

Computer/Electronic  
Accommodations Program  
Annual Stakeholders Report  
Fiscal Year 2004

Real Solutions for Real Needs



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

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## Executive Summary

The Computer/Electronic Accommodations Program (CAP), a program in the TRICARE Management Activity, under the direction of the Assistant Secretary of Defense for Health Affairs, was established as the centrally funded Department of Defense (DoD) program that provides assistive technology to allow DoD and federal employees with disabilities to access electronic and information technology. In Fiscal Year 2004 (FY04), CAP provided accommodations to the DoD community and developed partnerships with other federal agencies that resulted in CAP filling 5,536 requests for accommodations. The following information summarizes CAP's FY04 achievements.

### 5,536 Accommodations Provided

On October 30, 2000, CAP received authorization to govern as the centrally funded program to accommodate federal employees with disabilities via the National Defense Authorization Act. In the first year, partnerships were established with 45 federal agencies and the program. In FY04 CAP focused on DoD and Non-DoD agency operations and requirements while providing 2,564 accommodations for DoD customers and 2,972 accommodations provided to 59 partner agencies.

### 80 Presentations and Regional Training Sessions Conducted in Ten States

CAP continues to educate and support DoD and federal partnerships via CAP regional training sessions. On November 13, 2003, CAP sponsored a CAP Symposium: Real Solutions for Real Needs, in Washington, DC. 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. CAP staff also conducted similar sessions in California, Florida, Louisiana, Mississippi, Missouri, New Mexico, Pennsylvania, Tennessee, and Texas. The CAP staff conducted 80 presentations focused on impacting employment of people with disabilities for activities in DoD, other federal agencies and non-governmental organizations. Over 7,700 DoD and federal agency supervisors and employees participated in these training sessions.

### CAP Dexterity Team Leader Honored with Federal 100 Award

Federal Computer Week magazine honored Sharon Terrell-Lindsay, CAP Program Analyst and Leader of the Dexterity Team, with the *Federal 100 Award*. Ms. Terrell-Lindsay was recognized for her leadership in providing accommodations to federal employees with disabilities through an online process, and for increasing the security of CAP's information technology environment.

### CAPTEC Serves Over 2,300 Customers

The CAP Technology Evaluation Center (CAPTEC) serves as an evaluation and demonstration center for assistive technology. CAPTEC provided services for over 2,300 customers in FY04; including four Video-Teleconference Tours and over 280 assessments for employees with disabilities. CAPTEC also hosted training, entitled "Waves of Communication," that showcased communication options for deaf and hard of hearing employees. The Center also hosted a tour for the Honorable Gordon England, Secretary of the Navy, highlighting assistive technologies for Navy and Marine Corps personnel.

### Accommodations Provided for Wounded Soldiers

CAP continues to provide support to increase the accessibility of the Military Health System (MHS). CAP is working with staff from Walter Reed Army Medical Center and Bethesda Naval Hospital to

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improve the quality of life and support during the recovery and rehabilitation process for wounded service members. In FY04, this work included providing 54 pieces of assistive technology and related training to intensive care units employees, physical and occupational therapists, and audiologists to use during the medical treatment and rehabilitation services. Detailed needs assessments were conducted for ten wounded service members. CAP services are being expanded to support other recovery aspects and Military Treatment Facilities in different locations.

### **Workforce Recruitment Program**

The Workforce Recruitment Program (WRP), co-sponsored by DoD and the Department of Labor, provides summer employment with federal agencies for college students with disabilities. CAP served as a WRP recruiter and also provided 157 accommodations for students and program support in FY04.

### **Over 60 Participants in this Year's National Disability Mentoring Day**

On October 15, 2003, in observance of the National Disability Mentoring Day (NDMD), DoD held its second NDMD ceremony at CAPTEC with over 60 participants. The event provides opportunities for DoD employees to mentor WRP students on career interests and goals.

### **CAP Receives DITSCAP Certification**

CAP received its DoD Information Technology Security Certification and Accreditation Process (DITSCAP) Authority to Operate on January 21, 2004. The primary purpose of DITSCAP is to protect and secure the information systems and other elements that make up the Defense Information Infrastructure.

### **CAP Receives Awards for its Innovative Marketing and Communications Tools**

Part of the challenge of any interagency program is the marketing and communications work to ensure program awareness. CAP had several successes in the first half of FY04: In support of the President's e-Government initiative, CAP continued to enhance its Website for CAP customers to locate pertinent information. The site now includes an enhanced three-step online accommodation process, an expanded assistive technology section, and an improved spotlight/news section. The site received over 4 million visitors in the FY04, and was honored with an *Horizon Interactive Award* for Self Promotion/Company Identity.



