

Annual Stakeholders Report



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

Computer/Electronic Accommodations Program Annual Stakeholders Report Fiscal Year 2002

Real Solutions for Real Needs



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 2002 (FY02), CAP provided accommodations to the DoD community and developed partnerships with other federal agencies that resulted in CAP filling 5,352 requests for accommodations. The following information summarizes CAP activities and success in FY02:

- 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 in Fiscal Year 2001 (FY01) and CAP provided a total of 1,007 accommodations to employees of these agencies. This year, **50 agencies signed interagency agreements with CAP**, including new partnerships with the Departments of Agriculture, Veterans Affairs, Treasury and the Executive Office of the President. **In FY02, CAP provided 1,941 accommodations for partners and 3,275 accommodations for DoD customers.**
- 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. **In FY02, DOS received 136 accommodations for DOS employees with disabilities.**
- CAP received the **Distinguished Contribution to Assistive Technology Award** from the Rehabilitation Engineering and Assistive Technology Society of North America (RESNA) on June 30, 2002 at RESNA’s 25th International Conference on Technology and Disability in Minneapolis. The award recognizes programs that have made a sustained contribution to the field of assistive technology and a specific segment of the population. CAP was recognized for its impact on improving the employability of people with disabilities in DoD and throughout the federal government.
- CAP also received the prestigious “**Excellence in Employment**” Award from the National Association of the Deaf (NAD) at the 46th Biennial NAD Conference in Washington, DC, on July 7, 2002. The award recognizes programs that have made an exceptional contribution to improving the employability of people who are deaf and hard-of-hearing. NAD, a non-profit organization founded in 1880, is the oldest and largest constituency organization safeguarding the accessibility and civil rights of 28 million deaf and hard-of-hearing Americans in education, employment, health care, and telecommunication.
- The **CAP Technology Evaluation Center (CAPTEC)** serves as an 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. **In FY02, CAPTEC served over 1,500 customers and sponsored four highly publicized technology demonstrations.** The Department of



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Labor's CAP Partnership Kickoff Event and the ADA Tenth Anniversary Open House were successful in focusing on providing assessments and assistive technology to employees. **CAPTEC also is extremely engaged with providing assistive technology and related accommodation support services for the Pentagon and World Trade Center survivors.**

- The **Workforce Recruitment Program (WRP)**, co-sponsored by DoD and the Department of Labor's Office of Disability Employment Policy, provides summer employment with federal agencies for college students with disabilities. CAP provides assistive technology and accommodations to students who participate in the program. In FY02, CAP continued to serve as a recruiter for this program and provided 134 accommodations to improve the accessibility of the WRP initiative.
- CAP's **Healthy Work Practices Program** assists DoD and federal partners in controlling Workers' Compensation costs and providing telework opportunities to ensure people with disabilities remain part of the federal workforce. Furthermore, the program provides training to ensure the prevention of disabling conditions, such as secondary disabilities and repetitive stress injuries. In FY02, CAP provided 256 accommodations for Workers' Compensation claimants and 168 accommodations for teleworkers.
- In order to support the CAP mission to provide DoD and federal employees with equal access to information and opportunities, CAP established the **Federal Training Centers Initiative**. The initiative's focus is to provide education, awareness, and assistive technology devices and services to ensure federal employees with disabilities have equal access to information environments, services, and opportunities offered by federal training centers. CAP provided 114 accommodations in FY02 to impact the overall accessibility of federal training centers.
- CAP continues to provide support to increase the accessibility of the **Military Health System (MHS)**. CAP provides assistance by ensuring accessibility of the information environment to all employees and patients with disabilities, and purchases equipment for them at the Military Treatment Facilities. CAP participated in four significant training opportunities that resulted in the provision of 94 accommodations to MHS personnel and offices. CAP also provided technical support to ensure the successful development of the accessible TRICARE Online system
- Part of the challenge of any interagency program is the constant marketing and communications work to ensure program awareness. CAP instigated several initiatives in FY02 that provided successful results:
 - In support of the President's e-Government focus, CAP unveiled a new **Web site** to highlight a new layout and organization that makes it easier for customers, people with disabilities, and supervisors to locate information and resources. The new site includes an enhanced online accommodation process, a better assistive technology section, and an improved virtual CAPTEC tour. The



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Web site received immediate and widespread support and recognition for its customer-friendly and accessible interface.

- CAP's **New Bulletin**, a quarterly production, continues to be recognized for its usefulness in providing quality updates on assistive technology, resources for increasing employment of people with disabilities, and general CAP information. The bulletins are printed, posted on the CAP Web site, and sent out to the CAP listserv to approximately 2,000 individuals.
- The CAP staff conducted 99 **presentations** during FY02 for activities in the Military Departments, DoD agencies, federal organizations, and non-government organizations.
- CAP sponsored three training seminars in FY02:
 - The **CAP Partnership Training Seminar on November 16, 2001 in Washington, DC** educated DoD and federal partners on the CAP accommodation process. Over 150 federal managers attended the training. Mr. Claiborne Haughton, Jr., formerly the Acting Deputy Assistant Secretary for Equal Employment Opportunity, served as the keynote speaker. Information on the needs assessment process, Section 508, and employment initiatives were among the topics in the training program.
 - **Accommodating Your Employees – A CAP Partnership Training Seminar on April 17, 2002 in Denver, CO** educated western region personnel on accommodating employees with disabilities. Approximately 100 federal managers attended the training session that directly impacted CAP's ability to provide services to the western field activities. Information on the needs assessment process, employment initiatives for people with disabilities in the federal sector, and President Bush's New Freedom Initiative were among the topics in the training program.
 - The **CAP Symposium: Challenges, Opportunities, and Successes was held on September 24, 2002 in Arlington, VA**. This event allowed disability program managers, EEO specialists, and human resources officers involved with the CAP partnerships to interact and collaborate on accommodations-related issues. Working groups were formed and valuable concepts were explored to ensure CAP stakeholders were driving changes for future successes. **Awards were provided to the Department of the Army, Defense Finance and Accounting Services, Department of Labor, and the Office of Personnel Management for the successful participation and utilization of the CAP partnership in FY02.**

In FY03, 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 that will increase productivity and opportunities for employees with disabilities in DoD and throughout the federal government. Furthermore, CAP will support President Bush's New Freedom Initiative and the DoD and federal goals to increase employment of people with disabilities in the federal government.

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 disabilities. 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.

The current and past administrations have placed a strong emphasis on implementing the Americans with Disabilities Act (ADA) and on making the federal government a model of equity. The Congress amended the Rehabilitation Act to make ADA employment standards apply to the federal government. On March 13, 1998, President William J. Clinton signed Executive Order 13078 "Increasing Employment of Adults with Disabilities." This Executive Order reinforced his administration's commitment to the employment of people with disabilities. After the transition to the current administration, President George W. Bush outlined his disability agenda in his New Freedom Initiative in February 2001. The CAP Office strongly supports these objectives by providing assistive equipment and other accommodations, as required by law.

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 30,000 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.

Awards

The Computer/Electronic Accommodations Program (CAP) received the **Distinguished Contribution to Assistive Technology Award from the Rehabilitation Engineering and Assistive Technology Society of North America (RESNA)** on June 30, 2002 at the RESNA 25th International Conference on Technology and Disability in Minneapolis, Minnesota. The award recognizes programs that have made a sustained contribution to the field of assistive technology and a specific segment of the population. CAP was recognized for its impact on improving the employability of people with disabilities in DoD and throughout the federal government.

