoD community and developed partnerships with other federal agencies that resulted in CAP filling 5,542 requests for accommodations. The following information summarizes CAP's achievements during FY05.

5,542 Accommodations Provided

On October 30, 2000, CAP received authorization to govern as the centrally funded program to accommodate federal employees with disabilities via the National Defense Authorization Act. In the first year, partnerships were established with 45 federal agencies and the program. In FY05 3,218 accommodations were provided for DoD customers and 2,324 accommodations were provided to employees of CAP's 63 partner agencies.

112 Presentations and Regional Training Sessions Conducted in 8 States

CAP continues to educate and support DoD and federal partnerships via CAP regional training sessions. On October 19, 2004, CAP sponsored a *CAP Symposium: Innovation in Accommodation*, in Washington, DC. This event allowed disability program managers, equal employment opportunity specialists, and human resources officers involved with the CAP partnerships to interact and collaborate on accommodations-related issues. CAP staff also conducted similar sessions for over 890 attendees in Alabama, California, Hawaii, Missouri, Ohio, Washington, DC, and West Virginia. The CAP staff conducted a total of 112 presentations during FY05 for activities in DoD, other federal agencies and non-governmental organizations.

CAPTEC Serves 2,305 Customers

The CAP Technology Evaluation Center (CAPTEC) is an evaluation and demonstration center for assistive technology. CAPTEC served nearly 2,305 customers, including over 30 via Videoteleconference, during FY05. Special tours were also provided for the Honorable Gordon R. England, currently the Acting Deputy Secretary of Defense, the Honorable James Langevin, Congressman from Rhode Island, and the Honorable Paul Wolfowitz, former Deputy Secretary of Defense.



Accommodations for Wounded Service Members

CAP continues to provide support to increase the accessibility of the Military Health System (MHS) and reemployment assistance for our wounded service members. CAP's Wounded Service Member Initiative provides assistive technology during medical treatment, transition and housing services, and for reemployment purposes. This project was expanded during FY05 beyond Walter Reed Army Medical Center (WRAMC) to include Brooke and Tripler Army Medical Centers, Ft. Leonard Wood, and the National Naval Medical Center. CAP staff also partnered with other Defense organizations to support disabled veteran reemployment efforts, including the Salute to Heroes Conference. During

FY05, CAP conducted 78 needs assessments and provided 347 accommodations for wounded service members.

Workforce Recruitment Program

The Workforce Recruitment Program (WRP), co-sponsored by DoD and the Department of Labor, provides summer employment with federal agencies for college students with disabilities. CAP provided 112 assistive technology accommodations among 27 different agencies for WRP students. CAP served as a WRP recruiter and provided assistive technology for students during the summer.

DoD Supports National Disability Mentoring Day

In observance of the National Disability Mentoring Day (NDMD) held every October, DoD held its third NDMD electronic mentoring program with over 80 participants. The event provided opportunities for DoD employees to mentor WRP students on career interests and goals.

CAP Receives Leadership Awards



CAP's Telework Initiative provides the equipment for employees with disabilities to work at home or another offsite location. CAP received a Leadership Award at the Potomac Forum's "Telework in the Federal Government" event for its innovative approach to increasing Telework by employees with disabilities in the federal government. During FY05, CAP provided 175 accommodations for Teleworkers with disabilities.



The California State University, Northridge (CSUN) Center on Disabilities selected Dinah Cohen, the CAP Director, for the Fred Strache Leadership Award recognizing her leadership for the removal of barriers for people with disabilities. The award was presented to Ms. Cohen at the 20th CSUN Technology and Persons with Disabilities Conference on March 15, 2004.

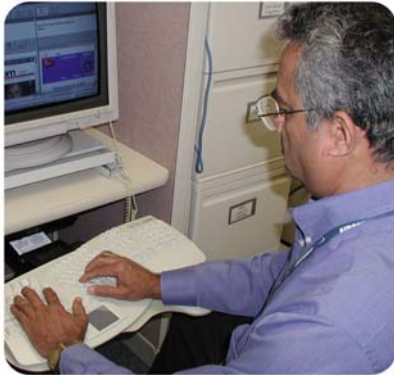
Healthy Work Practices Program Implements New Tools

The CAP Healthy Work Practices Program produced new tools to assist workers in staying healthy on the job. An updated version of the CAP Healthy Work Practices Guide, including an online version, was published in FY05. Also a new email distribution list was introduced in an important step to increase communication with its specific customer base. As environmental safety remains a DoD and federal-wide concern, this program provides awareness and resources for federal employees.

Continuing to Increase Productivity and Opportunities for DoD and Federal Employees with Disabilities and Wounded Service Members

During FY05, CAP continued to provide assistive technology and services to DoD and federal partner employees with disabilities. CAP is dedicated to improving the accommodation process that will increase productivity and opportunities for employees with disabilities in DoD and throughout the federal government. CAP will continue to ensure conformance with required internal controls, focus on customer satisfaction, and continue to enhance stakeholder training and communications. Furthermore, CAP will support President Bush's New Freedom Initiative to increase independence and accessibility for Americans with disabilities.