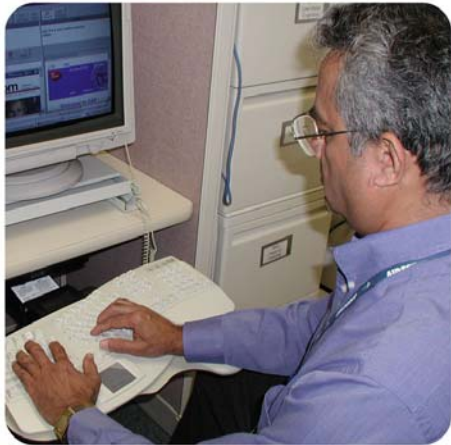
CAP produced its first fully accessible, self-running, interactive CD-ROM, entitled *Real Solutions for Real Needs*. The CD-ROM is an informational training tool that will serve as an overview presentation with a live presentation is not possible. The CD-ROM won the *2004 Best New Communications Ability Award* from the New Freedom Foundation and two *Horizon Interactive Awards* for Education/Training and utilization of Flash.

### **Continuing to Increase Productivity and Opportunities for Employees with Disabilities**

In FY04, CAP provided assistive technology and services to DoD and federal partner employees with disabilities. CAP is dedicated to continue improving the request and procurement process to ensure timely delivery, increasing productivity and opportunities for employees with disabilities in DoD and throughout the federal government. Furthermore, CAP will support President Bush's New Freedom Initiative to increase independence and accessibility for Americans with disabilities.

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## Accommodations



In Fiscal Year 2004 (FY04), CAP filled 5,536 requests for accommodations. The following information summarizes current projects, level of effort, accommodation totals and other accomplishments during this period.

### Department of Defense

In FY04, CAP procured 2,564 accommodations for DoD employees and offices at an average cost of \$511. CAP also participated in 39 DoD-sponsored conferences/events during this period and the CAP Technology Evaluation Center (CAPTEC) provided approximately 1,370 services for DoD customer.

### Federal Partners

In FY01, CAP was granted the authority to provide assistive technology to federal agencies upon the request of the head of the agency. In FY04, CAP provided 2,972 accommodations to federal agencies at an average cost of \$412. The bolded agencies received accommodations during FY04:

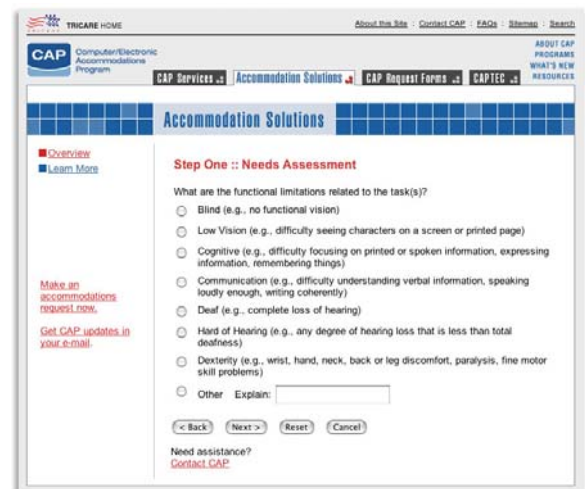
African Development Foundation	Federal Mine Safety and Health Review Comm.
<b>Agency for International Development</b>	<b>Federal Trade Commission</b>
American Battlefield Monuments Commission	<b>General Services Administration</b>
<b>Access Board</b>	<b>Holocaust Memorial Museum</b>
<b>Committee for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

## CAP's Improved Accommodation Process

The CAP accommodation process expedites delivery of equipment and services to DoD and federal partner employees with disabilities. CAP continued to streamline the online accommodation process, located at [www.tricare.osd.mil/cap](http://www.tricare.osd.mil/cap), to assist individuals in the needs assessment and assistive technology selection processes. As the program increased its focus on meeting customers' expectations, the process was modified to include more customer interaction. Currently, almost 50 percent of all CAP requests are received via the website. Furthermore, a CAP Customer Service Representative now contacts each individual customer to ensure their awareness regarding the status of their request. CAP is also working closely with assistive technology vendors to ensure quality and timely delivery of products and services.

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

As a result of these process enhancements, the CAP Office is more engaged with its customers and vendors and the overall satisfaction rate of CAP customers continues to increase. During FY04, CAP received a 98 percent satisfaction rate.



The screenshot shows the CAP Accommodation Solutions website. The page title is "Accommodation Solutions". The main content area is titled "Step One :: Needs Assessment". It asks the user "What are the functional limitations related to the task(s)?" and provides a list of radio button options: Blind (e.g., no functional vision), Low Vision (e.g., difficulty seeing characters on a screen or printed page), Cognitive (e.g., difficulty focusing on printed or spoken information, expressing information, remembering things), Communication (e.g., difficulty understanding verbal information, speaking loudly enough, writing coherently), Deaf (e.g., complete loss of hearing), Hard of Hearing (e.g., any degree of hearing loss that is less than total deafness), Dexterity (e.g., wrist, hand, neck, back or leg discomfort, paralysis, fine motor skill problems), and Other. There is an "Explain:" text box next to the "Other" option. Below the options are buttons for "< Back", "Next >", "Reset", and "Cancel". At the bottom, it asks "Need assistance?" and provides a link to "Contact CAP".