RESNA, a non-profit organization founded in 1979, is an interdisciplinary association of people with a common interest in technology and disability. Their purpose is to improve the potential of people with disabilities to achieve their goals through the use of technology. All members are dedicated to promoting the exchange of ideas and information for the advancement of assistive technology.

CAP also received the prestigious **“Excellence in Employment” Award from the National Association of the Deaf (NAD)** at the 46th Biennial NAD Conference held in Washington, D.C. on July 7, 2002. The award recognizes programs that have made an exceptional contribution to improving the employability of people who are deaf and hard-of-hearing.

NAD, a non-profit organization founded in 1880, is the oldest and largest constituency organization safeguarding the accessibility and civil rights of 28 million deaf and hard of hearing Americans in education, employment, health care, and telecommunication.

The CAP team would like to thank RESNA, NAD, and most importantly, our customers, for their support and recognition. It is a privilege to work with the best customers in the federal government!



Accommodations

In Fiscal Year 2002 (FY02), CAP had an operating budget of \$4,688,638 and filled 5,352 requests for accommodations. CAP also developed and expanded its accommodation related projects. The following information summarizes current projects, level of effort, accommodation totals and other accomplishments during this period.

Department of Defense

Two million, six-hundred and eighty-eight thousand, six-hundred and thirty-eight dollars (\$2,688,638) of the CAP operating budget was used to procure 3,275 accommodations for DoD employees and offices. The average cost of DoD accommodations in FY02 was \$515. CAP also participated in 43 DoD-sponsored conferences/events during this period and the CAP Technology Evaluation Center (CAPTEC) provided 589 services for DoD employees and supervisors.

Federal Partners

In FY01, CAP was granted the authority via the National Defense Authorization Act to provide assistive technology, assistive technology devices and assistive technology services to other federal agencies upon the request of the head of the agency. In FY02, \$2,000,000 was earmarked to continue this expansion of services beyond DoD. In FY02, 50 federal agencies signed Interagency Agreements for CAP services. Each of those federal agencies was contacted to facilitate their participation in the partnership this year. The following 50 agencies signed the CAP agreement to receive CAP services during FY02 (bolded agencies received accommodations in FY02):

Access Board

Agency for International Development	Federal Maritime Commission
American Battlefield Monuments Commission	Federal Trade Commission
Consumer Product Safety Commission	Holocaust Memorial Museum
Corporation for National and Community Service	Institute of Museum and Library Sciences
Commodity Futures Trading Commission	International Trade Commission
Court Services/Offender Supervision for DC	National Archives and Records Administration
Department of Agriculture	National Council on Disability
Department of Commerce	National Credit Union Administration
Department of Energy	National Endowment for the Humanities
Department of the Interior	National Gallery of Art
Department of Justice	National Labor Relations Board
Department of Labor	National Science Foundation
Department of the Treasury	Nuclear Regulatory Commission
Department of Veterans Affairs	Office of Personnel Management
Environmental Protection Agency	Office of Special Counsel
Equal Employment Opportunity Commission	Overseas Private Investment Corporation
Executive Office of the President	Peace Corps
Export Import Bank of the United States	Pension Benefit Guaranty Corporation
Farm Credit Administration	Railroad Retirement Board
Federal Communications Commission	Securities and Exchange Commission
Federal Deposit Insurance Corporation	Selective Service System
Federal Emergency Management Agency	Small Business Administration
Federal Energy Regulatory Commission	Smithsonian Institution
Federal Labor Relations Authority	Surface Transportation Board
	Trade and Development Agency

Department of State

The State Department's Office of Human Resources/Employee Relations/Worklife Program signed a Memorandum of Agreement with CAP for FY02. The State Department transferred \$150,000 to DoD CAP to assist the DOS disability services program in providing accommodations to employees with disabilities in a more cost-efficient and timely manner. CAP assisted DOS to develop an internal assistive technology center, provided onsite and offsite needs assessments as well as ongoing equipment procurement, installation, and integration support services. CAP provided 136 accommodations for DOS employees in FY02.

CAP Request Process

The CAP accommodations process expedites delivery of equipment and services to DoD and federal partner employees with disabilities. In the past year, CAP streamlined the ability for individuals to submit requests online at www.tricare.osd.mil/cap, increased its reliance on a networked database tracking system, improved customer feedback processes via enhanced satisfaction surveys, and improved vendor performance via strict oversight of performance and delivery times.

Another major factor in the improved CAP process is the use of the government 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. The increases have been instrumental in supporting the CAP expansion to provide accommodations and related services to partner agencies throughout the federal government.

As a result of these process improvements and new tools, the CAP Office is more aware of customer concerns and the overall satisfaction rate of CAP customers has increased. During FY02, CAP received 98 percent satisfaction rate and received quality feedback:

"I am quite impressed with the turnaround time ... the customer support is fantastic."
- Department of the Navy employee

Accommodations Profile

CAP assists employees with disabilities in DoD and throughout 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. These requests are classified as "group" accommodations.

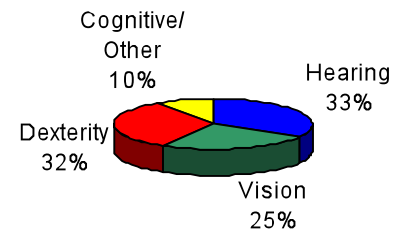
In addition to providing assistive devices, the CAP Office supported DoD activities by providing the funds for sign language interpreting services, personal assistants and readers for training lasting two days or more. Currently, 79 sign language interpreting agencies across the United States accept federal government credit cards as a method to acquire sign language interpreting services. In FY02, CAP provided interpreter services for DoD employees, expending \$229,595. CAP also provides computer-aided notetaking for hard of hearing employees who do not use sign language as the primary mode of communication. The amount for this service was \$72,518. CAP continues to research avenues that would provide better and more efficient services.

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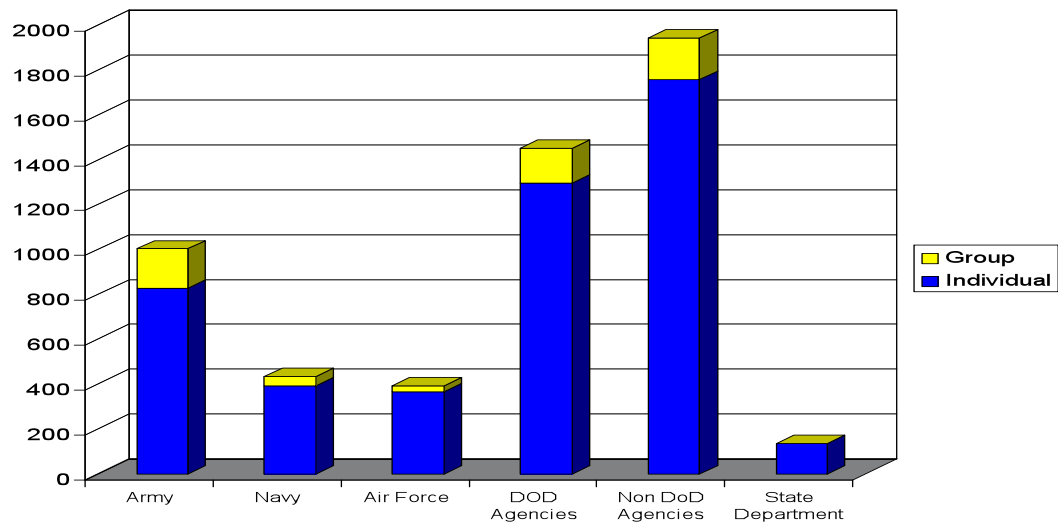
The specific numbers of accommodations provided are as follows:

FY02 Accommodations Profile by Disability – Overall

	Individual	Group	Total
Hearing	1,300	459	1,759
Vision	1,322	17	1,339
Dexterity	1,695	4	1,699
Cognitive	403	102	505
Other	50	0	50
Total	4,770	582	5,352



FY02 Individual and Group Accommodations

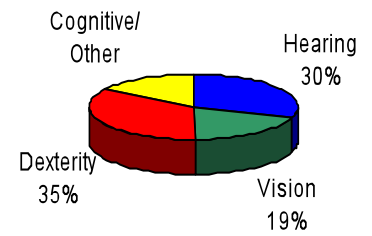


FY02 Accommodations Profile by Organization – Overall

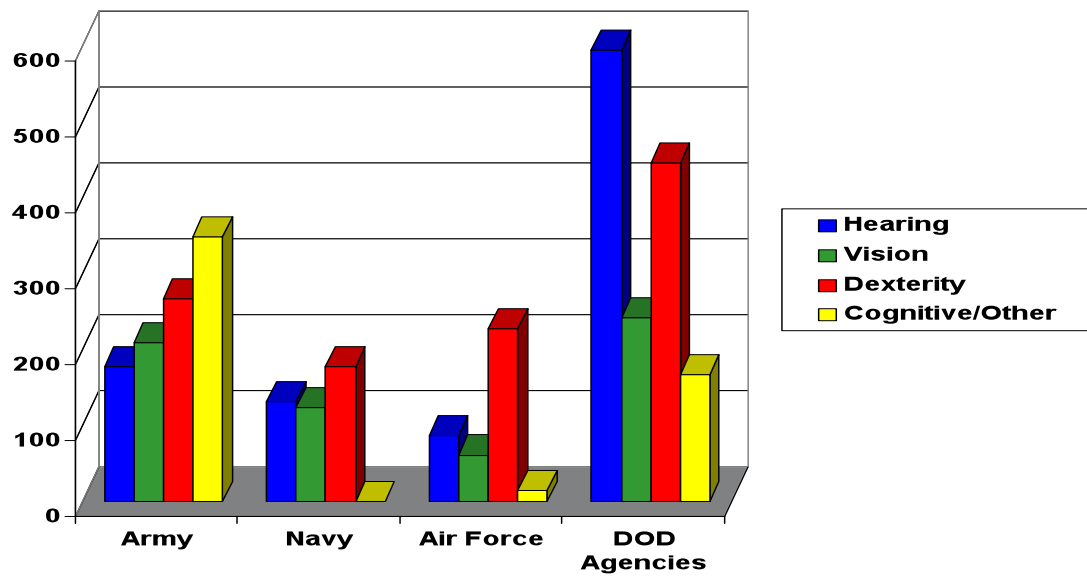
	Individual	Group	Total
Army	826	176	1,002
Navy	392	41	433
Air Force	366	24	390
Defense Agencies	1,294	156	1,450
Non-DoD Agencies	1,757	184	1,941
State Department	135	1	136
Total	4,770	582	5,352

FY02 Accommodations Profile by Disability – DoD Organization

	Individual	Group	Total
Hearing	714	276	990
Vision	621	15	636
Dexterity	1,115	4	1,119
Cognitive	386	102	488
Other	42	0	42
Total	2,878	397	3,275



FY02 Accommodations Profile - DoD Organization

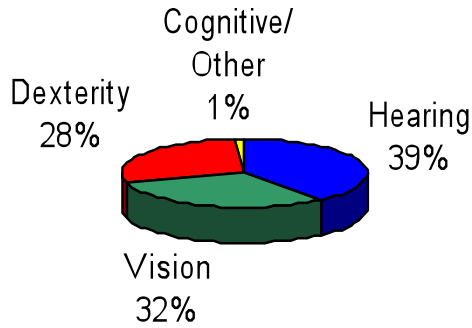


	Army	Navy	Air Force	DoD Agencies	Total
Hearing	177	131	87	595	990
Vision	209	124	61	242	636
Dexterity	267	178	228	446	1,119
Cognitive/Other	349	0	14	167	530
Total	1,002	433	390	1,450	3,275

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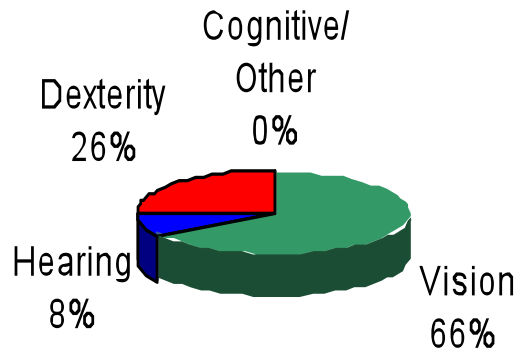
FY02 Accommodations Profile by Disability - Non-DoD

	Individual	Group	Total
Hearing	576	183	759
Vision	612	1	613
Dexterity	544	0	544
Cognitive	17	0	17
Other	8	0	8
Total	1,757	184	1,941



FY02 Accommodations Profile by Disability - State Department

	Individual	Group	Total
Hearing	11	0	11
Vision	89	1	90
Dexterity	35	0	35
Cognitive	0	0	0
Other	0	0	0
Total	135	1	136



FY02 Accommodations by Grade Level/Disability

Grade	Hearing	Vision	Dexterity	Cognitive/ Other	Total
No grade	658	253	109	386	1,406
E-04	1	0	0	0	1
E-05	0	0	2	0	2
E-06	0	0	5	0	5
E-07	0	0	2	0	2
E-11	0	0	2	0	2
E-14	0	0	3	0	3
E-15	0	0	2	0	3
GS-01	1	3	4	1	9
GS-02	1	22	0	0	23
GS-03	16	42	14	0	72
GS-04	182	72	38	4	296
GS-05	36	97	83	2	218
GS-06	49	50	51	4	154
GS-07	64	93	143	5	305
GS-08	13	30	28	0	71
GS-09	62	55	126	20	263
GS-10	3	4	8	2	17
GS-11	53	133	205	9	400
GS-12	82	184	347	4	617
GS-13	38	111	122	2	273
GS-14	7	101	252	1	361
GS-15	12	41	85	4	142
SES	0	8	10	0	18
O-03	1	0	10	0	11
O-04	0	0	9	0	9
O-05	0	0	18	0	18
O-06	0	0	5	0	5
WG-03	1	0	0	0	1
WG-04	0	2	1	2	5
WG-05	4	10	5	0	19
WG-06	2	0	0	0	2
WG-07	2	0	0	0	2
WG-08	0	7	0	0	7
WG-10	1	4	6	7	18
WG-15	10	0	0	0	10
WS-08	1	0	0	0	1
Total	1,300	1,322	1,695	453	4,770*

*582 accommodations were for offices/schools. Only individual accommodations are included in this table.

Customer Surveys

CAP conducts an ongoing beneficiary follow up survey. This survey focuses on customers' satisfaction with CAP's review of requests, purchasing of accommodation equipment and services, and vendor's customer service/performance.

