

Computer/Electronic
Accommodations Program
Annual Stakeholders Report
Fiscal Year 2006

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 (TMA), 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 2006, CAP filled 6,310 requests for accommodations for the DoD and other federal agencies. The following information summarizes CAP's achievements during FY06.

6,310 Accommodations Provided

Since CAP received authorization in Fiscal Year 2001 to govern as the centrally funded program to accommodate federal employees with disabilities it has partnered with 64 federal agencies. In FY06 3,435 accommodations were provided for DoD customers and 2,875 accommodations were provided to employees of CAP's partner agencies.

CAP Receives EEOC's Freedom to Compete Award



Equal Employment Opportunity Commission (EEOC) presented the Freedom to Compete Award to the Department of Defense on behalf of CAP on June 14, 2006. The award seeks to reward specific practices and activities that produce results and reflect an abiding commitment to access and inclusion in the workplace. The award was received by the Honorable Dr. David S.C. Chu, Under Secretary of Defense for Personnel and Readiness, on behalf of CAP; the first federal program to win this award.

125 Presentations and Regional Training Sessions Conducted in 9 States

CAP continues to educate and support DoD and federal partnerships via CAP regional training sessions. On November 1, 2005, CAP sponsored a CAP Symposium: 15 Years of Accommodations, in Washington, DC at the Kennedy Center. This event allowed disability program managers and human resources officers involved with the CAP partnerships to discuss updates in assistive technology, and updates on the EEOC's policies. CAP staff also conducted training sessions in 8 states and the District of Columbia for a total of 125 presentations with over 600 attendees.

CAPTEC Serves 2,580 Customers

The CAP Technology Evaluation Center (CAPTEC) is an evaluation and demonstration center for assistive technology. CAPTEC served 2,580 customers; 1,289 of which were provided to DoD employees, 1,122 were for non-DoD federal employees and 169 contacts were received from non-government organizations. Special tours were also provided for the Honorable Cari M. Dominguez, Chair of the Equal Employment Opportunity Commission, along with Carl Hendricks, Chief Information Officer of the Military Health System; the Honorable Charles S. Ciccolella, Assistant Secretary for the Veteran's Employment and Training Service at the U. S. Department of Labor, accompanied by Deputy Assistant Secretary of Defense for Health Affairs Dr. Stephen Jones and Major General Elder Granger, Deputy Director and Program Executive Officer of TMA.

CAP Sponsors Training Forum to Support Wounded Service Members Initiative

On Wednesday, August 30, 2006, CAP and TRICARE Management Activity hosted *From Deployment to Employment: A Training Forum on Services and Employment of Wounded Service Members* in Bethesda, MD. The overarching goal of the forum was to improve the recovery, rehabilitation, and transition process of wounded service members by increasing collaboration and cooperation among various agencies within DoD, the Department of Veteran Affairs, and the Department of Labor. By creating a forum for open dialogue among these agencies and programs, attendees were able to share information and receive training on the various services that are available to wounded service members and their families. The day began with a Keynote address by the Honorable William Winkenwerder, Jr., M.D., MBA, Assistant Secretary of Defense for Health Affairs and followed with a special general session panel discussion moderated by Major General Elder Granger, Deputy Director, TMA.

Accommodations for Wounded Service Members

CAP continues to provide support to increase the accessibility of the Military Health System (MHS) and reemployment assistance for our wounded service members. CAP's Wounded Service Member Initiative provides assistive technology during medical treatment, transition and housing services, and for reemployment purposes. This project has continued to expand in FY06, with multiple site visits to Walter Reed Army Medical Center, Brooke Army Medical Center, and Naval Medical Center San Diego. CAP staff also partnered with other Federal organizations to support disabled veteran reemployment efforts, including the Employment Coalition for America's Veterans National Conference and Hiring Heroes Career Fairs. CAP has provided numerous briefings for the staff at the Military Severely Injured Center, the Army Wounded Warrior Program, and Marines for Life. During FY06, CAP conducted over 200 needs assessments and provided 505 accommodations for wounded service members.

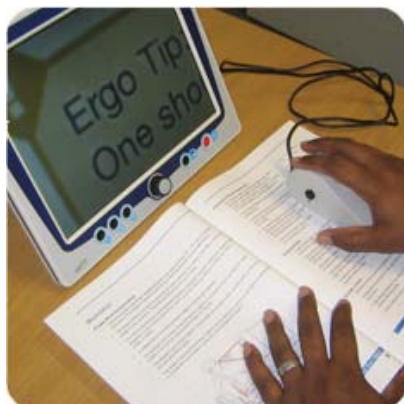
Workforce Recruitment Program

The Workforce Recruitment Program (WRP), co-sponsored by DoD and the Department of Labor, provides summer employment for college students with disabilities. CAP filled 97 requests for accommodations; including a deaf student stationed at the U.S. Army Garrison in Vicenza, Italy. CAP served as a WRP recruiter and provided assistive technology for students during the summer. In observance of the National Disability Mentoring Day (NDMD), DoD held its third NDMD electronic mentoring program with over 80 participants. The event provided opportunities for DoD employees to mentor WRP students on career interests and goals.

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

During FY06, CAP continued to provide assistive technology and services to employees with disabilities. CAP is dedicated to improving the accommodation process that will increase productivity and opportunities for employees with disabilities in the federal sector. CAP will continue to focus on customer satisfaction, stakeholder training, and communications.

Accommodations



In FY06, CAP filled 6,310 requests for accommodations at an average cost of \$471. The following information summarizes current projects, accommodations and other accomplishments.