## Accommodations Profile

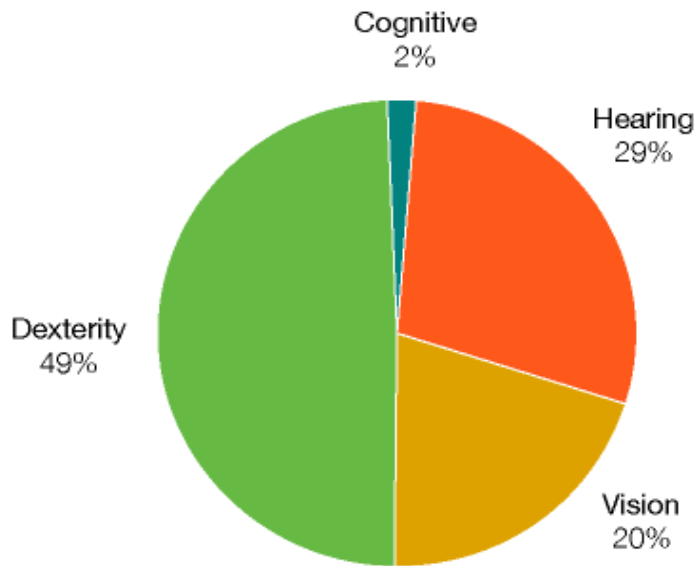
CAP provides assistive technology and accommodations to employees with disabilities at all grade levels and occupation series. CAP also provides assistive technology to ensure public offices, such as EEO and personnel offices are accessible to individuals with disabilities. These requests are classified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

In addition, the CAP Office supported DoD activities by providing the funds for sign language interpreting services, personal assistants and readers for training lasting two days or more. In FY04, CAP provided interpreter services for DoD employees, and computer-aided notetaking for hard of hearing employees who do not use sign language. CAP continues to research avenues that would provide better and more efficient services.

The specific numbers of accommodations provided are as follows:

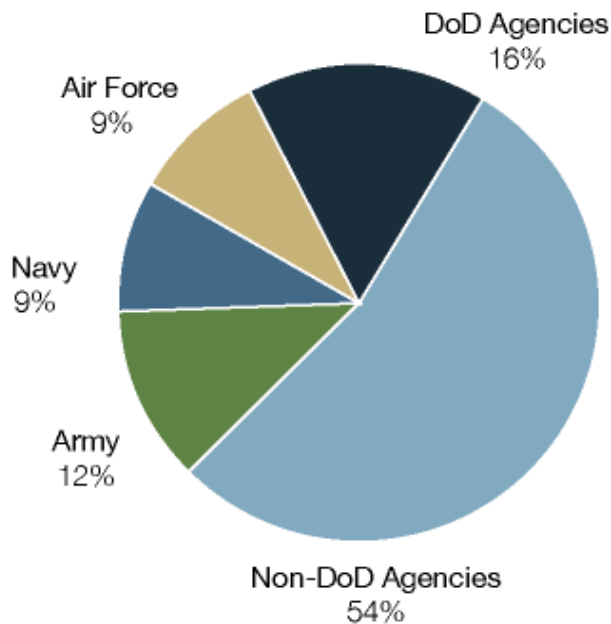


## FY04 Accommodations Profile by Disability – Overall



	Individual	Group	TOTAL
Hearing	1,375	216	1,591
Vision	1,112	9	1,121
Dexterity	2,674	45	2,719
Cognitive	93	12	105
<b>Total</b>	<b>5,254</b>	<b>282</b>	<b>5,536</b>

## FY04 Accommodations Profile by Organization – Overall



	Individual	Group	TOTAL
Army	590	73	663
Navy	475	25	500
Air Force	493	5	498
DoD Agencies	859	44	903
Non-DoD Agencies	2,837	135	2,972
<b>Total</b>	<b>5,254</b>	<b>282</b>	<b>5,536</b>

