



HEALTH AFFAIRS

TRICARE Management Activity  
Office of the Assistant Secretary of Defense (Health Affairs)



# Computer/Electronic Accommodations Program

## Fiscal Year 2001 Annual Report

**DEPARTMENT OF DEFENSE  
COMPUTER/ELECTRONIC ACCOMMODATIONS PROGRAM  
ANNUAL REPORT**

**Executive Summary**

The Computer/Electronic Accommodations Program (CAP), a program in the TRICARE Management Activity, Office of the Assistant Secretary of Defense (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 the information environment. In Fiscal Year 2001 (FY01), CAP provided accommodations to the DoD community and developed partnerships with other federal agencies which resulted in CAP filling 4,463 requests for accommodations. The following information summarizes FY01 successes:

- ◆ 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”. **Partnerships were established with 45 federal agencies**, and CAP provided a total of 1,007 accommodations to employees of these federal agencies.
- ◆ The **Department of State** (DOS) requested CAP assistance in providing accommodation services for their Employee Accommodations Program using DOS funds. CAP assisted DOS with the management and provision of accommodations and services for their employees with disabilities. CAP procured 162 accommodations for DOS employees.
- ◆ The **CAP Technology Evaluation Center** (CAPTEC) serves as a DoD evaluation and demonstration center for assistive technology. On June 19, 2001, President George W. Bush was accompanied by Secretary of Defense Donald H. Rumsfeld for a tour of CAPTEC. Over 1,300 individuals contacted or visited CAPTEC. CAPTEC sponsored six highly publicized demonstrations to educate DoD and federal agency program managers about new technology.
- ◆ The **Workforce Recruitment Program** (WRP), co-sponsored by the DoD and the Department of Labor, provides summer employment for college students with disabilities with federal agencies. CAP provides assistive technology and accommodations to students who participate in the WRP. In FY01, CAP provided 128 accommodations to improve the accessibility of the WRP initiative.
- ◆ CAP continues to provide support to the DoD Directive supporting the Patient’s Bill of Rights stating that it is everyone’s role to ensure equal treatment for all individuals in the **Military Health System** (MHS). CAP provided assistance by ensuring accessibility of the information environment to all employees and patients with disabilities needing access, and purchased equipment for them at the Military Treatment Facilities.

In FY02, CAP plans to continue 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.

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**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 impairments. 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.

CAP's purpose is to ensure that all DoD and partner employees with disabilities get the equipment that best suits their needs, at no charge to the employer or agency. Since its inception in October 1990, the CAP Office has provided over 28,000 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.

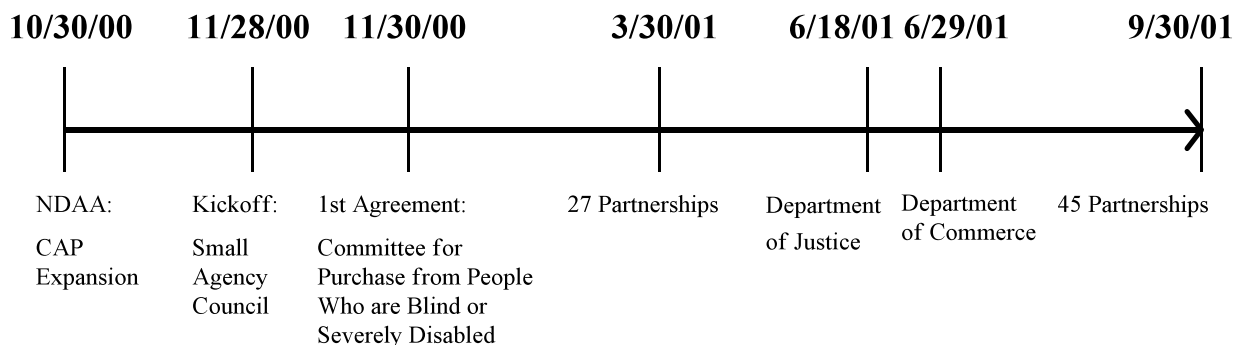
## Fiscal Year 2001 Accomplishments

The CAP Office filled 4,463 requests for accommodations in Fiscal Year 2001 (FY01). CAP developed and expanded its accommodation related projects. The following information summarizes current projects, level of effort and accommodation totals for FY01.

### CAP Expansion

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”. Two million dollars were earmarked for this initiative. CAP began by targeting organizations of the Small Agency Council; however, all federal agencies were eligible. Achievements are highlighted below:

## CAP Expansion of Services Timeline



Preparation

Partnership Establishment

Market Services

Provide Services

- Small Agency Council “Kick-off” meeting on November 28, 2000
- Emails to over 90 Agencies were sent during the first half of FY01 in order to establish partnerships
- Conducted 56 on-site meetings with partner agencies
- Marketed CAP services for other Federal agencies through presentations at Federal Executive Board Meetings in Boston, MA; Dallas, TX; New York, NY; Miami, FL; San Francisco, CA; and Los Angeles, CA
- Department of Justice and Department of Commerce became CAP partners
- CAP partnered with 45 agencies during our first year of operation

- CAP filled 1,007 requests for accommodations for 37 partner agencies

### CAP Partners

As of September 30, 2001, CAP partnerships were established with 45 federal agencies. A complete list is below (agencies in **bold** received accommodations from CAP).