Department of Defense

In FY06, CAP procured 3,435 accommodations for DoD employees and offices. CAP also participated in 64 DoD-sponsored conferences during this period and the CAP Technology Evaluation Center (CAPTEC) provided approximately 1,289 services for DoD employees and supervisors.

Federal Partners

In FY01, CAP was granted the authority to provide assistive technology to federal agencies upon the request of the head of the agency. In FY06, CAP provided 2,875 accommodations and 1,122 CAPTEC services to federal partner agencies. The bolded agencies received accommodations in this fiscal year:

- Access Board
- African Development Foundation
- Agency for International Development
- American Battlefield Monuments Commission
- Committee for Purchase**
- Commodity Futures Trading Commission**
- Consumer Product Safety Commission
- Corporation for National and Community Service**
- Court Services/Offender Supervision for DC**
- Department of Agriculture**
- Department of Commerce**
- Department of Energy**
- Department of Health and Human Services**
- Department of Homeland Security**
- Department of the Interior**
- Department of Justice**
- Department of Labor**
- Department of State**
- Department of Transportation**
- Department of the Treasury**
- Department of Veterans Affairs**
- Environmental Protection Agency**
- Equal Employment Opportunity Commission**
- Executive Office of the President**
- Export Import Bank of the United States**
- Federal Maritime Commission
- Federal Trade Commission
- General Services Administration**
- Holocaust Memorial Museum**
- Institute of Museum and Library Sciences
- John F. Kennedy Center for the Performing Arts
- International Broadcasting Bureau**
- International Trade Commission
- National Aeronautics and Space Administration**
- National Archives and Records Administration**
- National Council on Disability**
- National Credit Union Administration**
- National Endowment for the Humanities**
- National Gallery of Art
- National Indian Gaming Commission
- National Labor Relations Board**
- National Science Foundation**
- Nuclear Regulatory Commission**
- Occupational Safety and Health Review
- Office of Government Ethics**
- Office of Personnel Management**
- Office of Special Counsel
- Overseas Private Investment Corporation**
- Peace Corps**
- Pension Benefit Guaranty Corporation**

Farm Credit Administration
Federal Communications Commission
Federal Deposit Insurance Corporation
Federal Energy Regulatory Commission
 Federal Housing Finance Board
 Federal Labor Relations Authority
 Federal Mine Safety and Health Review Commission

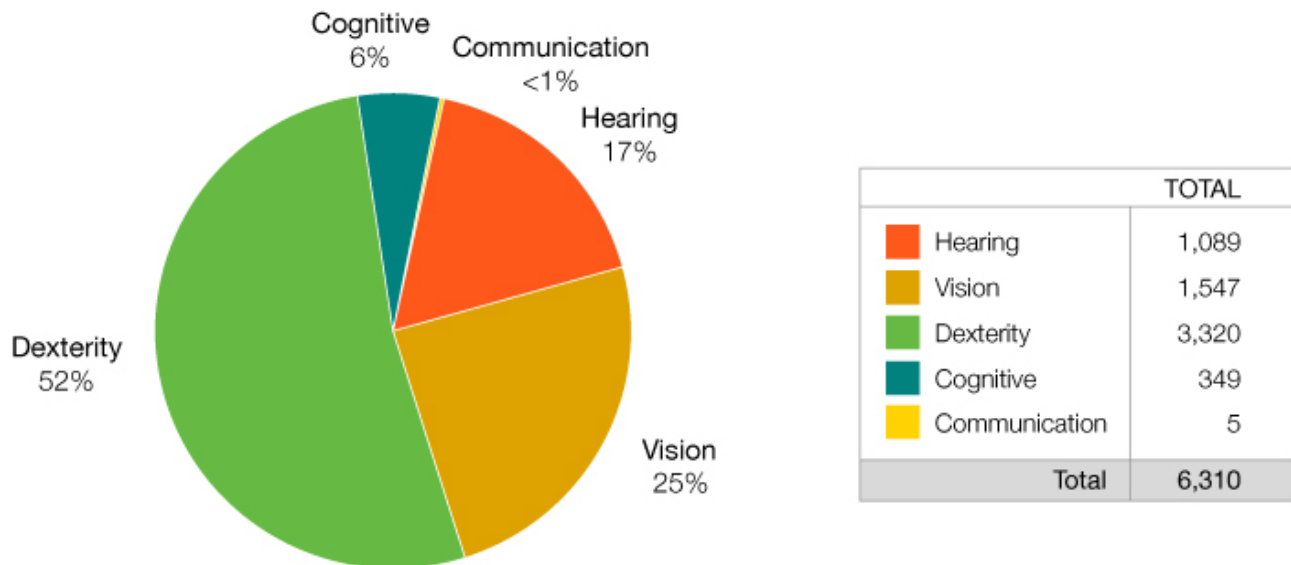
Railroad Retirement Board
Securities and Exchange Commission
 Selective Service System
Small Business Administration
Smithsonian Institution
Surface Transportation Board
 Trade and Development Agency