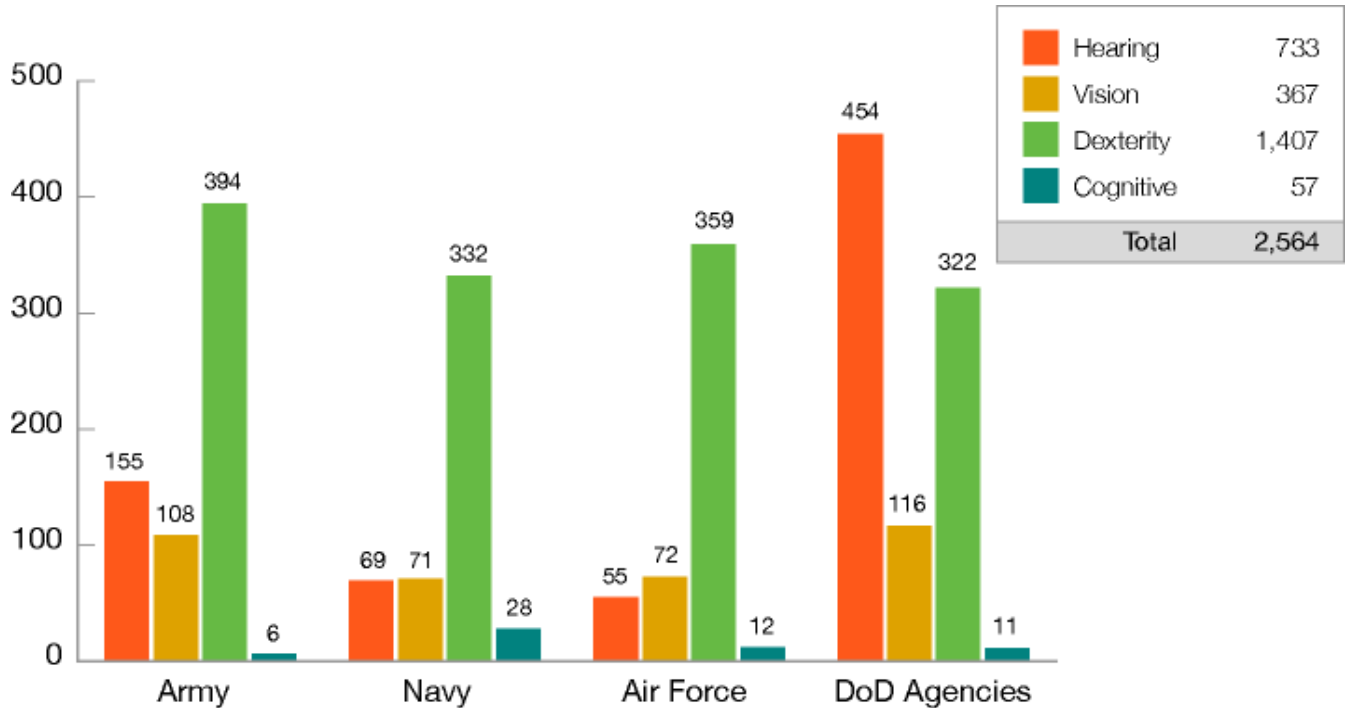
## FY04 Accommodations by Grade Level/Disability

Grade	Hearing	Vision	Dexterity	Cognitive	Total
No grade	342	192	468	23	1,025
E-04	0	0	3	0	3
E-05	0	0	2	0	2
E-06	0	0	4	0	4
E-07	0	1	2	0	3
E-08	0	0	2	0	2
GS-01	0	2	7	0	9
GS-02	1	5	0	0	6
GS-03	6	12	11	2	31
GS-04	40	72	35	7	154
GS-05	71	99	156	22	348
GS-06	34	60	66	2	162
GS-07	141	69	139	6	355
GS-08	7	22	28	2	59
GS-09	49	54	150	2	255
GS-10	2	17	19	0	38
GS-11	219	139	357	3	718
GS-12	221	174	537	8	940
GS-13	45	117	338	13	513
GS-14	162	51	197	3	413
GS-15	21	14	103	0	138
SES	0	8	1	0	9
O-01	0	0	6	0	6
O-04	0	0	19	0	19
O-05	0	0	10	0	10
O-06	0	0	8	0	8
O-09	0	2	1	0	3
WG-02	1	0	0	0	1
WG-04	0	1	0	0	1
WG-05	1	0	2	0	3
WG-07	2	0	.	0	2
WG-08	4	0	0	0	4
WG-09	1	0	0	0	1
WG-10	4	0	2	0	6
WG-11	0	0	1	0	1
WG-15	1	0	0	0	1
WS-05	0	1	0	0	1
<b>Total</b>	<b>1,375</b>	<b>1,112</b>	<b>2,674</b>	<b>93</b>	<b>*5,254</b>

\*282 accommodations were for offices/hospitals. Only individual accommodations are included in this table.



## FY04 Accommodations Profile - DoD Organizations



### Customer Surveys

CAP conducts customer follow-up surveys that focus on overall satisfaction with CAP's review of requests, purchasing of accommodation equipment and services, and vendor's customer service/performance. Two thousand, two hundred and four surveys were sent to customers who received an accommodation from CAP in FY04. Overall, 756 customers responded (a 35 percent response rate) indicating 99 percent satisfaction rate with CAP services.

***"I am very grateful to CAP for providing this wonderful service to me. The visual aid products I've gotten through you have been a tremendous help to me. So again, thank you!"***

- Blind/Low Vision Customer

CAP conducted two vendor training sessions in FY04.

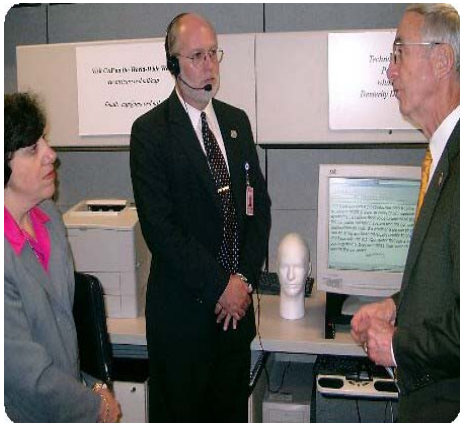
CAP and its vendors collaborated on working together to achieve specific performance standards in order for CAP to continue to meet its objective of achieving high customer satisfaction ratings.