One thousand, six-hundred and forty-two (1,642) CAP Customer Satisfaction Surveys were sent to customers who received an accommodation from CAP in FY02. Overall, 458 customers (28 percent) responded, a 1 percent increase over FY01. Highlighted below are several success areas that were noted by respondents:

Overall Satisfaction Rating:

Ninety-eight (98) percent of CAP customers reported that they were *satisfied* with CAP services

- Blind/Low Vision 100 %
- Cognitive 100 %
- Deaf/Hard of Hearing 96 %
- Dexterity 97 %

Receipt of Equipment:

Thirty-three (33) percent of the CAP customers surveyed reported that their requested equipment was received within 30 days or less, a 14 percent decrease from FY01. The increase in time it took some CAP customers to receive their requested equipment was due to DoD's FY02 continuing resolutions and difficult delivery conditions to some organizations affected by the anthrax situation.

The following customers reported that their requested equipment was received in 30 days or less:

- Overall 33 %
- Blind/Low Vision 40 %
- Cognitive 47 %
- Deaf/Hard of Hearing 42 %
- Dexterity 25 %

CAP Request Form Submission:

Another significant aspect of the process is the method of the CAP Request Form submission. CAP customers submitted their requests in the following manners:

- CAP Web Site 28 %
- Email 19 %
- Fax 19 %
- Hand Deliver 5 %
- Mail 6 %

In FY02, there was a 10 percent increase in CAP Web site submissions of the request form compared to FY01. This change is a direct result of CAP's marketing efforts to ensure requests are reviewed, approved, and processed in the timeliest manner as possible.

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. First built in 1994 in Falls Church, VA, CAPTEC relocated to the Pentagon in 1995. Since the relocation, CAPTEC has provided services to over 10,000 customers.



CAPTEC Services

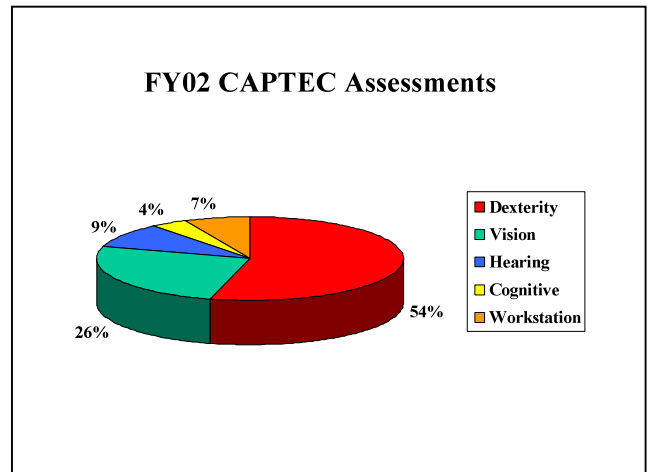
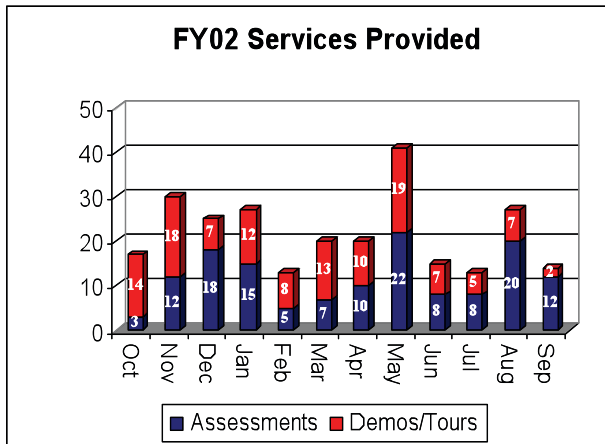
- Program Information – Contacts and information regarding CAP or CAPTEC services
- Product Information – Inquiries on technology information, including pricing and vendors
- Assessment – A review of individual functional capabilities and job requirements
- Tour – An overview of CAP, CAPTEC’s purpose, and technology demonstrations
- Worksite Evaluation – Onsite evaluation of an employees worksite/workstation
- Event – CAP Seminar, Demonstration Day, or other training venue
- Miscellaneous – Support for September 11th attack survivors, building accessibility, other

CAPTEC Visitor and Services Statistics

In FY02, CAPTEC provided services for 1,542 customers. Five hundred, eighty-nine (589) contacts were received from DoD employees and 779 contacts were from non-DoD federal employees. One hundred, seventy-one (171) contacts were received from vendors, consulting companies, universities, private individuals, and other interested organizations.



CAPTEC personnel provided 129 needs assessments. Furthermore, one hundred, twenty-three (123) technology demonstrations and tours of the CAPTEC facility were provided in FY02.



Services to Survivors of Pentagon Attack

CAPTEC provided consultations and information to support several survivors of the Pentagon attack and their Department of Labor (DOL) Workers' Compensation counselors and rehabilitation nurses. Services included:

- Assessments and procurements for several individuals with severe dexterity and/or visual disabilities. CAP acquired voice-activated telephones, keyboard trays, adapted keyboards, voice-recognition software, and alternative pointing devices for the survivors to use at work/home to return to the workplace or on a telework basis.



- CAP provided support services to ensure the September 11th Observance Ceremony at the Pentagon was accessible for all participants and attendees. This work included securing sign language interpreters, assisting individuals with disabilities in navigating the ceremony site, and working with the audio-visual personnel to ensure captioning of the production.

Interactions with the survivors, their spouses, DOL counselors, and rehabilitation nurses continue as the survivors progress in their recoveries, and to determine when additional accommodations become appropriate. CAP also provided assistance to a CAP partner that needed an accommodation after the attacks on the World Trade Center.

CAPTEC Customer Surveys

The CAPTEC Customer Survey is sent electronically at the end of each month to all customers who utilized CAPTEC services during that month. In FY02, surveys were sent to 230 recipients of CAPTEC services. Responses were received from 54 individuals, a response rate of 23 percent. CAPTEC has received a 100 percent satisfaction rate from customers, including the following comments:

“Overall, I received outstanding service from CAPTEC. The counselors were understanding, offered some suggestions, and I got the equipment two weeks after the assessment was completed. I couldn't ask for better service.”

"CAPTEC can be rated a 10 for customer-service satisfaction! Knowledgeable, courteous and tremendously helpful staff."

Demonstration Days

A CAPTEC Open House was held on January 16, 2002 in conjunction with the Pentagon Healthy Work Practices Event. Members of the CAP staff were on hand to provide technology demonstrations, assessments, and program information to visitors.

Computer/Electronic Accommodations Program (CAP)
TRICARE Management Activity
Office of the Assistant Secretary of Defense for Health Affairs

**CAP Technology Evaluation Center (CAPTEC)
Open House**

See Assistive Technology Demonstrations to Support People With
Dexterity Disabilities Visual Disabilities
Hearing Disabilities Cognitive Disabilities

Learn How to Request Technology Through CAP f or Your Employees

Wednesday, January 16, 2002
9:00 am to 2:00 pm

CAP Technology Evaluation Center (CAPTEC), The Pentagon, Room 2A259

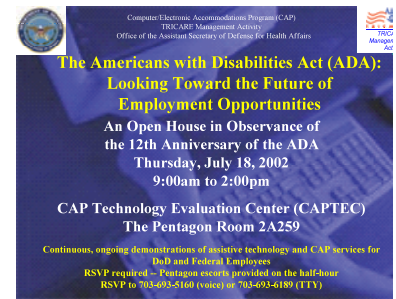
Next to Pentagon Building Manager's Office at Confluence of
Corridor 1, Corridor 2, and the NATO Corridor

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On February 27, 2002, CAPTEC hosted a teletypewriter (TTY) and relay services training program. Employees visited CAPTEC to learn how to use a TTY and how to use the Federal Relay Service (FRS). CAP provides TTYs throughout the federal government and this event offered an opportunity to ensure the equipment was being properly utilized. The FRS provided videotapes describing how to use the relay services, using direct call, voice carry-over, and personal computer-based TTYs.