- Agency for International Development (AID)
- American Battle Monuments Commission (ABMC)
- **Architect of the Capitol**
- **Architectural and Transportation Barriers Compliance Board (ATBCB)**
- **Committee for the Purchase From People Who are Blind or Severely Disabled**
- **Consumer Products Safety Commission (CPSC)**
- **Court Services and Offender Supervision Agency for the District of Columbia**
- **Department of Commerce (DOC)**
- **Department of Justice (DOJ)**
- **Equal Employment Opportunity Commission (EEOC)**
- Export - Import Bank of the United States (EXIM)
- **Farm Credit Administration (FCA)**
- **Federal Communications Commission (FCC)**
- **Federal Deposit Insurance Corporation (FDIC)**
- **Federal Emergency Management Agency (FEMA)**
- **Federal Energy Regulatory Commission (FERC)**
- **Federal Labor Relations Authority (FLRA)**
- **Federal Maritime Commission (FMC)**
- Federal Trade Commission (FTC)
- **Holocaust Memorial Museum (US/HMM)**
- **Institute of Museum and Library Sciences (IMLS)**
- International Trade Commission (ITC)
- Merit Systems Protection Board (MSPB)
- **National Archives and Records Administration (NARA)**
- **National Council on Disability (NCD)**
- National Credit Union Administration (NCUA)
- National Endowment for the Arts (NEA)
- **National Endowment for the Humanities (NEH)**
- National Gallery of Art (NGA)
- **National Labor Relations Board (NLRB)**
- **Nuclear Regulatory Commission (NRC)**
- **National Science Foundation (NSF)**
- **Occupational Safety and Health Review Commission (OSHRC)**
- Office of Personnel Management (OPM)
- **Office of Special Counsel (OSC)**
- **Overseas Private Investment Corporation (OPIC)**
- **Peace Corps**
- **Pension Benefit Guaranty Corporation (PBGC)**
- **Railroad Retirement Board (RRB)**
- **Securities and Exchange Commission (SEC)**
- **Selective Service System (SSS)**
- **Small Business Administration (SBA)**
- **Smithsonian Institution (SI)**

- **Surface Transportation Board (STB)**
- **Trade and Development Agency (TDA)**

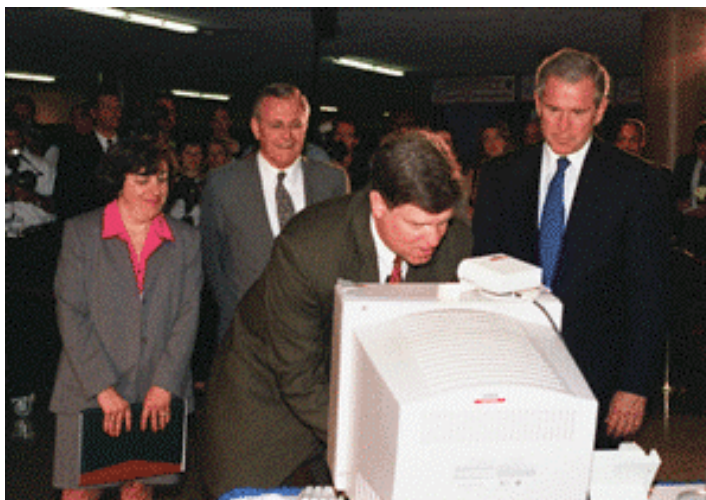
### Department of State

The Department of State (DOS) requested CAP assistance in providing accommodation services for their Employee Accommodations Program using DOS funds. In October of 2000, DOS signed an interagency agreement with CAP to provide accommodations via funds transferred from DOS to DoD totaling approximately \$151,000 for DOS employees with disabilities. Through this partnership, CAP assists DOS with the management and provision of accommodations and services for their employees with disabilities. This partnership assists in their continued effort to increase access to computer and telecommunication systems. CAP procured 162 accommodations for DOS employees with disabilities during FY01. CAP also provided consultation to the DOS to assist in developing an onsite assistive technology evaluation center.

A DOS CAP partnership success story was highlighted in DOS's bi-monthly magazine, *State*. The article highlighted how CAP helped DOS to accommodate a Foreign Service National employee who was blinded in the Nairobi, Kenya terrorist bombing three years ago. This employee has returned to his position in the embassy's information systems center.

### CAP Technology Evaluation Center

The Computer/Electronic Accommodations Program Technology Evaluation Center (CAPTEC), located in Room 2A259 of the Pentagon, serves as the DoD evaluation and demonstration center for assistive technology. Since its opening, CAPTEC has become a vital component of the CAP program.



On June 19, 2001, President George W. Bush and Secretary of Defense Donald H. Rumsfeld visited CAPTEC. The President chose CAPTEC as the site to emphasize his commitment to people with disabilities. The White House documented the President's visit and policies as follows:

- The President signed an Executive Order on Monday, June 18, 2001, promoting community-based alternatives -- rather than institutions -- for individuals with disabilities. This Executive

Order directs key federal agencies to work closely with states to ensure full compliance with the Supreme Court's ruling in the Olmstead case and the Americans with Disabilities Act.

- The President committed the federal government to a leadership role in providing greater access for Americans with disabilities. President Bush visited CAPTEC to learn about assistive technology and accessibility issues for people with disabilities at the DoD and other federal agencies.
- The President announced that new rules implementing Section 508 of the Rehabilitation Act Amendments would take effect on June 25, 2001. The rules require the federal government to purchase electronic and information technology greatly expanding the availability of assistive technology to Americans with disabilities.
- The President announced that the Department of Housing and Urban Development is in the process of issuing regulations to implement the HUD Section 8 Disability Homeownership Initiative, created by Congress last year. The 3-year pilot program will allow people with disabilities to use Section 8 assistance toward down payment and closing costs of purchasing a home, rather than limiting these funds to rent payments.