Accommodations Profile

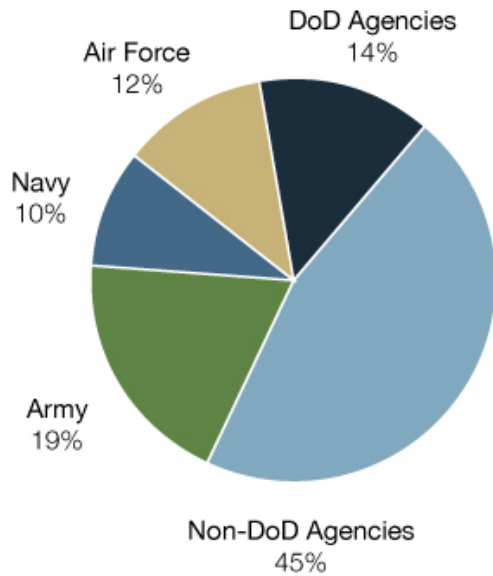
CAP provides assistive technology and accommodations to employees with disabilities at all grade levels and occupation series. CAP also provides assistive technology to ensure public offices, such as EEO, personnel offices, training centers, hospitals, and Fisher Houses are accessible to individuals 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 FY06, CAP provided 179 interpreter services and 12 computer-aided note taking services for DoD 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:



FY06 Accommodations Profile by Organization – Overall



	TOTAL
Army	1,212
Navy	606
Air Force	734
DoD Agencies	883
Non-DoD Agencies	2,875
Total	6,310

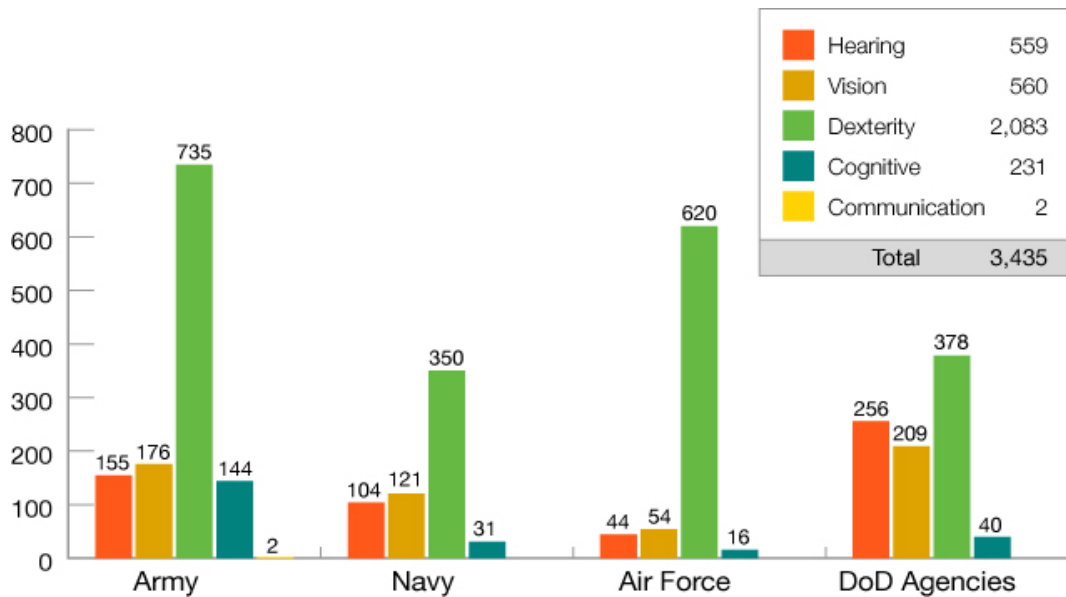
FY06 Accommodations by Grade Level/Disability

Grade	Hearing	Vision	Dexterity	Cognitive	Total
No grade	352	129	252	24	759
E-01	0	1	0	0	1
E-02	1	1	2	2	4
E-03	1	0	25	5	33
E-04	5	15	39	22	81
E-05	8	12	136	48	204
E-06	1	19	47	15	82
E-07	1	8	49	6	64
E-08	1	8	28	7	44
E-09	4	5	1	2	12
GS-01	0	7	8	0	18
GS-02	1	7	0	0	8
GS-03	4	24	7	3	38
GS-04	32	90	44	12	179
GS-05	67	119	123	28	337
GS-06	45	52	105	7	209
GS-07	81	108	189	25	403
GS-08	12	23	45	4	84
GS-09	64	80	160	17	322

Grade	Hearing	Vision	Dexterity	Cognitive	Total
GS-10	5	20	21	16	62
GS-11	94	139	329	29	591
GS-12	132	226	569	29	956
GS-13	54	140	357	14	565
GS-14	37	109	297	14	451
GS-15	30	46	154	6	236
SES	1	7	17	0	25
O-01	0	1	0	0	1
O-02	0	0	33	1	34
O-03	0	10	10	0	20
O-04	1	1	23	1	26
O-05	5	0	52	0	57
O-06	0	2	9	0	11
WG-01	0	1	1	0	2
WG-03	2	0	0	0	2
WG-05	5	0	0	0	5
WG-08	2	2	1	0	5
WG-10	3	3	4	0	10
WG-11	0	2	0	0	2
WS-01	2	1	1	0	3
WS-02	1	0	0	0	1
WS-03	0	0	0	2	2
WS-04	0	0	1	0	1
WS-05	0	0	0	1	1
WS-08	2	0	0	1	2
WS-10	0	0	0	4	4
WS-11	3	0	0	0	3
Total	1,058	1,410	3,139	345	5,957

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

FY06 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 if the accommodation met the customers expectation. Three thousand, four hundred and thirty-one (3,431) surveys were sent to customers who received an accommodation from CAP in FY06. Overall, 1,257 customers responded (a 37 percent response rate) indicating a 95 percent satisfaction rate with CAP services.

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

“This is a wonderful program, and the staff is extremely helpful. They go the extra mile to provide superb customer service. Thank you!

