

Computer/Electronic
Accommodations Program
Annual Stakeholders Report
Fiscal Year 2007

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 2007 (FY07), CAP filled 8,775 requests for accommodations for federal employees with disabilities and wounded Service members. The following information summarizes CAP's achievements during FY07.

8,775 Accommodations Provided

CAP received authorization in Fiscal Year 2001 to govern as the centrally funded program to accommodate federal employees with disabilities and since then has partnered with 65 federal agencies. In FY07, CAP filled 3,202 accommodations for DoD employees and 2,575 for non-DoD employees. Additionally CAP provided 2,998 accommodations for wounded Service members.

CAPTEC and Its Customers

The CAP Technology Evaluation Center (CAPTEC) is an evaluation and demonstration center for assistive technology. In FY07, CAPTEC served 1,831 customers; 942 DoD employees, 800 federal agency employees and 130 from non-governmental organizations. Special tours were provided for the Honorable Christine M. Griffin, Commissioner of the Equal Employment Opportunity Commission (EEOC), Dr. S. Ward Casscells, Assistant Secretary of Defense for Health Affairs, Karen M. Czarnecki, Acting Assistant Secretary for the Department of Labor's Office of Disability Employment Policy and Mr. Gilbert Camacho, Director of Equal Employment Opportunity & Dispute Resolution for the Centers for Disease Control and Prevention.

Presentations and Regional Training Sessions

CAP continues to educate and support DoD and federal partners via CAP regional training sessions. On November 1, 2006, the Department of Labor (DOL) hosted the CAP Training Seminar and Awards Ceremony entitled *Leading the Way with Accommodations*. Over 150 participants gathered at the DOL headquarters building in Washington, DC and learned about recent developments in assistive technologies and programs that impact the employment of people with disabilities in the federal sector. The 2006 CAP Awards were presented to four federal agencies that made CAP an integral part of their agency's efforts to accommodate people with disabilities throughout the year. The winners were: Department of the Army, Defense Logistics Agency, Department of Agriculture and the Environmental Protection Agency. CAP also conducted additional presentations and training sessions for a total of 137 presentations with over 700 attendees.



CAP's 2006 Award Winners from Army, DLA, USDA and EPA standing with Ms. Dinah Cohen, CAP Director (3rd from left).

Workforce Recruitment Program

The Workforce Recruitment Program (WRP), co-sponsored by DoD and DOL, provides summer employment for college students with disabilities. In 2007, 67 recruiters from 15 federal agencies visited 250 college campuses nationwide, resulting in a database containing application information on more than 1,800 students with disabilities. Over 370 students were reported as being hired, the majority in summer jobs, in 17 different agencies. CAP supports the WRP by providing assistive technology for

students with disabilities participating in the program. In FY07, CAP filled 109 requests for accommodations for WRP students. CAP staff also served as a WRP recruiter and supported program accessibility requirements at the WRP Steering Committee meetings and events.

Accommodations for Wounded Service Members

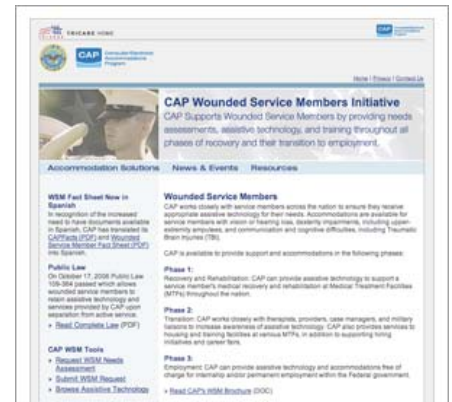
CAP actively supports wounded Service members during their recovery and rehabilitation. In FY07, CAP provided 950 needs assessments and 2,998 accommodations to Service members and Military Treatment Facilities (MTFs) throughout the nation, including Walter Reed and Brooke Army Medical Centers. CAP also partnered with several organizations to support disabled veteran reemployment efforts and attended Hiring Heroes Career Fairs. In order to integrate assistive technology into the recovery process, CAP continues to partner with the Army Wounded Warrior Program and Marines for Life.