“The Americans with Disabilities Act (ADA): Looking Toward the Future of Employment Opportunities” Open House/Demonstration Day was held in July. Approximately 175 people attended this event, receiving information on CAP services and employment services available for people with disabilities. Attendees received demonstrations of assistive technologies from members of the CAP staff as well as from three participating vendors. Seven attendees of the event requested individual assessments as a result of visiting CAPTEC that day.



Resource Library

The CAPTEC resource library serves as a central reference center for CAP staff and CAPTEC customers. The library contains product information for assistive technology devices and services in the dexterity, deaf/hard of hearing, blind/low vision and cognitive disability groups. A networked resource, this tool is continuously reviewed and updated as new technologies are developed and made available in the marketplace. Information on CAP employment and program accessibility initiatives are also available and maintained in the library.



Programs

The CAP Office has developed and expanded several accommodation-related projects. The following list summarizes current projects, level of effort and FY02 accommodation totals:

Employment Programs

The federal government strives to be the model employer for people with disabilities. In order to recruit, hire, place 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 employment goals.

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. CAP provides assistive technology and accommodations to students who participate in the program.

Administrative Support

CAP participated in eight WRP Steering and six Department of Defense Planning Committee meetings. CAP provided accommodation information folders and the CAP Web site to ensure participants, both employees and supervisors, had the needed tools for a successful summer. CAP also provided assistive technology equipment and accommodation services to support accessible WRP Steering committee and DoD Planning committee meetings, and to support recruiters with disabilities so they can interview college students with disabilities across the country. In FY02, CAP provided 14 accommodation services for WRP program functions, including interpreters for WRP summer activities, WRP steering committee members who are deaf, and deaf recruiters interviewing at colleges.

A WRP Demonstration Day, co-sponsored by CAP and the Department of Agriculture's TARGET Center, was held at the TARGET Center in Washington, DC on June 12, 2002 to allow WRP students and supervisors an opportunity to assess and obtain their assistive technology requirements as soon as they begin WRP internships.

CAP provided communication assistance services for the official WRP summer activities, including an early summer pizza icebreaker event, a tour of Library of Congress, a tour of the Capitol which included a brown-bag luncheon in the Senate Cafeteria, and an end-of-the-summer annual reception at the USDA's Jamie L. Whitten Building which included a keynote presentation by Dr. W. Roy Grizzard, Jr., Assistant Secretary of Department of Labor's Office of Disability Employment Policy.

WRP Employment Opportunities

CAP coordinated the selection, placement and accommodation of four available WRP positions at the Office of the Assistant Secretary of Defense (Health Affairs) (OASD (HA)) and TRICARE Management Activity (TMA). CAP was provided seven WRP positions in 2002, however Washington Headquarter Services was unable to process the security clearance applications for three

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students in a timely manner for summer employment at TMA and they were released to seek summer employment elsewhere. The CAP office employed three of the four qualified TMA students during the summer. They supported CAP by creating an electronic library of accommodation equipment, updated CAP's interpreting database that is posted on the CAP website, and other marketing tasks. The fourth student was placed at a TMA office in Aurora, Colorado.

FY02 WRP results

In FY02, CAP provided 120 accommodations to WRP participants at 20 federal agencies. This total marked an increase of 20 accommodations over FY01.

A CAP WRP intern successfully gained full-time employment with the U.S. Department of Agriculture following his summer CAP internship experience. The TMA - Aurora intern got an extended internship through another internship program and graduated from a local college, University of Colorado-Denver which made a perfect local "match".

Healthy Work Practices Program

Each year thousands of federal workers in the United States report work-related musculoskeletal disorders (MSDs) which lead to lost work days and rising medical bills. Work-related musculoskeletal disorders such as tendinitis, epicondylitis, carpal tunnel syndrome, and back injuries result when there is a mismatch between the physical capacity of workers, their work environment and the demands of the job. Repetitive stress injuries continue to disable employees and decrease productivity. In an effort to combat this problem, CAP has aligned with DoD and federal programs to offer prevention and accommodation services that greatly reduce or even eliminate these injuries. CAP's proactive approach to disability management offers employers assistance in addressing this growing health concern by helping the managers of the agencies develop ergonomic programs that use a programmatic approach to identify and solve their ergonomic problems, via educational workshops, information dissemination, needs assessments, and accommodations for employees with dexterity disabilities.

In order to increase the awareness, effectiveness and scope of the Healthy Work Practices Program, CAP has updated its *Workplace Ergonomics Reference Guide*. The HWPP reference guide is a compilation of detailed information showing a variety of aspects focusing on how to set-up the workstation "ergonomically correct". Also, CAP has created a HWPP document summarizing services provided for work-related injuries. Over 150 workplace evaluations, including ergonomic training and assessments for the Department of Transportation and the DoD Civilian Personnel Management Service, were conducted in FY02. CAP also teamed with the Assistive Technology Partners in Denver, CO to provide ergonomic evaluations and needs assessments for CAP clients in the Denver area.

CAP staff members participate in working groups to ensure ongoing training. CAP staff is represented on the Pentagon Ergonomics team at the Delorenza Clinic to ensure employees of the Pentagon and participating clinics are aware of CAP and all ergonomics services the HWPP provides. Furthermore, CAP continues to work with the DoD Ergonomics Working Group and provided a presentation and exhibited at its 2nd DoD Ergonomics Conference. The HWPP team also exhibited at the Annual Force Health Protection Conference in a continuous effort to make the DoD community aware of CAP services as it relates to the continued growth of ergonomic related injuries in the

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workplace. In FY02, CAP also presented ergonomics information at five other conferences, including Blacks in Government, the Interagency Disability Awareness Showcase at NIH, and the Annual Perspectives on Employment of Persons with Disabilities Conference.

In support of its services to DoD and federal employees with disabilities participating in telework programs, which allow employees to work one or more days a week from home or at another offsite location, CAP researched and compiled a listing of all telework coordinators for DoD and partnering agencies. By utilizing this list, CAP was able to educate telework coordinators on accommodations and services CAP can provide to their employees with disabilities thus increasing the total number of accommodations provided by ten percent from last fiscal year. Also, CAP has participated in various telework conferences, including the Mid-Atlantic Telecommuting Advisory Counsel & Counsel of Governments Summit and the FOSE 2002 Telework panel.