- CAP Customer

CAP Technology Evaluation Center



In order to support the CAP mission to provide DoD and federal employees with assistive technology and related accommodations, the CAP Technology Evaluation Center (CAPTEC) was developed as a demonstration and assessment facility. Since opening its doors at the Pentagon in 1995, CAPTEC has provided services to approximately 19,800 customers. During FY06, CAPTEC provided services for 2,580 customers. 1,289 services were provided to DoD employees, 1,122 services were for non-DoD federal employees and 169 contacts were received from non-government organizations. Details regarding specific services in FY06 are provided below.

Needs Assessments

Two hundred sixty-two assessments were conducted in FY06 by CAPTEC personnel, including services to both military and civilian employees of DoD as well as employees of federal partner agencies. Members of the CAP Disability Teams also provided 814 needs assessments for CAP customers. Two hundred-fourteen CAP customers submitted requests via CAP's online needs assessment process, and CAP contracted with outside resources to provide assessments for 84 customers. A total of 1,373 customers received assistive technology needs assessments

Worksite Evaluations

In order to provide quality needs assessments, it is necessary in some cases for the assessor to visit the employee's worksite to evaluate how the user interfaces with the physical and electronic environments. This allows the assessor to better understand the needs of the employee, and to make more informed recommendations of technology solutions. Accordingly, in FY06 CAPTEC staff conducted 14 evaluations of employee worksites. Pairing the on-site visit by the assessor with the opportunity to try out potential assistive technologies at CAPTEC gives the customer the knowledge they need to submit a request for accommodations that will be most effective and beneficial in their actual work environment.

"I was very impressed with the professionalism and understanding of the team. They also had strong knowledge of the technologies available to address my needs. They made my problem not a problem, with the cooperation and ability to turn a problem into a solution. Well done, and thank you."

- Satisfied Customer

Demonstrations and Open Houses



On April 5, 2006, CAPTEC hosted the *CAP & JAN: Your Partners in Accommodation Service*

Demonstration Day. Approximately 175 participants from the Department of Defense, 18 Federal agencies, and 3 private agencies received information on

CAP services for Federal employees with dexterity, hearing, vision, cognitive, and communication disabilities.

On June 27, 2006, CAPTEC hosted the *Tools to Enhance Communication: Devices for Hard of Hearing Individuals* Demonstration Day. This event showcased technologies for Federal employees with hearing loss.

On August 16, 2006, CAPTEC hosted the *Strategies for a Successful Career: Accommodations for Employees with Vision and Cognitive Disabilities* Demonstration Day. This event showcased hardware and software applications to assist individuals with vision and/or cognitive disabilities, such as Closed Circuit Televisions (CCTVs), voice recognition software, Personal Digital Assistants (PDAs), and software applications to assist individuals with reading disabilities. Managers and employees left these events with the message that individuals with disabilities, with the appropriate accommodations, are able to perform mission-critical jobs.

CAPTEC Tours for Senior Leaders

On November 4, 2005, CAPTEC hosted a visit for the Honorable Cari M. Dominguez, Chair of the Equal Employment Opportunity Commission. Ms. Dominguez met with Dinah Cohen, CAP Director and Carl Hendricks, Chief Information Officer of the Military Health System, to discuss issues impacting the employment of people with disabilities in the federal government. Key topics included support for Worker's Compensation claimants, Telework as a reasonable accommodation for a disability, and the provision of reasonable accommodations in the workplace.

Ms. Cohen emphasized the importance of programs such as Operation Warfighter where CAP provides assistive technology to wounded service members to better integrate them into the federal workforce during their recovery and rehabilitation process. Accompanying Ms. Dominguez from the EEOC were Senior Attorney Chris Kuczynski, EEO Specialist Gail Demers, and Special Assistant Mildred Rivera. Ms. Dominguez received an interactive demonstration of different assistive technology solutions.

Following discussions at CAPTEC and demonstrations of the assistive technologies, Ms. Dominguez met with the Honorable Dr. David S. Chu, Under Secretary of Defense for Personnel and Readiness and the Honorable Dr. William J. Winkenwerder, Assistant Secretary of Defense for Health Affairs to discuss ways to increase accessibility and opportunities for employment of people with disabilities in the federal work force.

On February 28, CAPTEC hosted a visit for The Honorable Charles S. Ciccolella, Assistant Secretary for the Veteran's Employment and Training Service at the U. S. Department of Labor. Joining the CAP Director in welcoming Assistant Secretary Ciccolella were Deputy Assistant Secretary of Defense for Health Affairs Dr. Stephen Jones and Major General Elder Granger, Deputy Director of the TMA. Assistant Ciccolella visited CAPTEC to see demonstrations of assistive technology applications supporting Wounded Service Members (WSMs) in their rehabilitation, transition, and employment. Collaboration was established between DoD and the Department of Labor in information sharing and service delivery models of future assistive technology applications for WSMs.

Also participating were John McWilliams, Deputy Assistant Secretary for Operations and Management Employment & Training Department of Labor, and Ron Drach, Director of Governmental & Legislative Affairs at VETS.

Video Teleconferences

The CAPTEC Video Teleconference (VTC) capability has allowed federal agencies nationally and internationally to tour the facility and to receive needs assessments where local technology evaluation centers are not established. The assistive technologies for hearing, vision, dexterity and cognitive disabilities are showcased via VTC. CAPTEC conducted 14 needs assessments and general tours for approximately 68 participants during FY06.