Public Law 109-364

On October 17, 2006, Public Law 109-364 was passed, allowing Service members injured while on active duty to retain the assistive technology and services provided by CAP upon separation from active duty. This has permitted many Service members to continue their education or return to the workforce with the use of the CAP-provided assistive technology.

Wounded Service Members Website Launched Program

The CAP Wounded Service Member website was also launched this year, providing additional information and resources to Service members and their families. The website allows Service members or case workers to submit a CAP request for an accommodation or a needs assessment. Other features of the website include assistive technology solutions, events, and additional resources for Service members and their families. For more information about the CAP Wounded Service Member Initiative, please visit www.tricare.mil/cap/wsm.



CAP WSM Homepage



Dinah Cohen, CAP Director

On September 19, 2007, Ms. Dinah Cohen, CAP Director, received the revered Service to America Medal, known as a Sammie. The Sammies pay tribute to America's dedicated federal workforce, highlighting those who have made significant contributions to our country. Ms. Cohen received the award due to her noteworthy contributions related to social services and for ensuring that people with disabilities have equal access to information and opportunities in the Federal government.

Increasing the Employment of People with Disabilities

CAP will continue to provide assistive technology and services to employees with disabilities. CAP has partnered with Commissioner Griffin and the EEOC to support a national initiative, the *Leadership for the Employment of Americans with Disabilities (LEAD)*, to address the declining number of employees with targeted disabilities in the federal workforce. Dedicated to increasing employment opportunities for people with disabilities in the federal government, CAP will focus in Fiscal Year 2008 on agency trainings, impacting accommodation needs throughout the employment lifecycle, and increasing customer satisfaction.