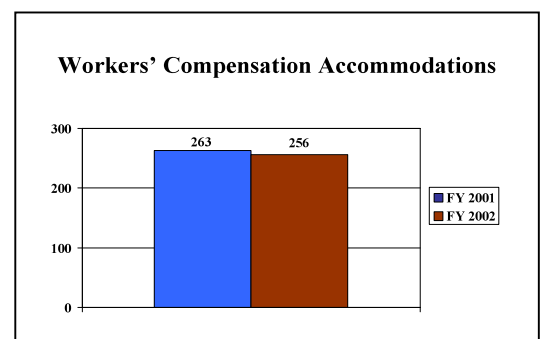
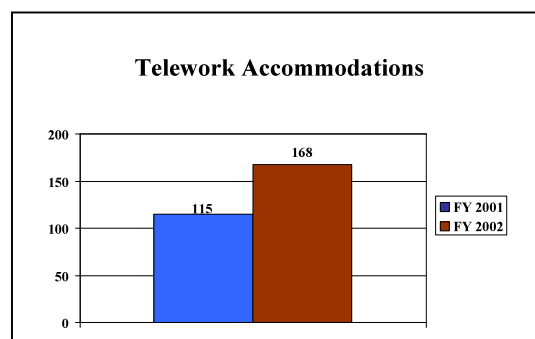
CAP has continued to team up with Workers' Compensation officials, thus making an employee's return-to-work process more effective and assisting in the reduction of Workers' Compensation claims. By teaming with Worker's Compensation liaisons and telework coordinators, CAP was able to assist in the retention of our Pentagon survivors by accommodating them with technology for work and/or home office. CAP also attended two training conferences, the 4th Annual Basic Injury and Compensation Training Conference and the 4th Annual Federal Workers' Compensation Conference to gain a better understanding of the process. This learning and networking lead to additional ergonomic evaluations and presentations in the Washington, DC area.

The CAP HWPP Team has been instrumental in marketing CAP services regarding ergonomics, Workers' Compensation, and telework to DoD and federal employees by providing presentations and exhibits in venues that include:

- Federal Safety Directors Roundtable
- Joint Treasury Safety & Health Council (TSHC)
- Bureau Environmental Coordinators (BEC) Meeting
- Metropolitan Washington Federal Safety and Health Council
- Navy Managing Diversity Training
- Naval Air Warfare Center Safety Awareness Day
- Department of Labor/DoD CAP Accommodating Employees w/ Disabilities Kick-off
- Pentagon Health Fair
- Defense Intelligence Agency's Safety Day
- Export & Import Bank Ergonomic Presentation
- U.S. Army Space Missile Command Safety and Health Fair
- Department of Labor Safety Awareness Day

The following charts reflect the continuous effort and success of the HWPP:

Federal



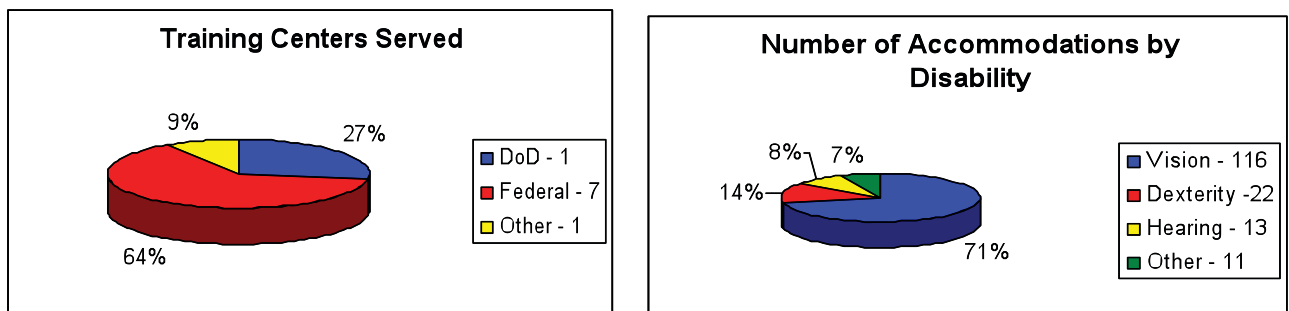
Training Centers Initiative

In order to support the CAP mission to provide DoD and federal employees with equal access to information and opportunities, CAP established the Federal Training Centers Initiative. The focus of the Training Centers Initiative is to provide education, awareness, and assistive technology devices and services to ensure federal employees with disabilities have equal access to information environments, services, and opportunities offered by federal training centers.

To support DoD and federal training centers, the CAP Federal Training Centers Initiative Team provided evaluations of training facilities, both on-site and off-site, to utilize the needs assessment process on a case-by-case basis. Information was collected from training center coordinators on the types of trainings provided in each facility, and the typical customer-base of each center. Knowing specifics on the customers being served, the training services provided, and the attributes of the physical facility enabled the CAP Federal Training Centers Initiative Team to provide customized recommendations for accommodations for each location.

CAP procured a total of 162 assistive technology devices or services to these training centers, at a total cost of \$92,779.62.

The following chart reflects the efforts and success of the CAP Federal Training Centers Initiative:



Program Access

Section 504 of the Rehabilitation Act requires that federal programs be accessible and usable by members of the public with disabilities. CAP also provides support to DoD beneficiaries with disabilities via accommodations and assistive technology solutions. 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

CAP continues to provide support to the Military Health System (MHS). In FY02, CAP provided assistance to the MHS in ensuring accessibility of health service information to all employees and patients needing access. CAP purchased assistive technology for employees and patients with various disabilities who were seeking care at the Military Treatment Facilities (MTFs). Ninety-four requests were filled in FY02, a 161 percent increase over FY01 activity.

CAP continues to partner with the TRICARE Office of Communications and Customer Service to

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stay abreast of changes made to TRICARE, which CAP can target to better serve beneficiaries. CAP became more familiar with the MHS infrastructure to find better ways to service the MHS population.

CAP also continued its training focus to ensure program awareness. First, CAP trained approximately 200 MHS personnel in the TRICARE Advanced Student Course, including Beneficiary Counseling and Assistance Coordinators and Health Benefits Advisors at the December 2001 and May 2002 courses in Denver, CO. CAP also participated in the TRICARE Annual Conference and the West Coast Regional Conference. Due the successful response at the regional event, the CAP MHS team plans to participate in more regional conferences and meetings next year. CAP also participated in the CAPSTONE Course that is conducted 3 times a year. The TRICARE Management Activity sponsors this one-week course for MHS personnel, typically lead agents and MTF commanders. CAP participated in this course by presenting program information to approximately 90 attendees to three separate sessions.

Members of the CAP MHS Team also presented a workshop and demonstration/exhibit as part of the DoD Demonstration Area at the Healthcare Information and Management Systems Society Conference. CAP also provided technical support to ensure the successful development of the accessible TRICARE Online system.

FY02: 94 accommodations

FY01: 36 accommodations

Exceptional Family Members Program

In FY02, CAP began supporting the Exceptional Family Member Program (EFMP) via the MHS Initiative. Since most EFMP coordinators function within the MHS, CAP recognized the need to integrate the projects. This realization and ensuing change provides the CAP Office with an increased ability to properly position training and accommodation efforts in both MHS and DoD Education Activity conferences and functions.

CAP staff members had five successful EFMP outreach events in FY02, including:

- Specialized Training Of Military Parents, Ft. Stewart, GA
- EFMP Information Fair, Andrew's Air Force Base, MD
- 6th Annual EFMP Family Forum
- Quantico EFMP Meeting
- Ft. Stewart EFMP Conference

In order to increase awareness to EFMP coordinators of the services CAP provides, information packages were sent to the main EFMP coordinators for each branch of military service as well as to the head of the Specialized Training of Military Parents (STOMP) program. CAP's commitment to the EFMP will be expanded in FY03 as part of the MHS accessibility initiative.