Accommodations



In FY05, CAP filled 5,542 requests for accommodations at an average cost of \$423. The following information summarizes current projects, accommodations and other accomplishments.

Department of Defense

In FY05, CAP procured 3,218 accommodations for DoD employees and offices. CAP also participated in 50 DoD-sponsored conferences during this period and the CAP Technology Evaluation Center (CAPTEC) provided approximately 1,169 services for DoD employees and supervisors.

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 FY05, CAP provided 2,324 accommodations and 954 CAPTEC services to federal partner agencies. The bolded agencies received accommodations in this fiscal year:

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 the Interior

Department of Justice

Department of Labor

Department of State

Department of Transportation

Department of the Treasury

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 Energy Regulatory Commission

Federal Housing Finance Board

Federal Labor Relations Authority

Federal Mine Safety and Health Review Commission

Federal Maritime Commission

Federal Trade Commission

General Services Administration

Holocaust Memorial Museum

Institute of Museum and Library Sciences

John F. Kennedy Center for the Performing Arts

International Broadcasting Bureau

International Trade Commission

National Aeronautics and Space Administration

National Archives and Records Administration

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

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

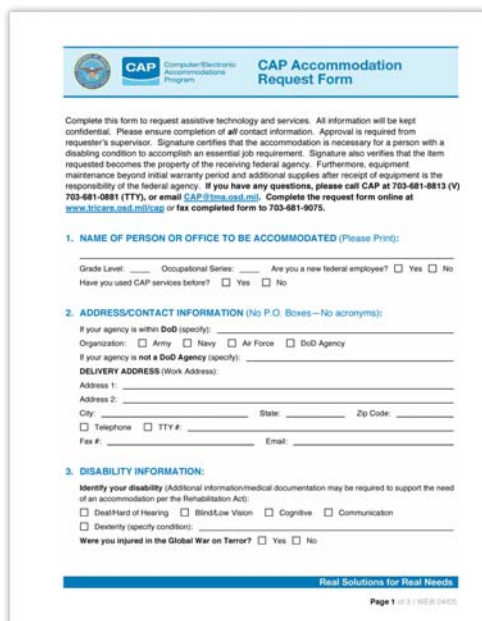
Smithsonian Institution

Surface Transportation Board

Trade and Development Agency

CAP's Improved Accommodation Process

The CAP accommodation process expedites delivery of equipment and services to DoD and federal partner employees with disabilities. CAP continued to streamline the online accommodation process, located at www.tricare.osd.mil/cap, to assist individuals in the needs assessment and assistive technology selection processes. As the program increased its focus on meeting customers' expectations, the process was modified to include more customer interaction. A CAP Customer Service Representative contacts each individual customer to ensure their awareness of order status and satisfaction with the CAP accommodation process. Furthermore, customers receive an improved processing time by submitting their requests online. During FY05, over 70 percent of all CAP requests were received online. CAP is also working closely with assistive technology vendors to ensure quality and timely delivery of products and services.



The image shows a 'CAP Accommodation Request Form'. At the top left is the CAP logo (Computer/Electronic Accommodations Program). The title is 'CAP Accommodation Request Form'. Below the title is a paragraph of instructions: 'Complete this form to request assistive technology and services. All information will be kept confidential. Please ensure completion of all contact information. Approval is required from requester's supervisor. Signature certifies that the accommodation is necessary for a person with a disabling condition to accomplish an essential job requirement. Signature also verifies that the item requested becomes the property of the receiving federal agency. Furthermore, equipment maintenance beyond initial warranty period and additional supplies after receipt of equipment is the responsibility of the federal agency. If you have any questions, please call CAP at 703-681-0813 (V) 703-681-0881 (TTY), or email CAP@tricare.osd.mil. Complete the request form online at www.tricare.osd.mil/cap or fax completed form to 703-681-9075.' The form is divided into three main sections: 1. NAME OF PERSON OR OFFICE TO BE ACCOMMODATED (Please Print): This section includes fields for Grade Level, Occupational Series, and a question 'Are you a new federal employee?' with Yes/No checkboxes. It also asks 'Have you used CAP services before?' with Yes/No checkboxes. 2. ADDRESS/CONTACT INFORMATION (No P.O. Boxes—No acronyms): This section asks 'If your agency is within DoD (specify):' and provides checkboxes for Army, Navy, Air Force, and DoD Agency. It also asks 'If your agency is not a DoD Agency (specify):'. Below this is the 'DELIVERY ADDRESS (Work Address):' section with fields for Address 1, Address 2, City, State, and Zip Code. It also includes checkboxes for Telephone, TTY #, Fax #, and Email. 3. DISABILITY INFORMATION: This section asks to 'Identify your disability (Additional information/medical documentation may be required to support the need of an accommodation per the Rehabilitation Act):' and lists checkboxes for Deaf/Hard of Hearing, Blind/Low Vision, Cognitive, and Communication. It also includes a checkbox for 'Specify disability condition:' and a question 'Were you injured in the Global War on Terror?' with Yes/No checkboxes. At the bottom right of the form, it says 'Real Solutions for Real Needs' and 'Page 1 of 1'.