CAPTEC Customer Surveys

Each month, the CAPTEC Customer Survey is sent to all new customers who utilize CAPTEC services and who have provided their electronic contact information. Each recipient is asked to provide information on the purpose of their interaction and the quality of services received. In FY06, CAPTEC disseminated 179 customer surveys and received 42 responses. Thirty-nine out of 42 respondents rated CAPTEC services as excellent, at a rate of 93 percent.

"It is refreshing to find a government agency (any agency for that matter) so motivated and funded to assist our physically challenged, hard-working patriots."

- Satisfied Customer

"All members of the federal community involved with accommodating people with disabilities should become familiar with the services and technology CAP has to offer. It's a wonderful, and more importantly, effective program!"

- Satisfied Customer

"I truly appreciate the services that CAPTEC provides. The support that they have provided has been invaluable. All of the staff has been responsive and professional."

- Satisfied Customer

"I feel this is the BEST kept secret of the federal government. Thank you for your wonderful service and employing such caring people. I was really well taken care of."

- Satisfied Customer

"The service CAPTEC provides is the backbone for our work environment. CAPTEC will be instrumental in achieving a truly diverse work force."

- Satisfied Customer

Programs



The CAP Office has developed and expanded several accommodation-related projects. The following list summarizes current projects and level of effort in during FY06.

Employment Programs

The federal government strives to be the model employer for people with disabilities. In order to recruit, place, promote and retain people with disabilities, CAP actively participates in multiple employment programs. Working closely with DoD and federal agencies, CAP provides the assistive technology and accommodations to ensure agencies meet their diversity and disability goals throughout the employment lifecycle. This year, CAP worked with EEOC in promoting government-wide changes

with Schedule A special appointment authority to ensure agencies are able to increase employment of people with disabilities.

Workforce Recruitment Program

The Workforce Recruitment Program (WRP), co-sponsored by DoD and the Department of Labor. This program was established to enable federal agencies to hire college students with disabilities for summer employment. The WRP placed over 2,000 students in federal summer internships in the last twelve years. The WRP recruited 1,980 students with disabilities at over 200 colleges and universities in FY06, and hired 345 students across the government

CAP provides assistive technology and accommodations to students who participate in the program. CAP supports WRP in various roles:

- Provided administrative support in placing eight WRP students in the Office of the Assistant Secretary of Defense (Health Affairs) and TRICARE Management Activities at Falls Church, VA, Aurora, CO and San Diego, CA.
- Served on the WRP Steering Committee and DoD WRP Working Group to provide administrative program support.
- Provided accommodation services to ensure accessibilities for the WRP Steering Committee and DoD Working Group
- Provided accommodation services for four WRP recruiters with disabilities who were required to travel to recruit WRP students
- Provided 97 assistive technology accommodations and services to WRP students in FY06



Healthy Work Practices Program Promotes Ergonomic Prevention Tools

The CAP Healthy Work Practices Program (HWPP) Ergonomics Guide has been a very successful tool to assist workers in staying healthy on the job. CAP received over 200 accommodation requests for the guide alone which indicates that our customers are taking prevention of ergonomic related injuries more

seriously. CAP staff developed an informative presentation on practical ergonomic principals and took the HWPP training on the road and provided a very well received training session at the California State University, Northridge (CSUN) Disability Conference in Los Angeles, CA, the DoD Human Resources conference, EXCEL and Blacks in Government Conferences.

To ensure our customers receive the appropriate accommodation the first time, CAP continues to provide quality needs assessments for DoD and our Partner agency customers to identify the most beneficial assistive technology. We have provided over 250 needs assessments to ensure employees find unique methods of working in a revised, safer, and more productive environment.

Healthy Work Practices Program

“Ergonomics is the study of making the work area fit the body, so the body doesn’t have to work out of its comfort zone.” CAP stays committed to both accommodating and preventing injuries that occur within the workplace through provisions of assistive technology and the promotion of prevention techniques through its Healthy Work Practices Program (HWPP). Our accommodations profile for HWPP related accommodations rose 13% from FY05 to; which we feel is related to the increasing use of computers not only in the workplace, but in our homes and wherever a wireless connection can be found. CAP staff also conducted over 100 on-site ergonomic evaluations for employees to help avoid developing Muscular Skeletal Disorders (MSD), and to identify potential accommodation solutions when necessary.

While CAP’s focus is to provide assistive technology to accommodate people with disabling conditions, such as carpal tunnel syndrome, we are strong advocates of taking a proactive approach to these issues by educating our customers on prevention of the repetitive stress injuries (RSI) that can result from work areas that lack proper ergonomic configuration. CAP is pleased to provide such vital information to ensure proper ergonomics because the objective for correcting ergonomics is to help prevent fatigue and injury and enhance employee productivity. Our efforts support agencies as we continue to address the ergonomics problems within federal agencies via workshops, information dissemination, needs assessments, and accommodations for employees with dexterity disabilities. CAP staff provided the following services in FY06:

Sponsored the CAP and JAN:Your Partners in Accommodation Service Demonstration Day at CAPTEC. With this event alone, we reached approximately 175 potential customers from DoD, 18 Federal agencies, and 3 private agencies who received information on CAP services.