CAP staff attended the 2003 TRICARE Communications and Customer Service Training which allowed team members the opportunity to network, partner, to share best practices and generate ideas and solutions in customer service issues and communications.

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

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## CAP Technology Evaluation Center



In order to support the CAP mission to provide DoD and federal employees with assistive technology and related accommodations, the CAP Technology Evaluation Center (CAPTEC) was developed as a demonstration and assessment facility. Since opening its doors at the Pentagon in 1995, CAPTEC has provided services to approximately 14,900 customers. During FY04, CAPTEC provided services for nearly 2,391 customers. One thousand three hundred and seventy services were provided to DoD employees, 829 services were for non-DoD federal employees and 192 contacts were received from non-government organizations. Details regarding specific services in FY04 are provided below.

### Needs Assessments

Two hundred and eighty-three assessments were conducted in FY04, including services to both military and civilian employees who were injured in the Pentagon attack. Members of the CAPTEC Services Team also provided needs assessments for soldiers injured in Operation Enduring Freedom/Operation Iraqi Freedom who were patients at Walter Reed Army Medical Center and Bethesda Naval Medical Hospital. CAPTEC staff has met with amputees as well as those with service-related hearing loss and dexterity disabilities.

### Worksite Evaluations

CAPTEC staff conducted 37 evaluations of employee worksites in FY04 to date. To provide an adequate needs assessment, it is necessary in some cases for the assessor to visit the employee's work site to see how the user interfaces with the current physical and electronic environments. This allows the assessor to better understand the needs of the employee, and to make more informed recommendations of technology solutions. Pairing the on-site visit by the assessor with the opportunity to try out potential assistive technologies at CAPTEC gives the customer the knowledge they need to submit a request for accommodations for the items that will be most effective and beneficial.

### Demonstrations and Open Houses

On October 15, 2003, a ceremony was held in the Pentagon's Hall of Heroes to commemorate National Disability Employment Awareness Month. Remarks were provided by Mr. Charles S. Abell, Principal Deputy Undersecretary of Defense for Personnel and Readiness, and by Mr. John Molino, Deputy Assistant Secretary of Defense for Military Community and Family Policy. The keynote address was provided by Mr. John Kemp, an attorney and expert on disability issues. CAPTEC staff supported this event by providing demonstrations of assistive technologies and hosting an Open House.

***“I appreciate the expedient service received from your staff. The customers were very satisfied and the suggestions offered has helped to alleviate some of the strain they have been experiencing.”***

- Satisfied CAPTEC Customer

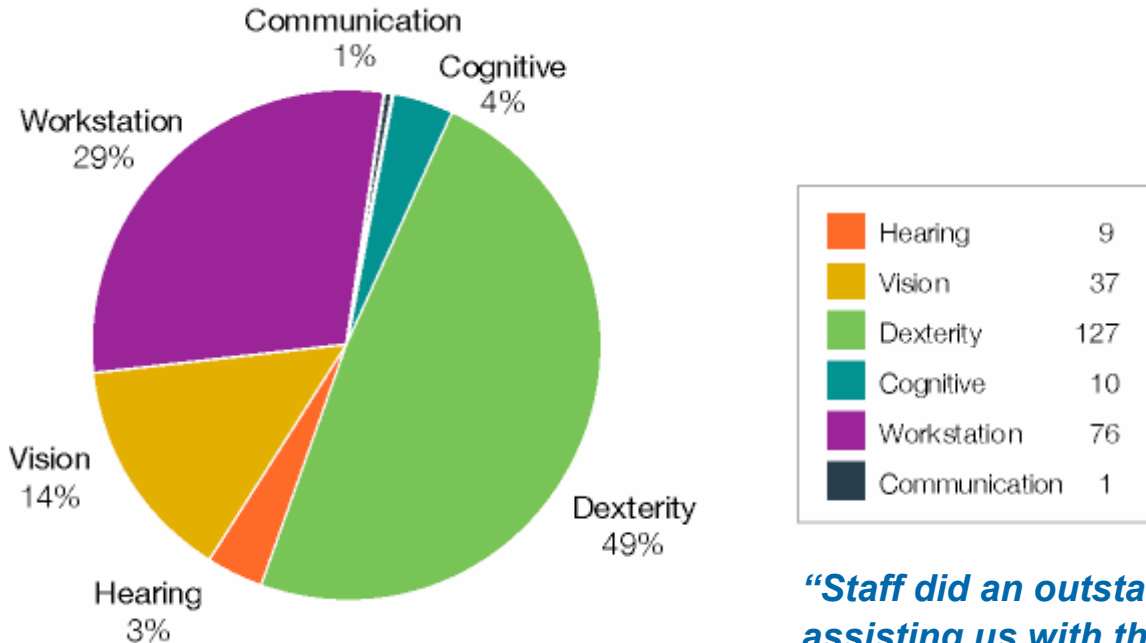
CAPTEC hosted the “Healthy Work Practices in the Electronic Workplace” Demonstration Day on April 7, 2004. Approximately 125 attendees were provided with information and demonstrations on proper workstation configuration, preventive ergonomic practices, and accommodations solutions for individual with dexterity disabilities.