Another major factor in the improved accommodation process is CAP's relationship with the Defense Contracting Command—Washington (DCC-W) and the use of the government credit card to procure accommodations. Working closely with the Contract Specialists at DCC-W, CAP is able to ensure timely processing of all actions, including credit card executions, GSA Schedule procurements, and full and open competitions. Using these procurement vehicles has been a critical aspect of how CAP provides accommodations and related services to both DoD and partner agencies throughout the federal government.

As a result of these process enhancements, the CAP Office is more engaged with its customers and vendors and the overall satisfaction rate of CAP customers continues to increase. During FY05, CAP received a 95 percent satisfaction rating from survey respondents.

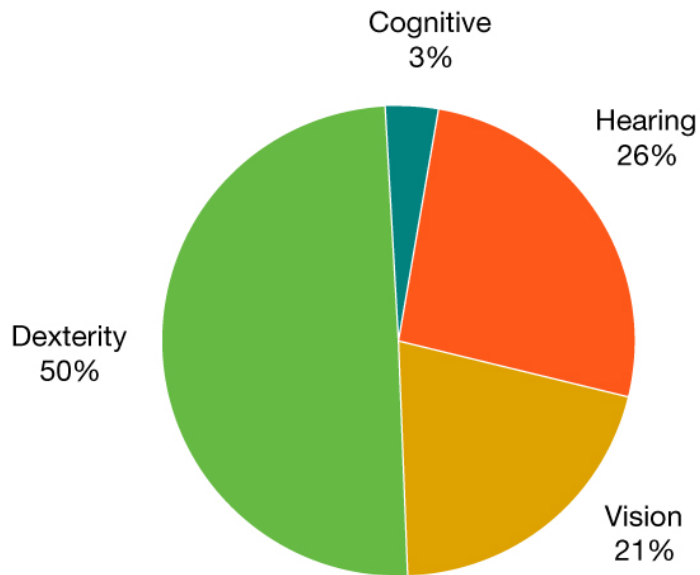
Accommodations Profile

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

In addition, 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. CAP continues to research avenues that would provide better and more efficient services.

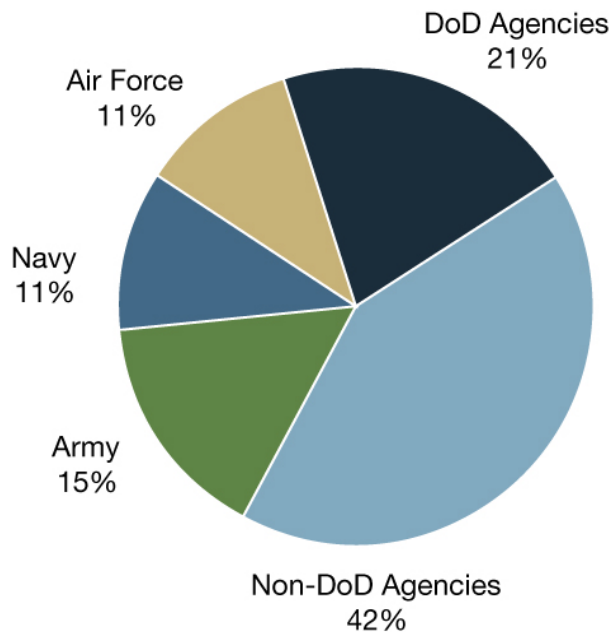
The specific numbers of accommodations provided are as follows:

FY05 Accommodations Profile by Disability – Overall



Total	
Hearing	1,453
Vision	1,132
Dexterity	2,764
Cognitive	188
Total	5,542

FY05 Accommodations Profile by Organization – Overall



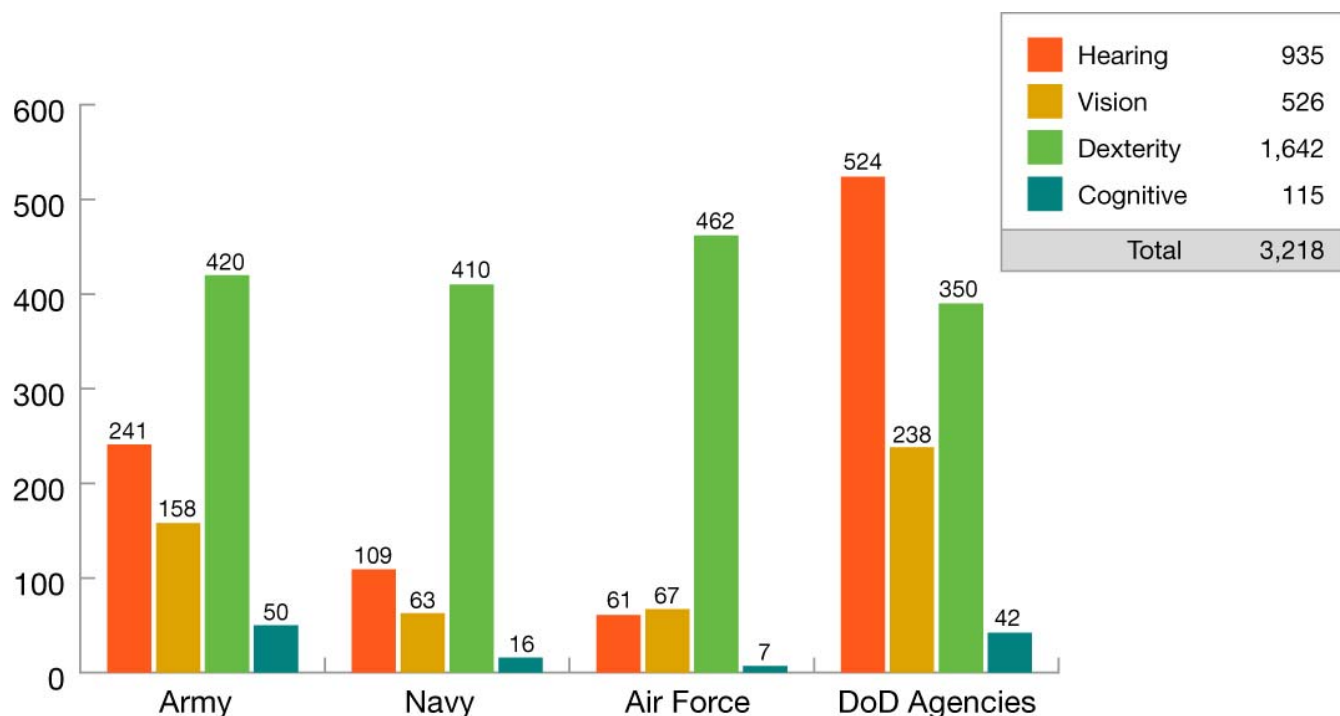
Total	
Army	869
Navy	598
Air Force	597
DoD Agencies	1,154
Non-DoD Agencies	2,324
Total	5,542

FY05 Accommodations by Grade Level/Disability

Grade	Hearing	Vision	Dexterity	Cognitive	Total
No grade	459	241	408	20	1,128
E-04	0	0	6	1	7
E-05	0	0	14	2	16
E-06	2	3	26	1	32
E-07	0	0	12	0	12
E-08	0	0	18	0	18
GS-01	4	0	1	0	5
GS-02	9	3	5	0	17
GS-03	14	13	14	0	41
GS-04	57	76	54	17	204
GS-05	109	100	136	27	372
GS-06	56	38	100	0	194
GS-07	66	89	219	16	390
GS-08	7	10	41	10	68
GS-09	84	51	127	9	271
GS-10	6	5	9	8	28
GS-11	91	105	240	6	442
GS-12	205	181	528	14	928
GS-13	56	95	339	15	505
GS-14	106	39	175	3	323
GS-15	12	30	125	0	167
SES	0	4	18	0	22
O-02	0	2	7	0	9
O-03	0	0	2	0	2
O-04	0	0	25	1	26
O-05	0	0	17	0	17
O-06	7	0	5	0	12
WG-02	0	5	0	0	5
WG-03	1	0	0	0	1
WG-05	3	0	0	0	3
WG-07	1	0	0	0	1
WG-08	4	2	1	0	7
WG-09	2	0	2	0	4
WG-10	1	0	5	6	12
WG-14	1	0	0	0	1
Total	1,363	1,092	2,679	156	5,290

* 252 accommodations were for offices/hospitals. Only individual accommodations are included in this table.

FY05 Accommodations Profile - DoD Organizations



Customer Surveys

CAP conducts customer follow-up surveys that focus on overall satisfaction with CAP's review of requests, purchasing of accommodation equipment and services, and vendor's customer service/performance. Two thousand, six hundred and thirty-nine (2,639) surveys were sent to customers who received an accommodation from CAP in FY05. Overall, 634 customers responded (a 24 percent response rate) indicating a 95 percent satisfaction rate with CAP services.

CAP continues to focus on the customer feedback to improve our internal processes. With a customer-driven management approach, CAP will ensure DoD and federal employees with disabilities continue to receive their assistive technology in a timely and cost efficient manner.

“Fast, Helpful. It’s an amazing service. Thank you!”

- CAP Customer

“It was the easiest thing I have ever done in the Federal government!”

- CAP Customer

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. Since opening its doors at the Pentagon in 1995, CAPTEC has provided services to approximately 17,200 customers. During FY05, CAPTEC provided services for 2,305 customers. One thousand, one hundred and sixty-nine services were provided to DoD employees, 954 services were for non-DoD federal employees and 183 contacts were received from non-government organizations. Details regarding specific services in FY05 are provided below.