NOAA Ergonomic Training

Ft. Detrick Safety Day

DSCR Multicultural Day

NIH Ergonomic Lecture Series

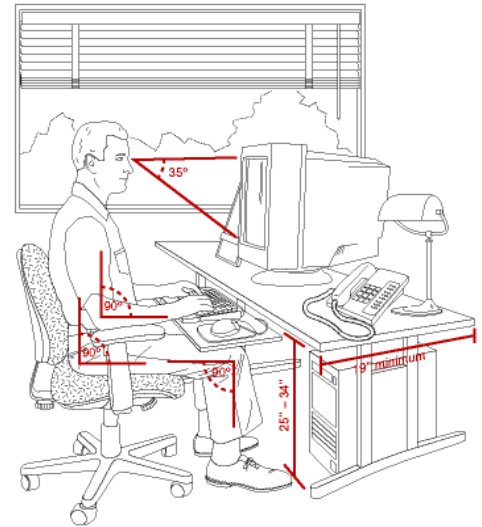
8th Annual Federal Workers Compensation Conference

Accommodations Awareness and Teleworking Technology which resulted in increased awareness to over 500 people.

CAP continues to support the Pentagon ergonomics team by exhibiting at the Pentagon Health Fair, and on the DoD Ergonomics Working Group.

Because we are so passionate and want the best for our customers, we are persistent in disseminating electronic and hard copy versions of the *CAP Workplace Ergonomics Reference Guide* to ensure appropriate positioning.

The HWPP team realizes that more than 100 different injuries can result from repetitive motions that produce wear and tear on the body. Back pain, wrist tendonitis and carpal tunnel syndrome, to name a few of the injuries common to the modern day office worker, can all be prevented with proper ergonomic intervention. We keep abreast of experienced, certified vendors and centers in locations that can assist CAP in providing needs assessments as well as training on various assistive technologies.



Telework

CAP's effort's to promote awareness and support the administration's emphasis on Telework in the New Freedom Initiative which emphasizes the important role Telework can have for expanding employment opportunities for persons with disabilities, is relentless. Telework has allowed employers to attract and retain valuable workers by boosting employee morale and productivity. Technological advancements have also helped increase Telework options and CAP has provided 220 Telework accommodations in FY06 which resulted in a 26% increase over FY05. We participated in numerous presentations and trainings for our federal agency partners to support the retention of people with disabilities by attending events to increase awareness of CAP's efforts with this initiative, which included:

GSA Telework Conference

Managing Teleworkers and Remote Teams

Choosing and Using the Right Telework Technology Workshop

Virginia Commonwealth University (VCU) Telework Focus Group

Presentation at the Telework in the Federal Government Conference

Webinar Telework courses

Workers' Compensation

Over the past 20 years ergonomic injuries have gained recognition as a major factor in workplace health. About one-third of all occupational injuries and illnesses stem from over exertion and/or repetitive motion. Cost to the nation in direct workers compensation costs range as high as or exceeding \$20 billion. Several high profile studies have been conducted over the last few years by respected scientists from the National Academy of Sciences (NAS), the National Institute for Occupational Safety and Health (NIOSH), and others.

In a joint effort with Workers' Compensation officials, CAP assists Workers' Compensation claimants in their return-to-work process. To assist in lowering the cost, we examine case reviews and introduce the needs assessment process, to assist employees in finding unique methods of working in a

modified, improved, and more productive environment. This collaboration is extremely important and beneficial as our team provided 324 workers compensation claimant accommodations in FY06, to ensure injured workers can continue as active members of the workforce.

Federal Information Centers Initiative

CAP implemented a new approach to accommodating Federal Centers by providing accessibility support to training facilities, assistive technology centers, libraries, and public access offices to support the training and promotion of employees with disabilities throughout the federal government. As a result CAP assisted agencies with meeting Section 504 of the Rehabilitation Act by ensuring position announcements, employment information, reference libraries, and reception areas of hospitals are accessible. CAP provides assistive technology devices and services to insure that these facilities are in compliance with federal regulations regarding accessibility. CAP public access approach has provided assistive technology in Military hospitals and has improved the accessibility of VA hospitals from providing a way for deaf veterans to communicate when they visit a VA hospital and provided accommodations to enable veterans to read materials when they visit a VA medical library. CAP provided 106 DoD accommodations and 163 Non-DoD accommodations to Federal Information Centers during FY06, 73 of which were in support of the Environmental Protection Agency.

Program Access

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

Military Health System/Wounded Service Members



With the steady return of service members injured in the Global War on Terror, CAP continues to pledge its commitment to supporting and improving the quality of life of injured service members throughout all phases of their recovery process. Throughout FY06, the CAP Wounded Service Members (WSM) Initiative expanded significantly through progressive involvement in MHS-related activities encompassing medical rehabilitation and transition issues. CAP provided 505 assistive technology accommodations and training sessions in FY06 to service members recovering at over 20 MTFs and military installations across the nation; a 45% increase in

WSM accommodations since FY05.

On January 30, 2004, the CAP Director briefed the Physical Therapy and Occupational Therapy staff at Walter Reed Army Medical Center (WRAMC) on the latest assistive technology available to accommodate wounded soldiers, thereby initiating CAP's support of wounded service members. Since this time, the CAP Wounded Service Members Initiative has expanded from a small pilot project to include a broad array of services throughout the MHS. The initiative has three significant elements:

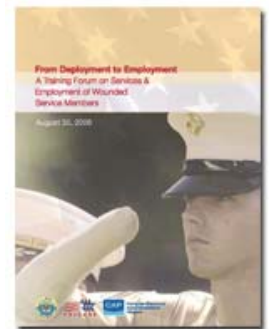
- Recovery and rehabilitation: CAP begins to introduce the assistive technology to service members, in addition to providing individual accommodations, to augment treatment outcomes for wounded service members during their medical treatment and rehabilitative services.

