

CAPtions

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Kameelah Montgomery Receives Defense Department Award

On October 28, 2015, Ms. Kameelah Montgomery, accompanied by the Director of the Computer/Electronic Accommodations Program (CAP), Stephen M. King, accepted the Department of Defense Outstanding Employee with a Disability Award at the Annual Department of Defense Disability Awards Ceremony. The ceremony highlighted the accomplishments and abilities of employees and Service members with disabilities who make significant contributions and best demonstrate the core values of their respective organizations.

Ms. Kameelah Montgomery has over 19 years of service with the Department of Defense, including six years of active service with the United States Air Force. She currently serves as the Acquisition Team Leader for CAP. In her role, Kameelah provides oversight and guidance on the procurement of reasonable accommodations, and ensures purchase



Acting Under Secretary of Defense for Personnel and Readiness, Brad Carson, Kameelah Montgomery and CAP Director, Stephen M. King.

methods are identified and requests are processed ahead of established goals. Kameelah consistently demonstrates an ability to maintain high quality and customer service standards when facing an uncertain and increasing workload.

Prior to assuming her current position as Acquisition Team Leader, Kameelah was key in establishing CAP's Wounded Service Member Initiative. Many of the processes and procedures spearheaded by Ms. Montgomery continue to be used to ensure all customers receive the best customer service experience possible.

Her steadfast allegiance to the Department, her nation, and to individuals with disabilities has been crucial to CAP success. Please join us in congratulating Kameelah!



Computer/Electronic
Accommodations
Program



Public Accessibility & Communication (PAC) Initiative



The Public Accessibility & Communication (PAC) Initiative provides reasonable accommodations and assistive technology to increase access to federal programs and services. Assistive technologies are provided to agencies to ensure that members of the public and customers with disabilities have access to direct onsite services.

To increase accessibility and communication for federal employees and customers with disabilities, CAP can provide assistive technology to accommodate people with dexterity, hearing, vision, communication, and cognitive disabilities. Specific types of assistive technologies that are commonly requested for PAC accommodations include:

- **Cognitive:** Screen Magnification/Reader Software, Assistive Listening Devices (ALDs) and Educational Software
- **Communication:** Voice Amplifiers, Augmentative Communication Devices

- **Blind/Low Vision:** Closed Circuit Televisions (CCTVs), Screen Magnification/Reader Software, Audio Output Devices, and Scanner/Readers
- **Deaf/Hard or Hearing:** Teletypewriters (TTYs), Assistive Listening Devices (ALDs), and Deaf-to-Hearing Communication Devices
- **Dexterity:** Alternative Keyboards, Alternative Pointing Devices, and Speech Recognition Software (at Training Centers to support speech users who have current voice files)

Need help to determine which tools will benefit your training center? CAP can provide PAC assessments to help determine what tools will most benefit your agency. In these instances, we will ask questions such as:

- What is your customer base?
- What types of services do you offer?
- Can an individual with a disability access your information?
- Do you have a history of individuals with specific needs coming into your facilities?

For more information on the PAC Initiative or to schedule a PAC Assessment, contact the CAP Office at 703-614-8416 or 571-384-5629 (VP). Additional information on all CAP services, as well as the CAP Quick Tip video: Public Accessibility & Communication (PAC) Initiative, are available at www.cap.mil.

CAP Celebrates 15 Years of Supporting Federal Partner Agencies



Following the National Defense Authorization Act of October 2000, Congress granted CAP the authority to expand its centralized model 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.” Since then, CAP established partnerships with 68 agencies and through Fiscal Year 2015 provided 44,901 accommodations to over 13,500 federal employees with disabilities working for Non-DoD agencies. Through CAP, the Department of Defense has provided over \$21M in assistive technology at no cost to partnering agencies.