Needs Assessments

Two hundred ninety-three assessments were conducted in FY05, including services to both military and civilian employees of DoD as well as employees of federal partner agencies. Members of the CAPTEC Services Team also provided 78 needs assessments for soldiers injured in Operation Enduring Freedom/Operation Iraqi Freedom who were patients at Walter Reed Army Medical Center and Brooke Army Medical Center. CAPTEC staff met with amputees and burn patients as well as patients with service-related hearing loss, dexterity, vision and cognitive disabilities.

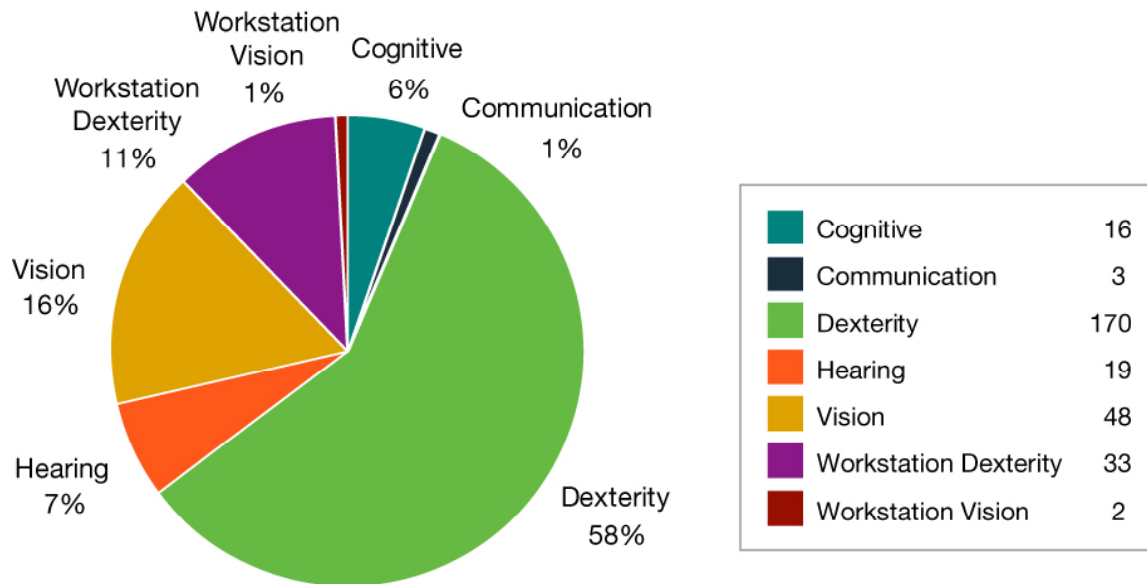
Worksite Evaluations

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. Accordingly, in FY05 CAPTEC staff conducted 33 evaluations of employee worksites. 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.

"It is really gratifying in this day and time to find a service that provides immediate solutions. Every time I have had to interact with any of the representatives from the CAP Office, I have received excellent service provided in the most professional manner."

- Satisfied Customer

Needs Assessments by Type



Demonstrations and Open Houses



On March 9, 2005, CAPTEC hosted the “Changing Focus: Low Vision Accommodations in the Federal Workplace,” Demonstration Day in the Pentagon. Approximately 50 participants from DoD and 17 from other federal agencies received information on CAP services for employees with vision disabilities, as well as for employees who have disabilities relating to hearing, vision, or cognition. Visitors were provided demonstrations of assistive technology software and hardware applications by CAP staff, as well as from vendors of products for people with reduced vision.

On June 9, 2005, CAPTEC hosted the “Ergonomic Preparedness: Learn Proper Workstation Configuration, Demonstration Day in the Pentagon. Approximately 150 DoD participants and 156 individuals from other federal agencies received information on CAP services for federal employees with dexterity disabilities or for employees who have disabilities relating to hearing, vision, or cognition. Visitors were provided demonstrations of assistive technology software and hardware by CAP staff as well as from three different vendors of ergonomics product. Approximately 60 visitors also participated in an hour long presentation and received information on proactive approaches to ensure the ergonomic correctness of computer workstations.

Video Teleconferences

The CAPTEC Video Teleconference (VTC) capability has allowed federal agencies nationally and internationally to tour the facility and to receive needs assessments where local technology evaluation centers are not established. The assistive technologies for hearing, vision, dexterity and cognitive disabilities are showcased via VTC. CAPTEC conducted four needs assessments and four general tours for approximately 47 customers all within DoD, the Department of the Treasury, and for spouses of Wounded Service Members.

CAPTEC Customer Surveys

Each month, the CAPTEC Customer Survey is sent to all new customers who utilize CAPTEC services and who have provided their electronic contact information. Each recipient is asked to provide information on the purpose of their interaction and the quality of services received. In FY05, CAPTEC disseminated 187 customer surveys and received 45 responses. Forty-three out of 45 respondents rated CAPTEC services as excellent, at a rate of 96 percent.

"It is extremely reassuring to know that excellent resources are available through CAPTEC and can be expeditiously secured."