-
- Transition: CAP partners with housing and education facilities throughout the MHS to ensure access to computer and telecommunication systems to ensure wounded service members have the ability to email and telephone friends and family members, as well as receive training on new information technology skills.
 - Reemployment and vocational pursuits: CAP works with federal internship coordinators and other federal agencies to assist in the reemployment process for all interested wounded service members. CAP also works with VA Vocational Rehabilitation to identify assistive technology needs to assist the service member and veteran with their educational goals and pursuits.

To ensure an expanded awareness of the initiative, CAP staff provided onsite needs assessments, clinical in-services, and executive briefings at WRAMC, Brooke Army Medical Center (BAMC), the Naval Medical Center San Diego (NMCS), and the National Naval Medical Center (NNMC) in FY06. CAP also participated with speaking engagements and technology demonstrations at the Employment Coalition for America's Veterans National Conference, the Annual State of the MHS Conference, and the 9th Annual Force Health Protection Conference. CAP serves an educational need at all severely injured job fairs, demonstrating assistive technology and educating potential employers about reasonable accommodations in the workplace. In FY06 CAP attended 5 Hiring Heroes Career Fairs at WRAMC, FT Gordon, FT Bragg, and FT Sam Houston.

In order to strengthen partnerships with other military injured support programs, CAP provided 9 training workshops to new employed counselors and case managers from the DoD's Military Severely Injured Center, the Army Wounded Warrior Program, and Marines for Life. CAP also participated in 6 WRAMC VIP Pentagon Tours for recovering service members and their families. In conjunction with MHS service providers and case managers, CAP provided over 200 needs assessments for wounded service members in FY06, including 84 onsite needs assessments for WSMs receiving inpatient and outpatient care at BAMC, WRAMC, and NMCS.

On August 30, 2006, CAP, along with the Department of Defense and TMA, hosted "From Deployment to Employment: A Training Forum on Services and Employment of Wounded Service Members" in Bethesda, MD. The overarching goal of the forum was to improve the recovery, rehabilitation, and transition process of wounded service members by increasing collaboration and cooperation among various agencies within DoD, the Department of Veteran Affairs, and the Department of Labor. By creating a forum for open dialogue among these agencies and programs, attendees were able to share information and receive training on the various services that are available to wounded service members and their families.



The CAP office took the lead role in planning and coordinating the training forum. The conference featured a Keynote address by the Honorable Dr. William Winkenwerder, Jr., M.D., MBA, Assistant Secretary of Defense (Health Affairs) and followed with a special general session panel discussion moderated by Major General Elder Granger, Deputy Director, TMA. The panel discussion highlighted the thoughts and experiences of three wounded service members, and attendees had the opportunity to field questions and interact with the panel. Breakout sessions included workshops on Traumatic Brain Injury, Military Support Programs, VA Benefits and Services, Vocational Services, and the CAP Wounded Service Member Initiative. The CAP office was recognized for its role in presenting the right content, offering quality speakers, and organizing the appropriate attendees to discuss both direct care issues and systemic challenges.

In the upcoming year, CAP will continue to move forward with a Report and Action Plan that clearly states outcomes from the August training forum, and makes recommendations and suggestions for future improvements in the care of our nation's wounded service members. CAP also plans to continue expanding its services to support recovery aspects at other MTFs, including Womack Army Medical Center at FT Bragg, Naval Hospital Camp Lejeune, Naval Hospital Camp Pendleton, the Center for the Intrepid in San Antonio, TX, and Madigan Army Medical Center at Fort Lewis.

Beneficiaries Support Services

CAP assists the Exceptional Family Member Program and DoD Education Activity in meeting communication accessibility requirements for beneficiaries, as well as requirements of employees with disabilities. CAP has expert staff to assist in identifying and purchasing appropriate technical enhancements to ensure that DoD programs, and facilities are accessible to people with disabilities, as required by Federal Public Laws. During FY06, CAP provided 12 accommodations in support of the Beneficiaries Support Services initiative.

Navy Marine Corps Intranet

CAP supports the Navy Marine Corps Intranet (NMCI) Program Management Office by providing assistive technology accommodations to ensure that NMCI employees have equal access to their information environment. In FY06, CAP provided over 600 reasonable accommodations to NMCI employees.

In FY06, CAP met with Patricia Hajek, Navy Section 508 Coordinator, to discuss current issues regarding accessibility to federal relay services for deaf and hard of hearing NMCI employees. During the summer of FY06, CAP met with GSA leadership to learn more regarding their future plans for upgrading their current information infrastructure plan to improve the quality of FedVRS services.

CAP attended the 2006 NMCI Winter Enterprise Conference and met with EDS staff to discuss future plans regarding the integration of assistive technology on the NMCI network. Weekly conference calls were held to discuss the status of assistive technology that was identified for certification on NMCI.

Navy and Marine Corps employees can access information regarding CAP and the latest assistive technology that is currently certified and approved for use on NMCI network by logging on to the CAP/NMCI website, which is available on the NMCI Homeport.

Communication Services



Meeting in person and speaking face to face with CAP customers and agency point of contacts allows CAP to better understand their needs, and also to provide a more intimate interaction to provide answers and be a leader in accommodations within the federal government. CAP's commitment to providing quality presentations, training seminars, and exhibits aids in establishing CAP as a leader in removing the barriers to employment opportunities for people with disabilities.