CAPTEC also hosted a “Waves of Communication” training session on August 24, 2004. This event provided DoD and our partner agency employee’s an opportunity to learn communication guidelines, disability etiquette and assistive technology available to utilize while working with their Deaf and Hard of Hearing employees. A representative from the Federal Relay Service (FRS) reviewed their services, available through the General Services Administration for all federal employees.

### Video Teleconferences (VTCs)

CAPTEC, by aggressively marketing its VTC services, conducted 10 needs assessments and four general tours for approximately 188 customers within DoD and the Department of Veterans Affairs.

### Needs Assessments by Type



### CAPTEC Customer Surveys

The CAPTEC Customer Survey is sent to all customers who utilize CAPTEC services. Each recipient is asked to provide information on the purpose of their interaction and the quality of services received. In FY04, CAPTEC disseminated 2,204 customer surveys and received 756 responses; indicated a 100 percent satisfaction rate from customers.

***“Staff did an outstanding job assisting us with this request. This is the first time I used the needs assessment program and I was amazed that you could demonstrate all the options for us. I will defiantly consider using this again in any future requirements. Thanks for all your assistance in this case.”***

- Satisfied CAPTEC Customer

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## Programs



The CAP Office has developed and expanded several accommodation-related projects. The following list summarizes current projects and level of effort in FY04.

### 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. In support of employment programs, a one page document; the Employment Lifecycle was created.

### 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. CAP supports WRP in various roles:

- Provides administrative support in placing 7 WRP students in the Office of the Assistant Secretary of Defense (Health Affairs) and TRICARE Management Activity
- Serves on the WRP Steering Committee and DoD Planning Committee meetings
- Provides accommodation services, to member of the WRP Steering Committee and recruiters, including sign language interpreting

The CAP office employed three of the qualified TMA students during the summer. They supported CAP in various fashions from processing accommodation orders on the Deaf and Hard of Hearing Team and Dexterity Team to doing extensive research on cognitive disabilities. In FY04 CAP provided 157 accommodations to WRP program support and participants at 22 Federal agencies. This total marked an increase of 20 accommodations over FY03.

### Healthy Work Practices Program

The constant rise in the number of accommodations for individuals with dexterity disabilities is directly related to the increasing use of computers in the workplace. Work-related musculoskeletal disorders, such as tendonitis and carpal tunnel syndrome, result when there is a mismatch between the physical capacity of workers, the demands of the job and the workstation design which may contribute to disabling conditions and decrease productivity. CAP is committed to both accommodate and prevent injuries that occur within the workplace through provisions of assistive technology and the promotion of prevention techniques through its Healthy Work Practices Program (HWPP).

CAP's proactive approach to disability management offers employees and employers assistance in addressing this growing health concern by providing information, training, needs assessments and accommodations. CAP is able to address the ergonomics problems within federal agencies via

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workshops, information dissemination, needs assessments, and accommodations for employees with dexterity disabilities.

A Demonstration Day, “Healthy Work Practices in the Electronic Workplace,” took place at CAPTEC which provided 125 attendees with information and demonstrations on proper workstation configuration, preventive ergonomic practices, and accommodations solutions for individuals with dexterity disabilities. CAP staff provided the following services in FY04:

- Conducted 56 ergonomic evaluations for employees
- Conducted eleven ergonomic presentations, including workshops at the Perspectives of Employment of People with Disabilities Conference and the Assistive Technology Industry Association Conference, a booth at the Pentagon Health Fair and DoL Safety and Health Day and the 7<sup>th</sup> Annual Force Health Protection Conference
- Served as a member of Pentagon ergonomics team, the Civilian Employees Health Service at the DeLorenzo Clinic, and on the DoD Ergonomics Working Group

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

### **Telework**

CAP continues to promote awareness and support the administration’s emphasis on Telework in the New Freedom Initiative by providing 184 accommodations for Telework participants with disabilities in FY04. CAP staff also participated in Telework events to increase awareness of CAP’s efforts with this initiative including:

- Mid-Atlantic Telecommuting Advisory Counsel Meetings
- Managing Teleworkers and Remote Teams
- Choosing and Using the Right Telework Technology Workshop

### **Workers’ Compensation**

By teaming with Workers' Compensation officials, CAP assists Workers' Compensation claimants in their return-to-work process. Utilizing case reviews and a needs assessment process, the employees find unique methods of working in a revised, safer, and more productive environment. CAP provided these employees with 326 accommodations in FY04 to ensure their continuation as active members of the workforce. CAP staff also presented and attended events to increase awareness of CAP’s efforts in the return-to-work process including the 6<sup>th</sup> Annual Federal Workers’ Compensation Conference.

### **Federal Information Centers Initiative**

CAP provides accessibility support to federal information centers (FICs), such as training facilities, assistive technology centers, libraries, and public access offices. CAP provides assistive technology devices and services to insure that these facilities are in compliance with federal regulations regarding accessibility. CAP also provides accommodations for information center employees with disabilities.