- Satisfied Customer

Programs



The CAP Office has developed and expanded several accommodation-related projects. The following list summarizes current projects and level of effort in during FY05.

Employment Programs

The federal government strives to be the model employer for people with disabilities. In order to recruit, place, 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's Office of Disability Employment Policy (ODEP). It was established to provide summer employment at federal agencies for college students with disabilities. The WRP placed over 1,700 students in federal summer internships in the last ten years. CAP provides assistive technology and accommodations to students who participate in the program. CAP supports WRP in various roles:

- Provided administrative support in placing seven WRP students in the Office of the Assistant Secretary of Defense (Health Affairs) and TRICARE Management Activities at Falls Church, VA and Aurora, CO.
- Served on the WRP Steering Committee and DoD WRP Working Group
- Provided accommodation services to ensure accessibilities for the WRP Steering Committee
- Provided accommodation services for WRP recruiters with disabilities who may be required to travel to recruit WRP students
- Provided 112 assistive technology accommodations and services to WRP students in FY05



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. While CAP's focus is to provide assistive technology to accommodate people with disabling conditions, such as carpal tunnel syndrome, we prefer to take a proactive approach. CAP has educated customers on prevention of the repetitive stress injuries that can result from workstations that lack proper ergonomic configuration. This strategy can diminish the severity of ergonomic-related injuries or eliminate the need for accommodation altogether. CAP is committed to both accommodate and prevent injuries that occur within the workplace through

provisions of assistive technology and the promotion of practical techniques through its Healthy Work Practices Program (HWPP).

Ensuring proper ergonomics in the workplace is a smart business decision because it increases employee productivity and satisfaction. CAP continues to address the ergonomics problems within federal agencies via workshops, information dissemination, needs assessments, and accommodations for employees with dexterity disabilities. CAP staff provided the following services in FY05:

- Conducted over 150 ergonomic evaluations for employees to ensure correct positioning in order to avoid repetitive stress injuries (RSI) as well as helping to identify potential accommodation solutions.
- Introduced the Web-based *Workplace Ergonomics Quick Reference Guide* as well as updated the hard copy for dissemination.
- Provided the *CAP Workplace Ergonomics Reference Guide*
- Promoted a Healthy Work Practices Demonstration Day at the CAP Technology Evaluation Center which sparked interested in one of our federal partners, the Selective Service System, to sponsor an Ergonomics Preparedness Day at their agency with the CAP dexterity team's participation.
- Participated and disseminated HWPP materials at the Department of Labor Safety Day and provided ergonomic training at the Blacks in Government Conference in Orlando, FL and the 8th Annual Force Health Protection Conference in Louisville, KY.
- Served as a member of Pentagon ergonomics team, the Civilian Employees Health Service at the DeLorenzo Clinic, and on the DoD Ergonomics Working Group



As the CAP HWPP team realized more customers are requiring needs assessments and ergonomic evaluations in regional offices, they keep abreast of experienced, certified vendors and centers in locations that can assist CAP in providing needs assessments as well as training on various assistive technologies.

Telework

CAP continues to promote awareness and support the President's Management Agenda emphasis on Telework by providing 175 accommodations for Telework participants with disabilities in FY05. Recognized by the Potomac Forum with its annual Leadership Award, CAP's Telework initiative is a key program in the effort to expand Telework as a form of reasonable accommodation. CAP staff also attended the following events to increase awareness of CAP's efforts with this initiative:

- Managing Teleworkers and Remote Teams
- Choosing and Using the Right Telework Technology Workshop
- Virginia Commonwealth University (VCU) Telework Focus Group
- Presentation at the Telework in the Federal Government Conference

Workers' Compensation

By teaming with Workers' Compensation officials, CAP assists Workers' Compensation claimants in their return-to-work process. Utilizing case reviews and a needs assessment process, CAP assists employees in finding unique methods of working in a modified, improved, and more productive environment. CAP provided these employees with 316 accommodations in FY05 to ensure their continuation as active members of the workforce. CAP also presented and exhibited at the Injury and Unemployment Compensation Conference held in Southbridge, MA and the 7th Annual Workers' Compensation Conference in Washington, DC. These venues reached the Workers' Compensation liaisons directly to ensure that they are prepared to provide CAP information to the injured worker.

Federal Information Centers Initiative

CAP provides accessibility support to Federal Information Centers (FIC), such as training facilities, assistive technology centers, libraries, and public access offices to support the training and promotion of employees with disabilities throughout the federal government. CAP provides assistive technology devices and services to insure that these facilities are in compliance with federal regulations regarding accessibility. CAP also provides accommodations for FIC employees with disabilities. In FY05, CAP provided 65 accommodations in support of the FIC initiative.