Diabetes and Blindness

Diabetes is the leading cause of blindness in adults between 20 and 74 years old. Having elevated blood sugar (glucose) levels increases the risk of having vision problems in those with diabetes. High levels of glucose in the blood can cause the lens of the eyes to swell, and change their ability to see clearly. Three common types of vision loss experienced as a result of diabetes are cataracts, glaucoma, and

CAP’s services have impacted full-time employees and other individuals, including summer interns, Workers’ Compensation beneficiaries and citizens accessing agency programs and services. CAP engages with the partner agency coordinator to establish a support model to meet the agency’s preferred areas of support. This may include annual planning, needs assessments for employees, and staff training and education. Furthermore, CAP offers online training tools and videos to ensure widest dissemination across the federal sector.

The collaboration has increased access for federal employees, improved public access to federal programs, and improved CAP’s knowledge of the federal work environment. By centralizing the financial and human resources, CAP is able to share the lessons learned in one agency, including accessibility, security and privacy practices, with other partners. This knowledge sharing saves time and returns employees to being focused on their job duties.

The CAP staff wants to take this opportunity to thank the thousands of partner agency customers and our Agency Coordinators for making the partnerships possible and successful. Your collaborative nature helps us all work to increase employment rates for individuals with disabilities in the federal sector!

retinopathy. By providing assistive technology accommodations, CAP makes essential job functions more manageable for federal employees with disabilities and wounded, ill, and injured Service members.

Assistive technology is able to help individuals with low vision. Vision-related assistive technologies, such as screen magnification software can magnify and adjust the visual display of different forms of hard copy text

and photos, as well as convert typed text into accessible audio formats. Vision-related assistive technologies can also modify digitally formatted material into an accessible and understandable format. There are many options to assist an individual with diabetes and vision impairments in their ability to carry out essential job duties.

Forms of available assistive technology that are commonly requested for individuals with vision loss as a result of diabetes are magnification devices, audio output devices, notetakers, screen readers, voice recorders and certain software with speech synthesizers and text-to-speech capabilities.

The CAP Technology Evaluation Center (CAPTEC) is available to evaluate and

demonstrate a variety of assistive technology solutions that can make essential job functions easier.

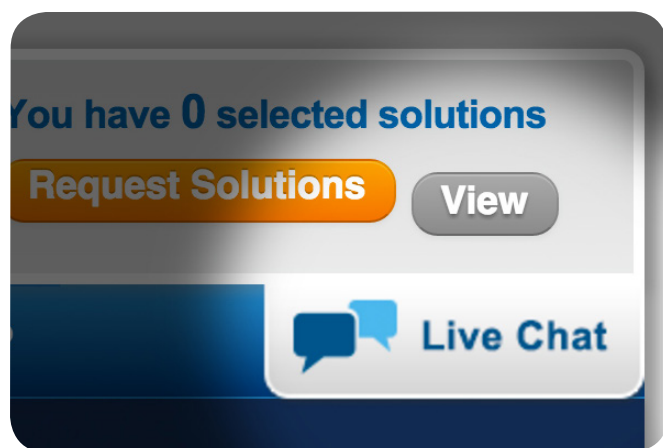
The opportunity to receive a needs assessment through CAPTEC is available, so the most appropriate technology can be

matched and tailored to each individual's needs.

More information on the different forms of assistive technology CAP can provide can be found on our website at www.cap.mil.



CAP's New Online Chat



In July, CAP added a new online chat feature to our website. When active, this feature allows website visitors to chat instantaneously with CAP staff. When not active, users can send a message directly to CAP staff, who will respond via email.

The chat icon is located in the upper right hand corner of the website, below the Request Solutions Cart and to the right of the "About CAP" tab. This icon appears on every page of CAP's website. When the icon reads, "Get Help," the chat is inactive; when the icon reads, "Live Chat," the chat is active. Individuals who use screen readers can navigate to this tool by searching for links and choosing "Live Chat." The online chat is active Tuesdays and Thursdays from 9 AM to 2 PM EST.

We hope you will use the online chat to communicate with our staff and that it provides you with an improved customer service experience. All other methods of communication, including, telephone, videophone, and email, will still be available for individuals to use.