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The CAP FIC team provides customized assessments of information facilities to assist managers and supervisors in determining the appropriate technologies needed to meet accessibility standards. The FIC team then coordinates the acquisition process to provide the required technologies. CAP provided 212 accommodations in support of the FIC initiative this fiscal year.

## **Program Access**

Section 504 of the Rehabilitation Act requires that federal programs be accessible and usable by members of the public with disabilities. In order to ensure CAP meets the unique requirements of these populations, specific project teams meet regularly to strategize and implement dissemination and training programs. These programs are highlighted below.

### **Military Health System**

CAP continues to provide support to the Military Health System (MHS). In FY04, CAP provided assistance to the MHS in ensuring accessibility of health service information to all employees and patients needing access. CAP purchased 60 assistive technology accommodations for employees and patients with various disabilities who were seeking care at the Military Treatment Facilities (MTFs).

With the return of a large number of wounded soldiers, CAP began an aggressive program with Walter Reed Army Medical Center (WRAMC) to improve the quality of life and support during the recovery process. On January 30, 2004, the CAP Director briefed the Physical Therapy and Occupational Therapy staff on the latest assistive technology available to accommodate wounded soldiers.

CAP also conducted needs assessments and provided accommodations for five wounded soldiers. This equipment included such items as Assistive Listening Devices, Augmentative Communication Devices, Ergonomic Equipment, and a Closed Circuit Television. The equipment will remain at WRAMC for future rehabilitation support services. CAP staff presented, exhibited and attended events to increase awareness of CAP's efforts with this initiative, including:

- 2004 National TRICARE Conference
- 2004 Healthcare Information Management Systems Society Annual Conference
- 2004 Beneficiary Council and Assistance Coordinator/Debt Collection Assistance Officer Conference

CAP also participated in the CAPSTONE Course to ensure awareness of CAP's mission and services. The TMA sponsors this one-week course for MHS personnel, typically lead agents and MTF commanders. CAP participated in this course by presenting program information and demonstrated assistive technology to approximately 80 attendees during three separate sessions.

### **Navy Marine Corps Intranet**

CAP worked closely with the Navy Marine Corps Intranet (NMCI) Program Management Office to ensure that Navy employees with disabilities can access their assistive technology within their seat management system. CAP staff created an NMCI web page on the CAP site so Navy and Marine Corps personnel will direct employees in need of assistive technology to the CAP/NMCI page to learn about the appropriate process and certified assistive technology applications. CAP attended three NMCI training conferences to ensure managers and employees understand how to appropriately provide accommodations within the NMCI environment. CAP staff participated in weekly conference calls with NMCI staff members to remain abreast with the latest outcomes on NMCI system integration.

## Communications



Marketing the program takes place in all facets of daily functions. In order to support specific program requirements, CAP developed a FY04 CAP Marketing Plan, outlining specific focus areas. The following items are the results of this plan.

### CAP Training Seminars

CAP continues to educate and support the federal partnerships via CAP regional training sessions. On November 13, 2003, CAP sponsored a *CAP Symposium: Real Solutions for Real Needs*, in Washington, DC. 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. CAP staff also conducted ten similar sessions for

over 430 attendees during FY04 in Albuquerque, NM; Dallas, TX; Detroit, MI; Los Angeles, CA; Memphis, TN; New Orleans, LA; Orlando, FL; Philadelphia, PA; St. Louis, MO; and Vicksburg, MS.

The two hour training sessions provided attendees the opportunity to learn about current legislative developments in the disability community, the CAP 3-step accommodation process, eCAP, and several CAP employment initiatives.

CAP also provided a series of seven briefings and demonstrations for the National Aeronautics and Space Administration (NASA) at various centers nationwide, including Goddard Space Flight Center, Langley Research Center and Stennis Space Center. CAP also began a similar series with Department of Homeland Security; conducting four briefings during FY04.

### 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.

The CAP staff conducted 82 presentations to 7,739 DoD and federal agency supervisors and employees during FY04 for activities in the Military Departments, DoD agencies, federal organizations, and non-government organizations. CAP staff presented at the following event categories:

Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Assistive Technology	6	-	-	2	1	1	-	-	1	2	-	2	15
Blind/Low Vision	-	-	-	-	-	-	-	-	-	-	1	-	1
Deaf/Hard of Hearing	-	-	-	-	-	1	-	1	-	1	-	-	3
Employment Issues	15	2	1	1	-	2	4	1	1	-	4	1	32
Health Related/Injury Prevention/Tel ecommuting	2	1	-	1	1	1	1	-	1	-	2	-	10
Disability	2	-	1	-	-	-	1	1	1	1	-	2	9



Management/ Legislation													
Marketing	1	-	-	-	-	-	-	-	-	-	-	-	1
Military Health System	1	1	-	1	1	-	-	2	-	-	1	-	7
Technology Transfer	-	1	-	-	-	-	-	-	-	-	-	-	1
WRP	-	-	-	1	-	-	-	-	-	-	-	-	1
Students with Disabilities	1	-	-	-	-	-	-	-	-	-	-	-	1
IT/Section 508	-	1	-	-	-	-	-	-	-	-	-	-	1
<b>Total</b>	<b>28</b>	<b>6</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>82</b>