In support of this initiative, CAP also provided information technology help desk training at the Department of Labor and the Office of Personnel Management. This pilot program proved very successful and will be expanded to other organizations in FY06. Assistive technology center coordination meetings were also conducted with Departments of Agriculture, Interior and Labor and the General Services Administration. CAP provided agencies with on site needs assessments of public access information centers, including a review of the Freedom of Information Center at the Department of Energy. This type of needs assessment service was also provided for regional public access and assistive technology centers in coordination with other CAP regional awareness training programs.

Program Access

Section 504 of the Rehabilitation Act requires that federal programs be accessible and usable by members of the public with disabilities. 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/Wounded Service Members

With the steady return of a large number of wounded service members, CAP continued to pledge its commitment to support and improve the quality of life of injured serve members throughout all phases of their recovery process. On January 30, 2004, the CAP Director briefed the Physical and Occupational Therapy staff at Walter Reed Army Medical Center (WRAMC) on the latest assistive technology available to accommodate wounded service members. Since that time, the CAP Wounded Service Members Initiative has expanded from a small pilot project to include a broad array of services throughout the MHS. In FY05, CAP conducted 78 needs assessments and provided 347 accommodations for wounded service members and their treatment facilities. The initiative, in its current format, has three significant ongoing elements:

-
- Recovery and rehabilitation: CAP begins to introduce assistive technology to service members, in addition to providing accommodations to increase access for wounded service members during their medical treatment and rehabilitative services.
 - Transition: CAP partners with housing, education facilities and therapy departments throughout the MHS to ensure access to computer and telecommunication systems. This allows wounded service member to have the ability to e-mail and telephone friends and family members, as well as receive training on assistive technology and learn new information technology skills.
 - Reemployment: CAP works with federal internship coordinators and other federal agencies to assist in the reemployment process for all interested wounded service members.

In order to ensure an increased awareness of the initiative, CAP staff provided training and executive briefings at WRAMC, Brooke Army Medical Center (BAMC), the Salute to Heroes Conferences in Orlando, FL and Dallas, TX, the Military Severely Injured Center, and the Annual TRICARE Conference. Working closely with the Fisher House Foundation, CAP staff has visited several housing facilities to train house managers on accessibility requirements. CAP also participated in the CAPSTONE Course, a one week training program for MHS lead agents and Military Treatment Facility (MTF) commanders sponsored by the TRICARE Management Activity. CAP exhibited at this event and provided program information to the attendees.

CAP also partnered with WRAMC to create an assistive technology lab on their campus. This lab houses devices for service members to learn new ways to access computer and telecommunication systems. The National Naval Medical Center has also partnered with CAP to integrate assistive technology into its medical services. Specifically, the Audiology Department incorporated assistive listening devices as part of their assessment and accommodation services for service members with hearing disabilities. And in a successful partnership with the BAMC Occupational Therapy Department, CAP provided an assistive technology workstation to augment its Activities of Daily Living apartment. This workstation will enable Occupational Therapy staff members to incorporate assistive technology training into their standard regimens.

CAP staff partnered with other Defense organizations to support disabled veteran reemployment efforts including several job fairs for severely injured service members at Walter Reed Army Medical Center and Fort Sam Houston. CAP serves an educational need at all severely injured job fairs, demonstrating assistive technology and educating potential employers about reasonable accommodations in the workplace.

CAP plans to continue expanding its services to support other recovery aspects and other MTFs, including Darnall Army Community Hospital at Fort Hood, Madigan Army Medical Center at Fort Lewis, and the Navy Medical Center San Diego.

Beneficiaries Support Services

CAP assists the Exceptional Family Member Program and DoD Education Activity in meeting communication accessibility requirements for beneficiaries, as well as requirements of employees with disabilities. CAP has expert staff to assist in identifying and purchasing appropriate technical enhancements to ensure that DoD programs, and facilities are accessible to people with disabilities, as required by Federal Public Laws. During FY05, CAP provided ten accommodations in support of the Beneficiaries Support Services initiative.

Navy Marine Corps Intranet

CAP continued to work closely with the Navy Marine Corps Intranet (NMCI) Program Management Office to ensure that there is equal access to the information environment for Navy employees with disabilities. In FY05, CAP provided 702 reasonable accommodations to NMCI employees.

CAP works consistently with the Navy to assist with the integration of assistive technologies within their seat management system. Weekly conference calls were held between CAP and NMCI staff members to stay informed with the most current issues involving the NMCI system integration process.

CAP participated in the 2005 NMCI Summer Enterprise Conference and met with Col. Robert Baker, the Chief Technology Director for NMCI, to gain support in implementing a toll-free telephone number for deaf Navy employees using a server-based teletypewriter software application. As a result, a toll-free telephone number was established for deaf Navy employees working inside NMCI, the world's largest Intranet, in FY05.

Navy and Marine Corps employees can access the CAP/NMCI webpage to determine what assistive technology has been tested and certified for use on NMCI. Employees continue to be informed on the appropriate process to request assistive technology from CAP through our online accommodation process.

Communication Services



Providing information to CAP customers takes place in all facets of daily functions. In order to support specific program requirements, CAP developed a FY05 CAP Communications Plan, outlining specific focus areas. The following items are the results of this plan.