Department of Defense Education Activity

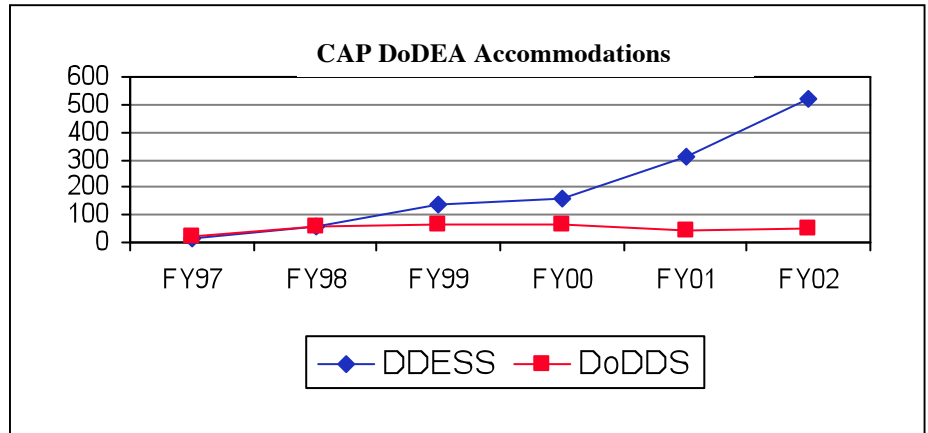
CAP continued to provide support to the DoD Education Activity (DoDEA) in FY02. The major focus of the DoDEA requests were for augmentative communication devices, educational software, and blind/low vision aids. In order increase awareness to DoDEA coordinators of the services CAP

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provides, information packages were sent to the headquarters and district special education representatives. This mailing included an article from the *Winter 2001 CAP News Bulletin* entitled "Braille Use in Education".

CAP continues to receive wonderful feedback from the DoDEA community:

*"...[she] is using the DynaMyte and doing quite well with it. She is having a 'coming out party'. What a sharp cookie she is! Finding a way for her to communicate was the key. Thank you again for all you do and the services you provide for our children."
- DoDEA teacher*



Section 508

The Workforce Investment Act of 1998 included 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.

In FY02, the CAP Office engaged in training and technical assistance to ensure successful implementation of Section 508 within the Military Health System and DoD. The work, 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 continues its presence in this training initiative by participating in meetings and conferences to educate attendees regarding Section 508, accessibility standards, and assistive technology, including:

- DoD Section 508 Working Group;
- OMB's Section 508 Steering Committee/Working Group;
- National Oceanic Atmospheric Administration TECH 2002;
- National Defense University's Acquisitions Course; and
- Interservice/Industry Training, Simulation, and Education Conference (I/ITSEC)

In order to ensure general awareness, CAP disseminates marketing documents and training materials to highlight Section 508 requirements. The materials highlight the general nature of the requirements and specific resources for assistance. Furthermore, the CAP Web site contains a Section 508 resources section to enable visitors to locate specific program and technical assistance.

CAP also works closely with other federal agencies to ensure timely and successful implementation. Currently, CAP is partnering with the Department of the Navy to ensure full inclusion of Section 508 provisions in its Navy Marine Corps Intranet (NMCI) roll out process.

Information Technology

The CAP Office uses information technology to advance its mission. 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.

Database Management System

The objective of the CAP electronic CAP Database Management System (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. The system is also designed to ensure growth opportunities are met with timely technical support.



CAP’s commitment to eCDMS has allowed the exploration of new channels to improve services. CAP moved to the current managed request system in order to offer improved customer service and increased reporting capabilities. With this significant enhancement, CAP was able to offer benchmark accommodations information for DoD and federal agencies.

In FY02, CAP integrated the CAP Web site with the Database Tracking System, enabling customers to submit requests online. This integrated service system is identified as eCAP and currently improves the ability for CAP to provide expedited services for all online submissions.

World Wide Web Site

As society becomes more reliant on technology to access information and services, CAP’s Web site becomes increasingly more important. To address the reduction of site visitors, CAP redesigned its Web site to increase activity and support President Bush’s New Freedom Initiative. The new Web site provides a layout and organization that makes it easier for customers, people with disabilities, and supervisors to locate information and resources. The site includes an enhanced online accommodation process and request form, an improved assistive technology section, and a virtual CAPTEC tour. The Web site, deployed in September 2002, received immediate and widespread support and recognition for its customer-friendly and accessible interface. A review of activity is outlined below:



FY02: 625,014 Web site visitors
FY01: 1,019,379 Web site visitors

Marketing

Marketing the program takes place in all facets of daily operations. A smaller marketing team was established to execute activities and projects to help CAP achieve its mission. The Marketing Team is responsible for all marketing documents, CAP exhibits, CAP Web site and the CAP Conference Database.

CAP Training Seminars

The CAP Partnership Training Seminar was held on November 6, 2001 at the Marriott Metro Hotel in Washington, DC. The seminar provided information on CAP services to DoD and federal partner agencies. Approximately 150 people attended the event that focused on using CAP services and increasing employment of people with disabilities in the federal sector. Another component of the seminar was a demonstration of assistive technologies. The display of technologies for people with hearing, vision, dexterity and cognitive disabilities was a valuable component of the seminar as it provided attendees with a demonstration of technology available through CAP.



CAP hosted a second training seminar on April 17, 2002 at the Doubletree Hotel in Denver, Colorado. The seminar allowed CAP to join DoD agencies and federal partner agencies from the west coast. Approximately 100 people attended this one-day training seminar that was designed to educate DoD and federal employees on CAP services and processes. The seminar highlighted President Bush's New Freedom Initiative, the Workforce Recruitment Program, the CAP Healthy Work Practices Program, and improving

the accessibility of federal training centers. CAP partnered with the Assistive Technology Partners of Denver, Colorado for this event. The staff from Assistive Technology Partners demonstrated assistive technology solutions for the attendees.

CAP POC Meeting

CAP hosted its first *CAP Symposium: Challenges, Opportunities, and Successes* on September 24, 2002 at the Ritz-Carlton Hotel in Crystal City, VA. This event allowed those involved with maintaining the CAP partnership to have open dialogue with other agency POC's as well as the CAP staff. The day started with an Opening Session conducted by the CAP Director. Following this, participants were broken into discussion groups focusing on: CAP Services, Marketing the CAP Partnership, and Agency Differences. Each group was



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moderated by CAP staff members and ideas and issues were exchanged in an open forum setting. The discussion groups were followed by an award luncheon. The award winners were:

- Department of Army: Leading DoD Component - 976 FY02 CAP requests
- Department of Labor: Leading Non-DoD Agency - 367 FY02 CAP requests
- Defense Finance and Accounting Service: Leading DoD Agency - 167 FY02 CAP requests
- Office of Personnel Management: Leading Small Non-DoD agency - 124 FY02 CAP requests

The awards luncheon was followed with an all attendee feedback session with the CAP staff. The day closed with the launching of the newly designed CAP Web site and demonstration of the online accommodations process.

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 this year.



On April 10, 2002, the Department of Labor (DOL) and DoD CAP Office co-sponsored, “Accommodating Your Employees with Disabilities.” The event took place at the DOL Francis Perkins Building’s Great Hall in Washington, DC. Over 300 DOL and federal employees attended. The event started with a series of speeches from DOL management to kick off the partnership between DOL and CAP and ended with a complete assistive technology demonstration from the CAP staff. This event was a joint effort, incorporating the DoD CAP staff, the DOL Central Office for

Assistive Technology and Services (COAST) and the DOL Office of Disability Employment Policy (ODEP).