Accommodations

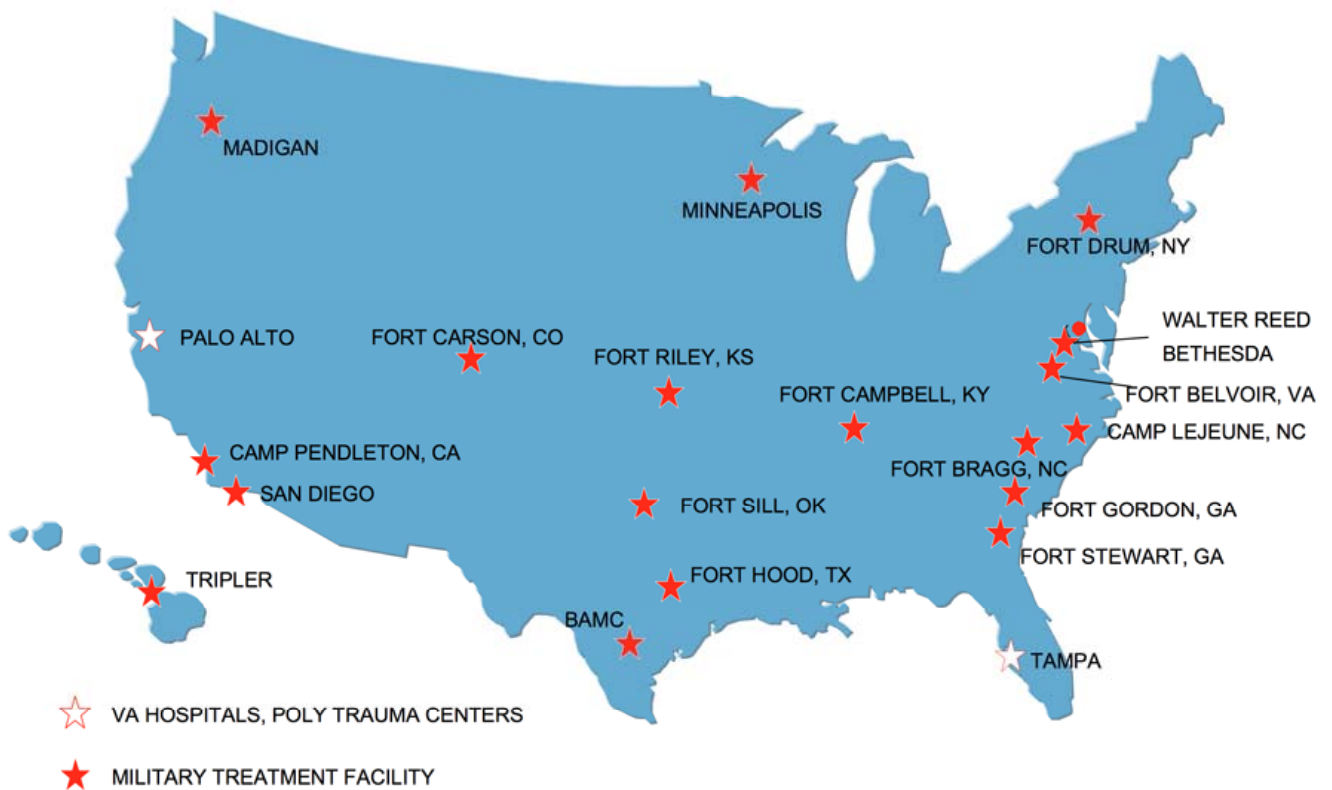


CAP strives to provide assistive technology, needs assessments, training, accommodation services and accessibility testing to fulfill accommodation needs of federal employees with disabilities. In FY07, CAP filled 8,775 requests for accommodations for the Department of Defense and federal partner agencies with disabilities at an average cost of \$448. This section will outline accommodation activities, statistics and other accomplishments.

Department of Defense

In FY07, CAP procured 6,200 accommodations for DoD employees and their agencies. CAP also participated in 79 DoD-sponsored conferences during this period and the CAP Technology Evaluation Center (CAPTEC) provided 1,831 services for DoD employees and supervisors. The Wounded Service Member Initiative accounted for 2,998 accommodations in FY07. This astounding accomplishment was achieved due to the support and partnership from various Military Treatment Facilities (MTF) across the country. Below is a graphical depiction of MTFs and VA Hospitals that have been involved with CAP.

WSM Accommodation Locations



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 FY07, CAP provided 2,575 accommodations for federal partners and 800 CAPTEC services to federal partners. The bolded agencies received accommodations in FY07:

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

Farm Credit Administration

Federal Communications Commission

Federal Deposit Insurance Corporation

Federal Election Committee

Federal Energy Regulatory Commission

Federal Housing Finance Board

Federal Labor Relations Authority

Federal Mine Safety and Health Review Commission

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

Railroad Retirement Board

Securities and Exchange Commission

Selective Service System

Small Business Administration

Smithsonian Institution

Surface Transportation Board

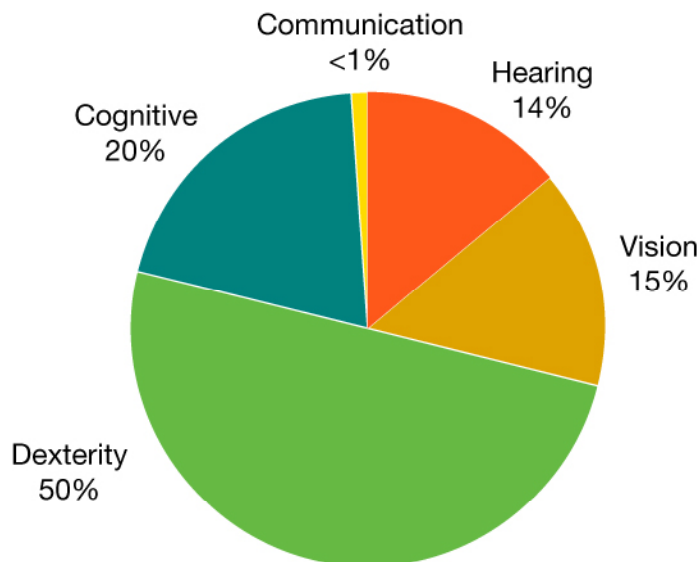
Trade and Development Agency

Accommodations Profile

CAP provides assistive technology and accommodations to federal employees and Service members at all grade levels and occupational series. The CAP Office also supported DoD activities by providing funds for sign language interpreting services, personal assistants and readers for training lasting two days or more. In FY07, CAP provided 173 interpreter services and 8 computer-aided note taking services for DoD hard-of-hearing employees.