In support of our goals of promoting CAP and the Technology Evaluation Center to DoD and federal communities and educating managers of new technology, CAPTEC sponsored the following highly publicized demonstrations:

- *National Disability Employment Awareness Month, 20th Annual Awards Ceremony Open House*: Demonstrations of CAPTEC assistive technology
- *Accommodating Future Hires Demonstration Day*: Information was provided on how CAP can support the accommodation needs of DoD and other federal agency employees in support of Presidential Executive Orders 13163 and 13164.
- *Accommodating Federal Employees with Disabilities Demonstration Day*: CAP staff provided information on how CAP can support the accommodation needs of DoD and other federal agency employees, including the CAP process.
- *Section 508 of the Rehabilitation Act/Accessible Workplace Technologies*: Visitors from DoD, federal agencies, state/local agencies, and vendors were provided information on Section 508 of the Rehabilitation Act, including Section 508 requirements, an implementation timeline, resources and processes for procurement.
- *Workforce Recruitment Program (WRP) Demonstration Day*: WRP Students and their managers from DoD and other Federal agencies were able to learn how CAP can assist them during their internship experiences.
- *Teaming up for Success - CAP Services for Federal Agencies*: CAP highlighted successes in providing accommodations for employees with disabilities in DoD and 45 federal agencies in FY01.

CAPTEC personnel also participated in exhibits at DoD and federal government conferences and events. The following is a list of CAPTEC demonstrations at major events:

- Interagency Disability Education Awareness Showcase (IDEAS), Washington, DC
- International Congress on the Inclusion of Children with Disabilities in the Community, Edmonton, Alberta, Canada
- Annual Observance for the APG Committee for the disABLED, Aberdeen, MD
- DoD Disability Awards Ceremony, Washington, DC
- DoD Disability Forum, Bethesda, MD
- TRICARE Conference, Washington, DC
- Healthcare Information and Management Systems Society (HIMSS), New Orleans, LA

- Federal Section Human Resources Management Council Conference, Bethesda, MD
- Public Human Resources Management, Crystal City, VA
- FOSE, Washington, DC
- Symposium on Employee and Labor Relations (SOELR), Chicago, IL
- National Association of Colleges and Employers, Las Vegas, NV
- Defense Intelligence Agency Safety Day, Washington, DC
- National Imagery and Mapping Agency, Bethesda, MD
- 21<sup>st</sup> Century Workforce Initiative Summit, Washington, DC
- Nuclear Regulatory Commission Diversity Day, Rockville, MD
- Small Business Association OCIO Open House, Washington, DC
- 12<sup>th</sup> Annual Association of Supported Employment Conference, Washington, DC
- Naval Research Lab Diversity Day, Washington, DC
- JETT\*CON 2001, Baltimore, MD
- 7<sup>th</sup> Annual Joint Services EFMP Special Needs Conference, Williamsburg, VA
- National Institute of Health Section 508 Accessibility and Assistive Technology Expo, Bethesda, MD
- National Training Conference on Employment of Federal Employees Who are Deaf or Hard of Hearing, Bethesda, MD
- 4<sup>th</sup> Annual Installation Multicultural Day, New Cumberland, PA
- Software Technology Conference, Salt Lake City, UT
- Connecting Technology, Virginia Beach, VA
- Ft. Detrick Safety Awareness Day, Frederick, MD
- NIST IT Accessibility 2001 Conference, Gaithersburg, MD
- Defense Intelligence Agency Information Technology/Accessibility and Accommodations Expo, Washington, DC
- IRMCO, Hershey, PA
- 4<sup>th</sup> Annual Army Force Health Protection Conference, Albuquerque, NM

The CAP Healthy Work Practices Program is an integral part of CAPTEC due to the high volume of ergonomic assessments/evaluations performed. Individuals can utilize any of the assistive technology that highlights accommodations for work-related injuries and dexterity disabilities. Over 75 ergonomic evaluations were performed at the center, which resulted in requests for dexterity accommodations.

Since October 1, 2000, over 1,300 individuals contacted or visited CAPTEC.



## **CAP Employment Initiatives**

### Workforce Recruitment Program (WRP)

The Workforce Recruitment Program (WRP), co-sponsored by the DoD and the Department of Labor, provides summer employment for college students with disabilities with federal agencies as well as the private sector. CAP provides assistive technology and accommodations to students who participate in the WRP.

In FY01, CAP provided 128 accommodations to improve the accessibility of the WRP initiative. Of those 128, 100 accommodations were provided to summer interns throughout the federal government and 28 were provided to the WRP Steering Committee. Accommodations included sign language interpreting services, personal assistant services and assistive technologies. As the WRP continues to gain government-wide support, including recognition in the Office of Personnel Management's *The Plan for Employment of People with Disabilities in the Federal Government*, more students are anticipated for the program in FY02. CAP projects to fill approximately 125 requests for summer interns in FY02.

CAP continues to participate in all WRP Steering and Committee Meetings. CAP provided accommodation information folders, which include information on the CAP Website to ensure participants, both employees and supervisors, have the needed tools for a successful summer.

CAP provided administrative support in placing five WRP students in the TRICARE Management Activity (TMA) and the Office of the Assistant Secretary of Defense, Health Affairs (HA). The CAP Office provided direct support services in the selection, placement and accommodation of the HA/TMA students.