CAP Training Seminars

CAP continues to educate and support the federal partnerships via CAP regional training sessions. On October 19, 2004, CAP sponsored a *CAP Symposium: Innovation in Accommodation*, in Washington, DC. This event allowed disability program managers, EEO specialists, and human resources officers involved with the CAP partnerships to participate in breakout of their agencies disability and employment concerns. Participants had the

opportunity to interact and collaborate on accommodations-related issues. The sessions included “Ask the Expert,” that featured a guest speaker, Naomi Levin, Special Assistant to Commissioner Silverman of EEOC and “Influencing the CAP Process.” Also on October 19, 2004, CAP staff hosted its first Washington, DC training session with 285 registrants. CAP staff also conducted similar sessions for over 890 attendees throughout FY05 in Redstone, AL, Los Angeles, CA, Honolulu, HI, twice in St. Louis, MO, Cleveland, OH, Seattle, WA, and Martinsburg, WV.

The two hour training sessions provided attendees the opportunity to learn about current legislative developments in the disability community, the CAP accommodation process, assistive technology, eCAP, and several CAP employment initiatives.

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.

The CAP staff developed “Waves of Communication,” a deaf/hard of hearing focused presentation to support how to best communicate with employees with hearing disabilities. This presentation also informed federal managers, supervisors and employees on what assistive technology accommodations are preferred and commonly used by the deaf and hard of hearing population in the workplace.

The CAP staff conducted 112 presentations during FY05 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	-	2	-	1	1	2	1	1	-	-	-	-	8
Blind/Low Vision	-	-	-	-	-	-	-	-	-	1	1	-	2
Deaf/Hard of Hearing	-	-	-	-	-	1	2	1	1	-	-	-	5
Employment	26	7	2	-	1	1	6	3	1	4	5	3	59

Issues													
Health Related/Injury Prevention/Tel ecommuting	1	1	-	-	-	1	1	-	2	3	3	-	12
Disability Management/ Legislation	3	-	1	1	3	-	-	-	1	2	-	1	12
Military Health System	1	-	-	1	3	1	1	-	-	-	1	-	8
IT/Section 508	1	-	-	-	-	-	-	-	1	-	1	1	4
WSM	-	-	1	-	-	-	-	1	-	-	-	-	2
Total	32	10	4	3	8	6	11	6	6	10	11	5	112

Materials

CAP marketing materials are an integral tool used to market CAP activities. Each piece provides the user with specific information regarding the program. These items are distributed at all events in which CAP participates and are available via customer request and online. All of these items were updated or created to conform with the corporate identity outlined in the CAP branding strategy. Approximately 58,750 pieces of materials were distributed during FY05.



- **CD-ROM: Real Solutions for Real Needs**

The CAP CD-ROM is a fully accessible, multi-media, self-running, interactive tool. The CD-ROM is an informational training tool that replaced the existing brochure and serve as an overview presentation when a live presentation is not possible. Approximately 1,742 CD-ROMs were disseminated during FY05.



- **CAP Fact Sheet**

The CAP Fact Sheet was designed for the purpose of marketing to DoD and federal agencies. Approximately 7,169 fact sheets were disseminated during FY05.

- **News Bulletin**

The CAP News Bulletin, *CAPtions*, is used to market CAP activities and to keep customers abreast of program updates, disability-related news and upcoming events. *CAPtions* currently have an electronic distribution list of over 4,700 people.

Information Technology



The CAP Office uses information technology to advance its mission and ensure appropriate capture of services. 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).

Information Security

CAP continued the DoD Information Technology Security Certification and Accreditation Process (DITSCAP). 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 Authority to Operate in January 2004 and its Mission Assurance Analysis Protocol approval in March 2005 which assessed risk in a complex environment.

Database Management System

The primary objective of the 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. It contains acquisitions, marketing, and financial management databases. The system is also designed to ensure growth opportunities are met with timely technical support.

Website

CAP transformed its business operations in support of the President's eGovernment initiative by implementing an online accommodation process. This 3-step process enables federal employees anywhere in the world to engage in an online business process, including a self-assessment, identification of accommodation solutions and submission of an online CAP Request Form. With this tool, the CAP Office is more accountable to its customers and more focused on vendor performance. Because of the increase in online submissions, CAP is able to expedite requests in 12-15 days; an essential element for employees waiting on equipment that allows increased job productivity. A review of Website activity is below:

FY05: 5,118,524 Web site visitors

FY04: 4,041,562 Web site visitors

Fiscal Year 2006 Goals

Assist in the recruitment, placement, promotion and retention of individuals with disabilities and wounded service members.

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

Continue to provide demonstrations and evaluations at CAPTEC.

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

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

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.

Provide accommodations for employees on Workers' Compensation.

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

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

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

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

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

Promote the CAP Website throughout DoD and the federal government.

Disseminate CAP Fact Sheets, CAPtions Newsletters, Workplace Ergonomic Reference Guides and CAP CD-ROMs.



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