The CAP staff conducted a total of 99 presentations during FY02 for activities in the Military Departments, DoD agencies, federal organizations, and non-government organizations. CAP staff presented at the following types of events:

Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Assistive Technology	5	2	-	2	-	3	1	1	1	2	-	-	17
Employment Issues	6	1	2	-	-	2	2	4	5	3	5	1	31
Health Related/Injury Prevention	-	-	-	1	1	3	3	-	1	-	2	1	12
Disability Management	1	1	2	-	-	-	1	-	-	1	1	1	8
Military Health System	-	-	1	-	2	-	1	1	1	-	1	-	7

Deaf or Hard of Hearing	-	-	-	-	1	2	-	1	-	2	-	-	6
Students with Disabilities	1	-	-	-	-	1	1	-	1	1	1	1	7
Marketing	-	-	-	-	-	1	-	-	-	1	1	-	3
Information Technology/ Section 508	1	1	-	-	-	1	-	2	2	-	-	1	8
Total	14	5	5	3	4	13	9	9	11	10	11	5	99

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.

CAP Brochure

The *CAP Brochure* contains a summary of all CAP services and initiatives. Two thousand, eight hundred and seventy seven (2,877) brochures were provided to customers in FY02.



CAP Partnership Fact Sheet



The CAP Partnership Fact Sheet

is used expressly for the purpose of marketing to federal agencies. It is often included in federal partner agency meetings or meetings with federal audience. Two thousand, three hundred and thirty-three (2,333) Fact Sheets were provided to customers in FY02.

Providing real solutions for real needs is what people with disabilities have equal access to the information technology and equipment in the Federal Government is the CAP mission. On October 30, 2000, the National Defense Authorization Act passed the Computer/Electronic Accommodations Program (CEAP) to address an "information technology, devices, and services to any department or agency in the Federal Government upon the request of a federal employee." Currently CAP is improving the quality of the Small Agency Council as well as the agency, however, all Federal agencies are eligible.

DEPARTMENT ADDRESS

The Department of Defense (DoD) established CAP in 1998 to ensure compliance issues for its employees with disabilities. Since its inception, CAP has filled over 30,000 requests for accommodations for individuals with visual, hearing, dexterity, and speech disabilities within DoD. CAP is now the Federal Government's centrally located accommodation program. Most of CAP's success has in its ability to provide reasonable accommodations to employees quickly, easily and in a cost efficient manner.

KEY OVERSIGHT ACTIVITIES

On July 26, 2000, the U.S. Assembly of the

passed the the Federal Government will have the opportunity to hire 100,000 individuals with disabilities over the next five years. CAP supports your implementation plan by providing the accommodations necessary to ensure that all employees have the opportunity to be hired equally.

CAP will be working with your agency to help implement the Presidential Executive Order 13204, which requires Federal agencies to establish procedures to facilitate the provision of reasonable accommodations. Each Federal agency shall establish effective means procedures for processing requests for reasonable accommodations relating to access technology and services.

CAP also supports the Workforce Reinvestment Program (WRP) implemented by DoD and the Department of Labor, providing various employment for military and disabled veterans. CAP provides accommodations to all military and veterans in the WRP.

THE PROGRAM'S GOAL

CAP aims for a wide variety of means technology, devices and services for people with disabilities. Frequently requested accommodations include:

Visual: Braille, Magnification systems, speech and Braille output systems, computerized systems, Braille output devices, and Braille output devices.

News Bulletin

The CAP News Bulletin is used to market CAP activities and to keep CAP customers abreast of

program and disability news. For information sharing purposes, upcoming federal and disability conferences are listed in each publication. The *CAP News Bulletin* currently has an electronic distribution list of approximately 1,500 people. One thousand, Nine Hundred and Sixty Four (1,964) news bulletins were distributed to date.

CAP To Hold Partnership Training Seminar In Colorado

On April 17, 2002, CAP is having a CAP Partnership Training Seminar titled "Maximizing Your Employees." In order to better serve our customers in the Western region, CAP will hold a free seminar in the Denver, Colorado, metropolitan area.

Workshop topics will include:

- The Accommodations Process
- Increasing Employment of People with Disabilities
- Access the Presidential Order Resources

Who should attend?

- All individuals involved in the accommodations process
- Federal Disability Program Managers and employees
- Small AEC Coordinators

For more information and to register on a first come first serve basis, please visit www.usaceid.mil/eg or email us cap@usaceid.mil

Partnership Update

We are pleased to welcome our newest federal partners for FY02, the Republic of Moldova and the Ministry of Defense, Department of the Treasury, Environmental Protection Agency, Office of Personnel Management and Executive Office of the President. For a complete listing of all CAP partners for FY02, please check the Website, www.usaceid.mil

We look forward to working with all of our returning partners from FY01 as well as those agencies that have just entered a partnership. It is our goal to work with each of our partners to ensure that the CAP program is shared with all of your employees. Please let us know if you plan your agency or department wide meetings, as CAP staff members are ready to provide briefings and technology demonstrations.

WRP Student Returns to CAP

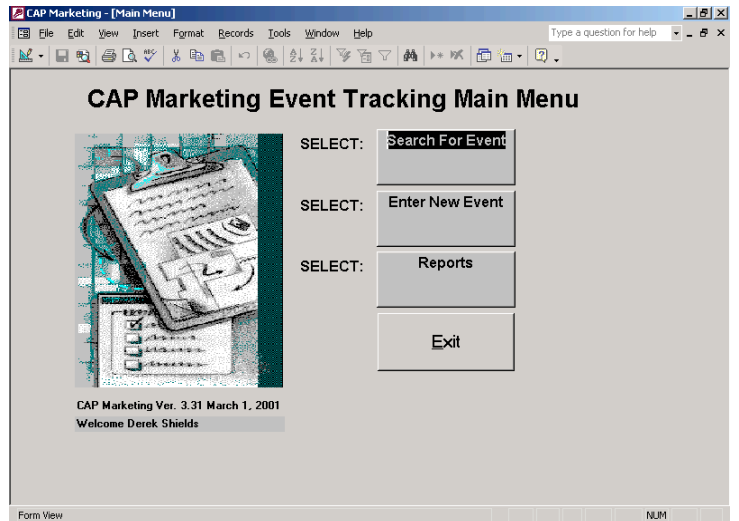
We are happy to welcome former Workforce Reinvestment Program (WRP) intern, Maria Ibrahim, back to the CAP team! A student at the University of Illinois at Urbana-Champaign, Maria is pursuing a Masters degree in Social Work.

In order to complete her graduate requirements, Maria has chosen to come back and work with the CAP staff on various projects for her internship. She will be working closely with Michael Young, CAPTEC Manager, by assisting with needs assessments and demonstrations of assistive technology. Additionally, she will assist in CAPTEC Demonstration Days and other special events. In the future, Maria hopes to be involved

Tracking Systems

The CAP Marketing Database assists staff members in researching and tracking appropriate conference information. It has improved the office communication of upcoming events, feedback from CAP staff participation at conferences, and the tracking of marketing materials used in support of specific events.

The CAP Mailing Database is the central office location for all mailing addresses. It is utilized for all CAP mailings by combining CAPTEC visitors, CAP marketing efforts and other Non-DoD addresses allowing users to customize mailing lists and keep an electronic record of them. It is also used to generate groups to target for various targeted mailings carried out by different initiative groups. The list is updated on a continual basis.



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 the Military Health System, DoD Education Activity, and Exceptional Family Members Program.

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.

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 the Telework 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 Web site throughout DoD and the federal government.

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.