In June, CAP sponsored a *WRP Technology Demonstration Day*, which drew approximately 85 visitors to CAPTEC in the Pentagon. Student participants and supervisory personnel toured CAPTEC to see demonstrations of technologies and to learn about CAP's accommodations request process.

### Healthy Work Practices Program (HWPP)

As work-related injuries continue to disable employees and decrease productivity, CAP has aligned with DoD and other federal programs to offer prevention and accommodation services through the Healthy Work Practices Program (HWPP). The HWPP's proactive approach to disability management offers employers assistance in addressing the growing health concern of ergonomics and work-related injuries. Via preventative measures conveyed through education workshops, information dissemination, and assistive technology accommodations for employees with dexterity disabilities, CAP's practical methodology advocates the need for a healthy workplace environment. CAP revised the *Healthy Work Practices Program Folder* and consolidated it into a single piece of material, the *Workplace Ergonomics Reference Guide*. This tool is disseminated to individuals in order to assist employees in making minor adjustments to their work environment. The guide includes a self-evaluation checklist, standard office ergonomics information and a listing of federal ergonomic resources. This information can also be found on the CAP Website.

In order to increase the effectiveness and scope of the HWPP, CAP participated in various activities. Over 150 workplace evaluations/needs assessments have been conducted for both

DoD and federal employees. In an effort to stay abreast of ergonomic issues, CAP staff attended the U.S. Army Center for Health Promotion & Preventative Medicine (CHPPM) Advanced Ergonomics Class and Safety Break and Educational Seminar sponsored by Regional Occupational Health Partners and Ergonetics. The dexterity team meets periodically with different vendors to review the latest technology for people with dexterity disabilities and has also received speech recognition training to better assist our beneficiaries when questions arise. The dexterity team attended a training session using speech recognition in conjunction with the Composite Health Care System (CHCS). CHCS is a medical and dental clinical information system that will generate and maintain a comprehensive, life-long, computer-based patient record for each Military Health System (MHS) beneficiary.

In support of its services to federal employees, CAP teamed with Workers' Compensation officials to assist employees in their return-to-work process. Furthermore, CAP participates in the Telework/Telecommuting program, which allows employees to work part or all the day at home or at another offsite location. CAP can assist federal managers in implementing Telework by providing computer equipment for participants with disabilities to use at their home work sites.

To ensure that the vendors CAP utilizes are providing a high level of service, the dexterity team sent a letter to all of the vendors who provided products and/or services to CAP in FY00. In an effort to increase customer satisfaction, the letter emphasized CAP's commitment to provide accommodations in an efficient and expedient manner. This letter has proven to be an effective tool as the vendor's responsiveness and turn-around time have greatly improved.

#### Telework/Flexiplace

- FY01: 115 accommodations
- FY00: 113 accommodations

#### Workers' Compensation

- FY01: 263 accommodations
- FY00: 218 accommodations

### **CAP Program Access Initiatives**

#### Military Health System (MHS)

CAP continues to provide support to the DoD Directive supporting the Patient's Bill of Rights stating that it is everyone's role to ensure equal treatment for all individuals in the Military Health System (MHS). In FY01, CAP provided assistance to the MHS in ensuring accessibility of the information environment to all employees and patients needing access. CAP purchased equipment for persons with various disabilities who were employees and visitors at the Military Treatment Facilities.

CAP has aligned with a representative from the TRICARE Office of Communications and Customer Service (C&CS) to remain abreast of changes made to TRICARE, which CAP can target to better serve beneficiaries. In addition, CAP plans to become involved in the monthly Beneficiary Support Groups. As a commitment to ensuring the MHS is accessible, CAP will assist in ensuring that all marketing materials produced by C&CS are available in alternative formats and that the offices themselves are accessible.

CAP conducted presentations and provided CAP information at several MHS conferences including TRICARE 2001, Healthcare Information Management Systems Society (HIMSS) 2001, and TRICARE Regional meetings. In addition, CAP has continued its participation in the TRICARE Basic and Advance Student Course (TBASCO), training approximately 100 Lead Agents, Health Benefits Advisors, Health Systems Specialists, Managed Care Representatives and Liaison Officers per session on CAP's services for the MHS. Due to changes in the structure of the course, CAP will participate in the TRICARE Advanced Student Course, offered twice yearly and aimed at Health Benefits Advisors. Throughout the course of FY01, CAP filled 37 requests for accommodations in support of the MHS.

#### Department of Defense Education Activity (DoDEA)

CAP continued its intensified commitment to the DoDEA in FY01. The numbers of requests continue to be far more than CAP had anticipated, demonstrating the need for CAP services for these programs. While able to fill most of the requests, CAP deferred requests totaling \$18,000 until FY02. The major focus of the DoDEA requests were for interactive equipment designed for use in educational programs for children with speech, communication and learning disabilities.

#### Defense Domestic Dependent Elementary and Secondary Schools (DDESS)

- FY01: 312 accommodations
- FY00: 158 accommodations

#### Department of Defense Dependents Schools (DoDDS)

- FY01: 42 accommodations
- FY00: 66 accommodations

#### Exceptional Family Members Program (EFMP)

CAP continued to support the EFMP program in FY01. CAP staff maintained their contacts with EFMP coordinators located within various services. CAP purchased equipment for enrolled members of EFMP with a variety of disabilities.

#### Exceptional Family Member Program (EFMP)

- FY01: 15 accommodations
- FY00: 47 accommodations

#### Training Centers

As FY01 focused attention on program accessibility, CAP ensured all program-training facilities recognized the importance of accessibility. Training facilities increased access by using assistive devices on specific workstations. Since training dramatically increases the opportunity for employee retention and promotion, CAP is working to increase its visibility in this arena in FY02.