## Materials

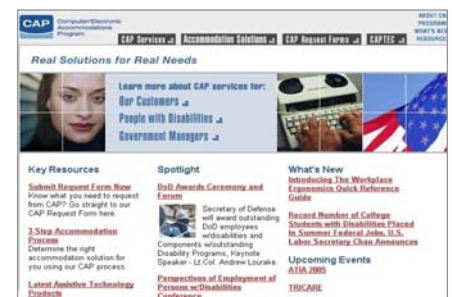
CAP marketing materials are an integral tool used to market CAP activities. Each piece provides the user with specific information regarding the program. These items are distributed at all events in which CAP participates and are available via customer request and online. All of these items were updated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

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

The CAP CD-ROM is a fully accessible, multi-media, self-running, interactive tool. The CD-ROM is an informational training tool that replaced the existing brochure and serve as an overview presentation when a live presentation is not possible. Over 1,600 CD-ROMs were disseminated during FY04. The CD-ROM won the *2004 Best New Communications Ability Award* from the New Freedom Foundation and received two awards from Horizon Interactive Media for Education/Training and utilization of Flash.

- ### Website

CAP continued to enhance its Website for CAP customers to locate pertinent information. The site now includes an enhanced three-step online accommodation process, an expanded assistive technology section, and an improved spotlight/news section. The site received over 4 million visitors in the FY04, and was honored with an *Horizon Interactive Award* for Self Promotion/Company Identity.



- ### Fact Sheet

The CAP Fact Sheet was designed for the purpose of marketing to DoD and federal agencies. Over 5,700 fact sheets were disseminated during FY04.

- ### News Bulletin

The CAP News Bulletin, *CAPtions*, is used to market CAP activities and to keep customers abreast of program updates, disability-related news and upcoming events; over 4,500 printed copies were distributed during FY04. *CAPtions* currently has an electronic distribution list of over 3,100 people.

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## Information Technology



The CAP Office uses information technology to advance its mission and ensure appropriate capture of services. Since accessibility is a requirement for all CAP activities, the systems that support CAP must be benchmarks in meeting Section 508 and other accessibility guidelines. The electronic CAP Data Management System (eCDMS) is a database tracking system with a web component that supports CAP's mission. The database component supports order-fulfillment, database tracking, and marketing functions. The web component of the eCDMS serves as an information resource, and provides customer access to CAP resources via an electronic submission form (eCAP).

## Information Security

CAP continued the DoD Information Technology Security Certification and Accreditation Process (DITSCAP). The primary purpose of DITSCAP is to protect and secure the information systems and other elements that make up the Defense Information Infrastructure. DITSCAP applies to any DoD system that collects, stores, transmits or processes unclassified, sensitive or classified information during the lifecycle phases of acquisition, operation and sustainment. For DoD projects, it is now mandatory to "design-in" appropriate security levels and assign binding job responsibilities, reducing risk through standardization and process management. CAP received its Authority to Operate (ATO) in January 2004.

## Database Management System

The primary objective the eCDMS is to measure operational performance and provide vital information about procurement processing time, customer services, budget reports, and marketing events. The eCDMS provides a common set of tools to capture, manage, present and integrate accurate information on the status of CAP funding, accommodations and initiatives. It contains acquisitions, marketing, and financial management databases. The system is also designed to ensure growth opportunities are met with timely technical support.

## Website

CAP transformed its business operations in support of the President's eGovernment initiative by implementing an online accommodation process. This 3-step process enables federal employees anywhere in the world to engage in an online business process, including a self-assessment, identification of accommodation solutions and submission of an online CAP Request Form. With this tool, the CAP Office is more accountable to its customers and more focused on vendor performance. Because of the increase in online submissions, CAP is able to expedite requests in 8-20 days; an essential element for employees waiting on equipment that allows increased job productivity.

A review of Website activity is below:

FY04: 4,041,562 Web site visitors

FY03: 3,463,677 Web site visitors

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## Fiscal Year 2005 Goals

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

Continue to provide assistive technology and assistive technology services to employees with disabilities throughout the federal government in a timely manner.

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

Enhance the Wounded Service Members initiative to ensure full accessibility during the recovery and rehabilitation process enabling improvements in the reemployment process.

Continue to provide support to agencies in meeting their Human Capital Scorecard requirements and to fulfill the objectives of the Equal Employment Opportunity Management Directive 715.

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.

Provide accommodations for employees on Workers' Compensation.

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

Continue to provide demonstrations and evaluations at CAPTEC.

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

Promote the CAP Web site and CAP Listservs throughout DoD and the federal government.

Disseminate CAP Fact Sheets, *CAPtions* Newsletters, and CAP CD-ROMs.



**Computer/Electronic Accommodations Program**

**TRICARE Management Activity**

**Office of the Assistant Secretary of Defense (Health Affairs)**

5111 Leesburg Pike, Suite 810, Falls Church, VA 22041-3206

[www.tricare.osd.mil/cap](http://www.tricare.osd.mil/cap)