CAP Training Seminars

CAP continues to educate and support all of DoD and the federal partnerships, via CAP regional training sessions. On November 1, 2005, CAP sponsored a CAP Symposium: 15 Years of Accommodations, at the Kennedy Center in Washington, DC. This event allowed disability program managers, EEO specialists, 508 coordinators, occupational safety managers and human resources officers involved with the CAP partnerships to participate in a panel discussion on the challenges and issues relating to integration, security and information technology support at the agencies. Two sessions included in the seminar presented by guest speakers Dexter Brooks, Acting Director of Federal Programs, Equal Employment Opportunity Commission titled *Your Agency's MD-715 Plans and Reports*; and Betty Siegel, Manager of Accessibility, The John F. Kennedy Center for the Performing Arts titled *Creating Accessible Public Programs*. Participants also had the opportunity to interact and collaborate on accommodations-related issues; and view demonstrations of assistive technology conducted by CAP staff members. CAP staff also conducted similar sessions for over 640 attendees throughout FY06 in San Diego, CA, Portland, OR, Los Angeles, CA, Honolulu, HI, Boston, MA, San Antonio, TX, Huntington, WV, and twice in Norfolk, VA. The two hour training sessions provided attendees the opportunity to learn about current legislative developments in the disability community, the CAP accommodation process, assistive technology, eCAP, and several CAP employment initiatives.

Presentations and Exhibits

The CAP command information strategy has been instrumental in increasing the number of requests received by the CAP Office. Continuing to inform members of the DoD, federal and disability communities about CAP remains a top priority.

On April 5, 2006 the CAP staff hosted *CAP & JAN: Your Partners in Accommodation Service* Demonstration Day. Approximately 175 participants from the Department of Defense, 18 Federal agencies, and 3 private agencies received information on CAP services for Federal employees with dexterity, hearing, vision, cognitive, and communication disabilities.

The CAP staff conducted 125 presentations during FY06 for activities in the Military Service Departments, DoD agencies, federal organizations, and non-government organizations. CAP staff presented at the following event categories:

Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Assistive Technology	2	2	-	1	-	1	1	4	2	1	2	5	25
Blind/Low Vision	-	-	-	-	-	-	-	1	1	1	1		4
Deaf/Hard of Hearing	1	1	-	-	1	-	-	1	2				7
Employment Issues	11	4	3	-	3	2	2	1	7	6	7	4	47
Health Related/Injury Prevention/Tel ecommuting	-	-	-	-	-	1	1	-	2			4	10
Disability Management/ Legislation	-	1	0	-	-	1	1	-	2	1	1	1	9
Military Health System	1	-	-	1	1	-	-	1		2	1		9
IT/Section 508	-	-	-	1	-	1	1	1					5
WSM	2	-	1	1	-	1	1	2	2	1	6	2	17
Total	17	8	4	4	5	7	7	11	18	12	18	16	125

Materials

CAP marketing materials are an integral tool used to market CAP activities. Each piece provides the user with specific information regarding the program. These items are distributed at all events in which CAP participates and are available via customer request and online. All of these items were updated or created to conform with the corporate identity outlined in the CAP branding strategy. Approximately 38,240 pieces of materials were distributed during FY06.



- ### CAP Fact Sheet

The CAP Fact Sheet was re-designed in FY06 for the purpose of reorganizing our marketing strategy and modifying the dissemination of CAP information to DoD and federal agencies. The previously two page format was transformed into 4 pages; resulting in expanded coverage and decreased printing of one-page information handouts. Approximately 4,387 fact sheets were disseminated during FY06.

- ### News Bulletin

The CAP News Bulletin, *CAPtions*, is used to market CAP activities and to keep customers abreast of program updates, disability-related news and upcoming events. *CAPtions* currently has an electronic distribution list of over 5,958. Approximately 3,460 hardcopy *CAPtions* newsletters were disseminated during FY06.

Information Technology



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

Information Security

CAP continued the DoD Information Technology Security Certification and Accreditation Process (DITSCAP). The primary purpose of DITSCAP is to protect and secure the information systems and other elements that make up the Defense Information Infrastructure. DITSCAP applies to any DoD system that collects, stores, transmits or processes unclassified, sensitive or classified information during the lifecycle phases of acquisition, operation and sustainment. For DoD projects, it is now mandatory to "design-in" appropriate security levels and assign binding job responsibilities, reducing risk through standardization and process management. CAP received its Authority to Operate in January 2004 and its annual Mission Assurance Analysis Protocol approval in September 2006 which assessed risk in a complex environment.

Database Management System

The primary objective of the 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. It contains acquisitions, marketing, and financial management databases. CAP began to redesign the eCDMS in FY06. The redesigned eCDMS will allow CAP staff access to the data increasing customer satisfaction even when the staff is on travel.

Website

CAP redesigned and streamlined its website to allow for easier access to information such as the 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. In FY06 CAP received 79% of the requests through the web. Because of the increase in online submissions, CAP is able to expedite requests in 9-11 days; an essential element for employees waiting on equipment that allows increased job productivity.

Fiscal Year 2007 Goals

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

Continue to provide needs assessments, assistive technology and assistive technology services to employees with disabilities throughout the federal government, to impact their work productivity.

Continue to provide demonstrations and evaluations at CAPTEC.

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

Continue to provide assistive technology, interpreter, reader, and personal assistant services to DoD employees with disabilities with a focus on decreasing processing time.

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 support federal recruiters with disabilities.

Provide accommodations for employees on Workers' Compensation.

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

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

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

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

Develop and conduct workshops regarding acquisition planning for assistive technology to improve accessibility including optimizing stewardship of resources.

Ensure customer satisfaction and increase awareness of CAP services by promoting the CAP Website throughout DoD and the federal government.

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



Computer/Electronic Accommodations Program

TRICARE Management Activity

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