Another part of the CAP training initiative is the procurement of videotape captioning equipment. This initiative allows DoD activities and federal agencies with audio-visual capabilities to caption their videotapes in-house at a reduced cost. Furthermore, CAP covers the cost of providing captioning services to DoD organizations that do not have in-house captioning

capabilities. Through this service, CAP assists DoD in complying with public laws requiring federal agencies to provide access to information resources, including training videotapes. CAP also plans to continue to work with the Department of Education to utilize their free Captioned Media Library to access additional captioned commercial training videotapes. CAP spent \$48,002.36 on video captioning services and equipment in FY01.

### Section 508 Initiative

The Workforce Investment Act of 1998 includes 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.

The CAP Office engaged in a training and technical assistance project to ensure successful implementation of Section 508 with the Military Health System and DoD. The project, a compliment to CAP's Section 501/504 focus, proved invaluable as CAP networked throughout the federal community in learning new requirements, building new partnerships, and creating new solutions. CAP participated in meetings and conferences to educate attendees regarding Section 508, accessibility standards, and assistive technology including:

- National Defense University;
- Defense Acquisition University;
- Federal Acquisition Healthcare Conference; and
- Software Technology Conference.

In order to ensure general awareness, CAP created two marketing documents to highlight Section 508 requirements. The first, used in training packages, highlights the general nature of the requirements and specific resources for assistance. The second is a high level CAP marketing page that contains a brief Section 508 paragraph. Furthermore, the CAP Website contains a Section 508 Resources Portal to enable visitors to locate specific technical assistance.

### **CAP Reengineering/Acquisitions**

The revised CAP accommodations ordering process, developed through the December 1996 Operation Review, continues to expedite delivery of equipment and services to DoD employees with disabilities. The revision of the ordering process was further recognized by Vice President Gore with the Hammer Award. The CAP Office implemented the Customer Notification Letter, the Customer Satisfaction Survey and the Beneficiary Follow up Survey to provide CAP customers with an increased role in the ordering process. As a result, the CAP Office is more aware of the concerns of our customers and the overall satisfaction rate of CAP customers has increased.

The development and implementation of the networked CAP Database Tracking System has impacted the process cycle time and overall customer satisfaction. The ability for the CAP Office to track orders and generate program reports for all collected data is pre-eminent in disability accommodations. The availability of this data allows CAP to form information to improve services provided to beneficiaries from DoD organizations, partner agencies, and for the CAP initiatives.

Another major factor in the improved CAP request process is the use of the U.S. Government I.M.P.A.C. Visa 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 procure high cost equipment and services. In FY01 the CAP Program Analysts received increases in their monthly credit card amounts. Two Program Analysts have a limit of \$400,000 and one has a limit of \$200,000. These increases have been instrumental in supporting the CAP expansion to provide accommodations and related services to partner agencies throughout the federal government. The CAP Office had a general audit by a representative of Defense Supply Services-Washington of our credit card processes, files, and supporting documents on October 23, 2001. Since ninety-nine percent of all CAP acquisitions are made via credit cards, it is significant to highlight that CAP passed the audit and was commended by the reviewing official.

In addition to providing computer devices, the CAP Office assisted DoD activities by providing the funds for sign language interpreting services for training lasting two days or more. CAP used its credit card to purchase most of the requested interpreting services, resulting in a quicker turnaround in service acquisitions. Currently, 79 sign language interpreting agencies across the United States accept federal government Visa credit cards as a method to acquire sign language interpreting services. In FY01, CAP provided interpreter services for DoD employees, expending \$487,749. CAP also provides computer-aided notetaking for hard of hearing DoD employees who do not use sign language as the primary mode of communication. The amount for this service in FY01 was \$99,244.95. CAP continues to research avenues that would provide better and more efficient services.

### **Command Information Activities**

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, partner agency and disability communities about CAP remained a top priority this year.

The CAP staff conducted 122 presentations during FY01 for activities in the Military Departments, DoD Agencies, federal organizations, and non-government organizations. CAP staff presented at the following events:

Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Assistive Technology	8	1	-	2	1	1	2	1	1	2	1	1	21
Employment Issues for People with Disabilities	9	6	2	1	2	9	6	5	7	6	4	-	57
Health Related/Injury Prevention	-	-	-	-	-	1	-	1	2	-	1	-	5
Information Technology/ Section 508	3	1	1	3	5	4	2	8	5	4	1	2	39
<b>Total</b>	<b>20</b>	<b>8</b>	<b>3</b>	<b>6</b>	<b>8</b>	<b>15</b>	<b>10</b>	<b>15</b>	<b>15</b>	<b>12</b>	<b>7</b>	<b>3</b>	<b>122</b>

Through these presentations, CAP reached over 9,000 people with an interest in the recruitment, advancement, and management of employees with disabilities. The following chart indicates the distribution of these presentations across the participating organizations.

	Presentations	Participants
Army	13	1,272
Navy	7	280
Air Force	2	260
Defense Agencies	43	2,953
Federal Agencies	38	3,121
Non-government	19	1,189
<b>Total</b>	<b>122</b>	<b>9,075</b>

### CAP Marketing 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.

The *CAP Brochure* is a valuable marketing tool as it contains a summary of all of CAP services and initiatives. The *CAP Brochure* was updated in FY01 for use in FY02. Four thousand, three hundred and fifty seven brochures were distributed in the FY01, surpassing the FY01 goal of 1,500.

The *CAP Partnership Fact Sheet* was a new marketing tool used expressly for the purpose of marketing to federal agencies. It includes information about employment initiatives, types of technology available to disability groups as well as how to request CAP services. It was updated for distribution in FY02. Over 4,182 fact sheets were distributed during FY01.

The *CAP News Bulletin* is used to keep CAP customers abreast of program and disability news. Each issue includes a CAP success story, updated information about CAPTEC, and assistive technology. The *CAP News Bulletin* currently has an electronic distribution list of approximately 1,200 people. This number is constantly growing with new interest in the program and research

of different targeted populations for the mailing database. In FY01, 2,139 news bulletins were distributed. CAP's goal in FY01 was to distribute 3,000 news bulletins.

The CAP exhibits were updated by the CAP Marketing Team in FY01. The CAP exhibits were redesigned to include eye-catching and updated images of technology being used by people with disabilities. The exhibit was designed to be interchangeable so that the information can be altered to meet the information needs of the audience. CAP developed two displays, one for tabletop use and the other for floor use and will be used in a variety of venues, including conferences, demonstrations, and meetings.

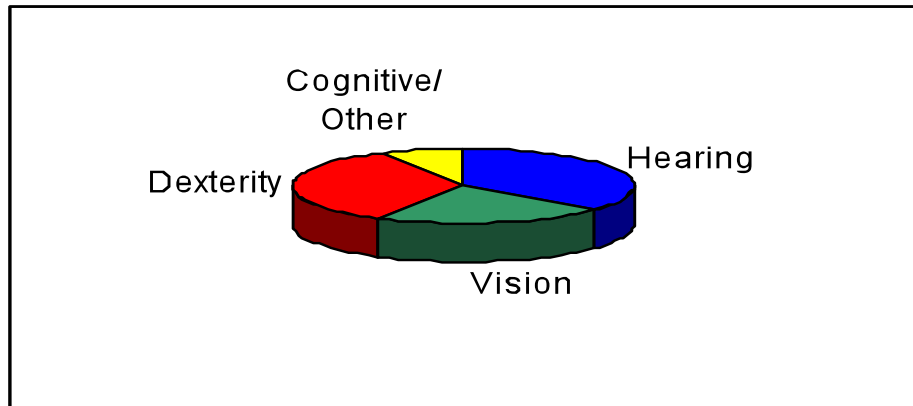
In FY96, CAP developed a Website. In FY00, the Website allowed DoD employees, supervisors and other interested individuals to review the nature of the program, download a *CAP Request Form*, locate a recent *CAP News Bulletin*, and link to other disability information resources. This fiscal year the Web continues to serve as a DoD highway for information about assistive technology, accessibility, and the disability community. With continual growth, the Web is a mainstream option for CAP to deliver pertinent program information and resources, including: news bulletins, CAPTEC event information, CAP staff contact information, links for Federal disability and technology transfer resources, and information on the latest assistive technologies. As society becomes more reliant on technology to access information, the importance of the CAP Website as a marketing tool increases tremendously. In response to this development, the site is constantly reviewed and updated to reflect any new information regarding the program. The CAP Website, [www.tricare.osd.mil/cap](http://www.tricare.osd.mil/cap), is advertised on all CAP materials.

The first half of FY01 welcomed the ability for CAP beneficiaries to submit requests for accommodations on-line. Other additions include a virtual tour of CAPTEC, along with procedures for conducting a needs assessment. In the second half of FY01, the CAP Resources section was significantly updated and expanded and the Homepage was revamped. CAP's media visibility and a steady rise in federal partnerships drove the increase in traffic to the site. There were 1,019,379 hits to the CAP Website in FY01.

### **Accommodations**

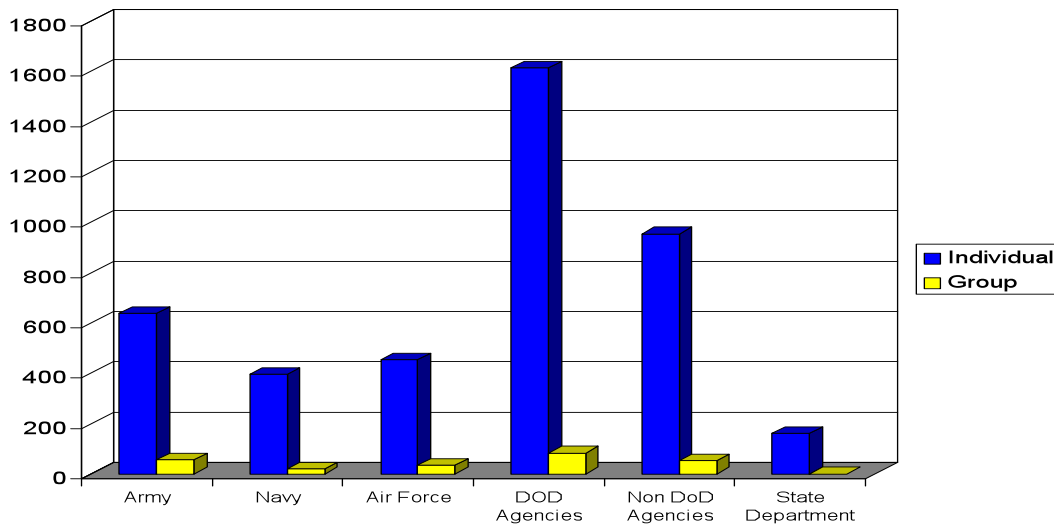
As stated, CAP filled 4,463 requests for accommodations since October 2000. CAP assists employees with disabilities in DoD and the Federal Government at all grade levels and occupation series. CAP also provides assistive technology to ensure public offices, such as EEO and personnel offices are accessible to individuals with disabilities. This is classified as "group" accommodations. The specific numbers of accommodations provided in FY01 are as follows:

### FY01 Accommodations Profile by Disability – Overall



	Individual	Group	Total
Deaf/Hard of Hearing	1,455	152	1,607
Blind/Low-Vision	954	46	1,000
Dexterity	1,502	12	1,514
Cognitive	275	36	311
Other	31	0	31
<b>Total</b>	<b>4,217</b>	<b>246</b>	<b>4,463</b>

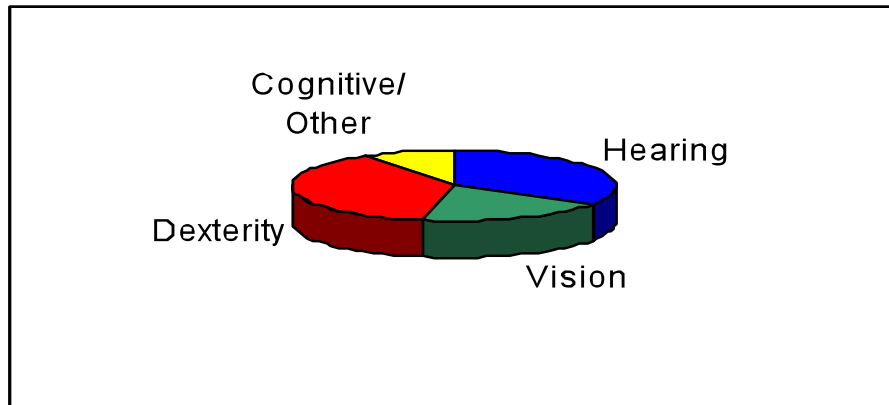
### FY01 Individual and Group Accommodations Profile by Organization – Overall



	Individual	Group	Total
Army	639	56	695
Navy	395	20	415
Air Force	453	34	487
Defense Agencies	1,614	83	1,697
Non-DoD Agencies	954	53	1,007
State Department	162	0	162
<b>Total</b>	<b>4,217</b>	<b>246</b>	<b>4,463</b>

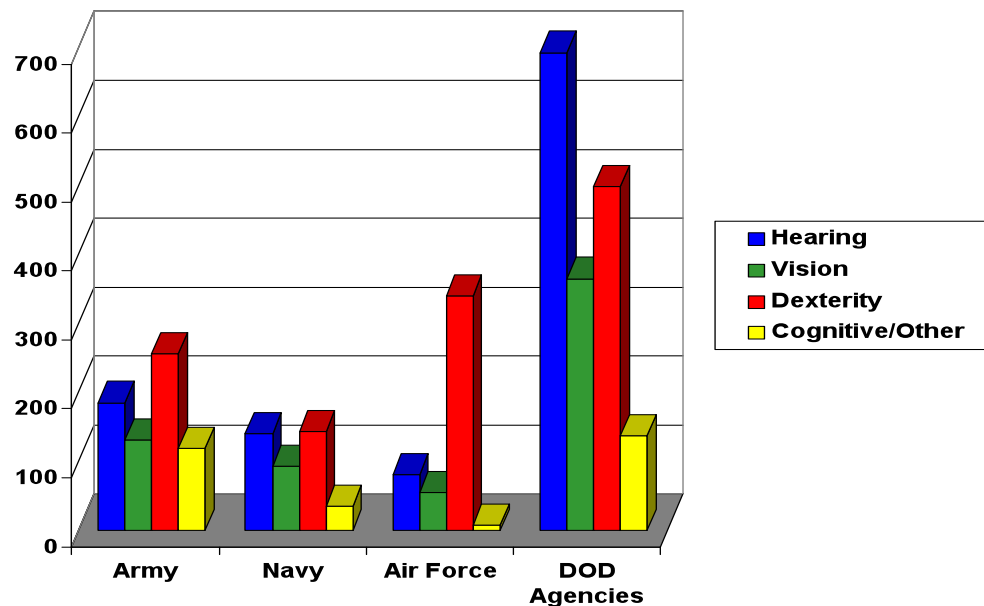


## FY01 Accommodations Profile by Disability - DoD



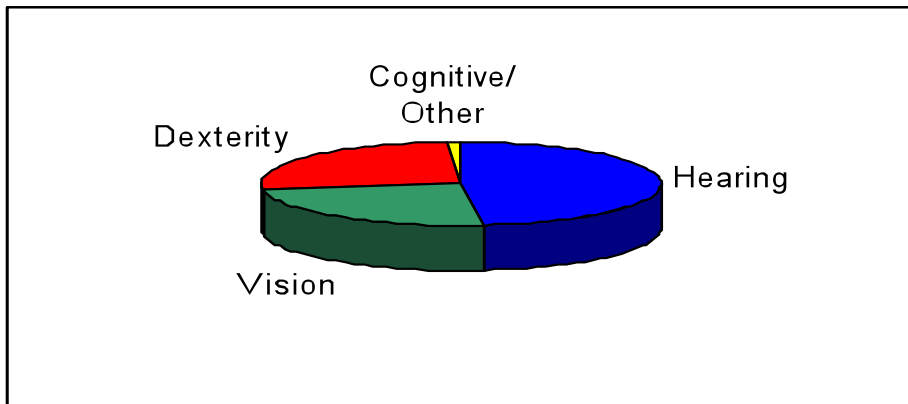
	Individual	Group	Total
Deaf/Hard of Hearing	987	115	1,102
Blind/Low-Vision	615	33	648
Dexterity	1,232	9	1,241
Cognitive	263	36	299
Other	4	0	4
<b>Total</b>	<b>3,101</b>	<b>193</b>	<b>3,294</b>

## FY01 Accommodations Profile by DoD Organization



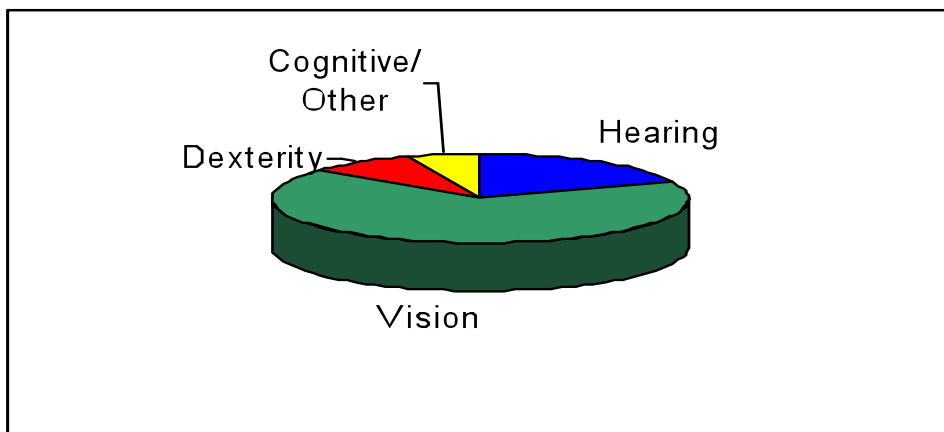
	Army	Navy	Air Force	DoD Agencies	Total
Deaf/Hard of Hearing	186	141	81	694	1,102
Blind/Low-Vision	132	94	56	366	648
Dexterity	257	144	341	499	1,241
Cognitive/Other	120	36	9	138	303
<b>Total</b>	<b>695</b>	<b>415</b>	<b>487</b>	<b>1,697</b>	<b>3,294</b>

**FY01 Accommodations Profile by Disability - Non-DoD**



	Individual	Group	Total
Deaf/Hard of Hearing	438	37	475
Blind/Low-Vision	230	13	243
Dexterity	256	3	259
Cognitive	12	0	12
Other	18	0	18
<b>Total</b>	<b>954</b>	<b>53</b>	<b>1,007</b>

**FY01 Accommodations Profile by Disability - State Department**



	Individual	Group	Total
Deaf/Hard of Hearing	30	0	30
Blind/Low-Vision	109	0	109
Dexterity	14	0	14
Other	9	0	9
<b>Total</b>	<b>162</b>	<b>0</b>	<b>162</b>

**Accommodations by Grade Level/Disability**

Grade	Hearing	Vision	Dexterity	Cognitive/	Total
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				<b>Other</b>	
No grade identified	859	287	161	238	1,545
E-02	0	0	0	1	1
E-03	0	1	3	1	5
E-04	0	0	6	1	7
E-05	0	1	1	0	2
E-06	0	0	22	0	22
E-07	6	0	3	2	11
E-08	0	0	0	1	1
E-09	0	0	8	0	8
GS-01	1	4	0	12	17
GS-02	3	11	4	0	18
GS-03	15	37	15	3	70
GS-04	35	36	29	0	100
GS-05	80	69	102	0	251
GS-06	42	11	51	0	104
GS-07	65	66	148	0	279
GS-08	41	1	28	0	70
GS-09	44	46	108	0	198
GS-10	16	3	6	1	26
GS-11	69	76	195	2	342
GS-12	86	160	253	9	508
GS-13	51	81	146	12	290
GS-14	4	20	100	16	140
GS-15	10	35	60	1	106
SES	1	0	0	0	1
O-03	2	0	0	0	2
O-04	0	1	18	1	20
O-05	0	0	11	0	11
O-06	0	0	5	0	5
O-07	0	0	1	0	1
O-08	0	0	2	0	2
O-09	0	0	3	0	3
WG-03	4	0	0	0	4
WG-04	1	1	0	0	2
WG-05	11	2	0	0	13
WG-06	1	1	8	0	10
WG-07	1	0	1	0	2
WG-08	0	4	0	0	4
WG-10	4	0	2	5	11
WG-15	1	0	0	0	1
WS-06	1	0	0	0	1
WS-09	0	0	2	0	2
<b>Total</b>	1,454	954	1,502	306	4,216

\*247 requests were for offices/schools, rather than for individuals. Only requests for individuals are included in this table.

## FY02 Operational 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 DoD Military Health System, DoD Education Activity, and Exceptional Family Members Programs.
- Continue to provide assistive technology and accommodations for disabled students placed in the Workforce Recruitment Program.
- 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 a Telework/Telecommuting Program.
- 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.
- Continue to provide technical assistance and assistive equipment to federal government training centers to meet accessibility requirements.
- Promote the CAP Website throughout DoD.
- Provide accommodations for employees on Workers' Compensation.
- Continue to provide demonstrations and evaluations at CAPTEC.
- Disseminate *CAP Brochures*, *CAP Fact Sheets*, *CAP News Bulletins*, and CAP videos.