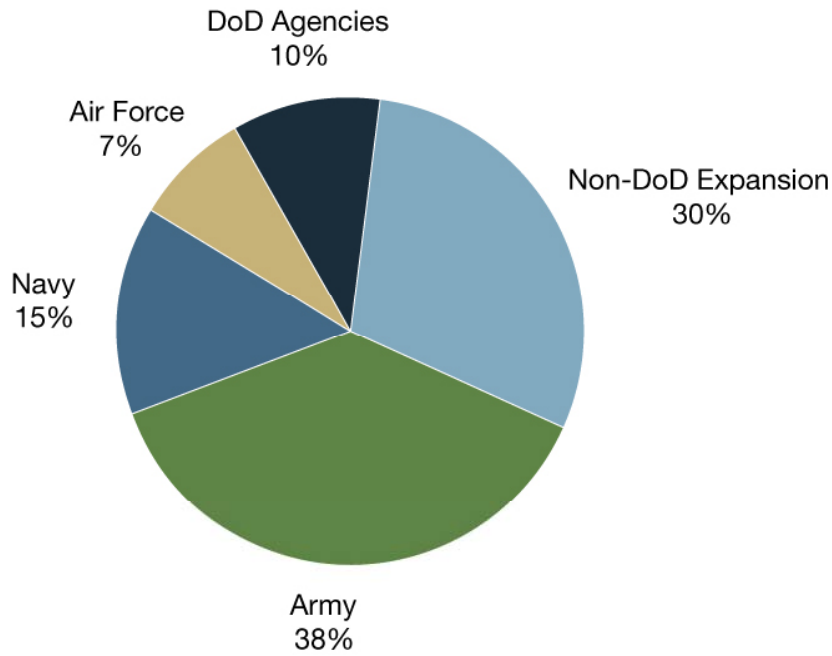
CAP continues to research innovative and efficient services. Through this research we hope to find the most effective accommodations while ensuring that our process remains customer focused. A breakdown of the numbers of accommodations is provided below. These numbers address the disability category, the accommodations per certain organizations and a focused look at DoD agencies.

FY07 Accommodations Profile by Disability (including WSM totals)



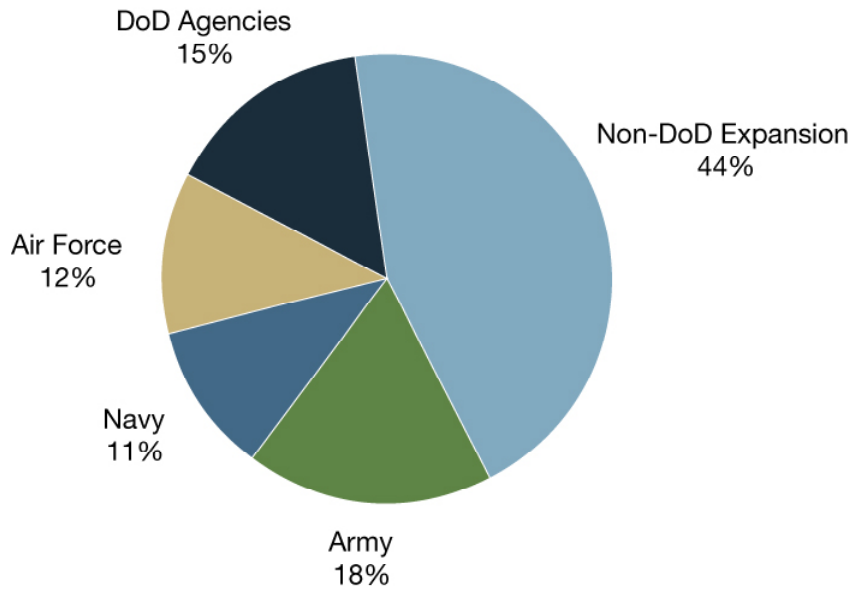
	Total
Hearing	1,225
Vision	1,293
Dexterity	4,433
Cognitive	1,789
Communication	35
Total	8,775

FY07 Accommodations Profile by Organization (including WSM totals)



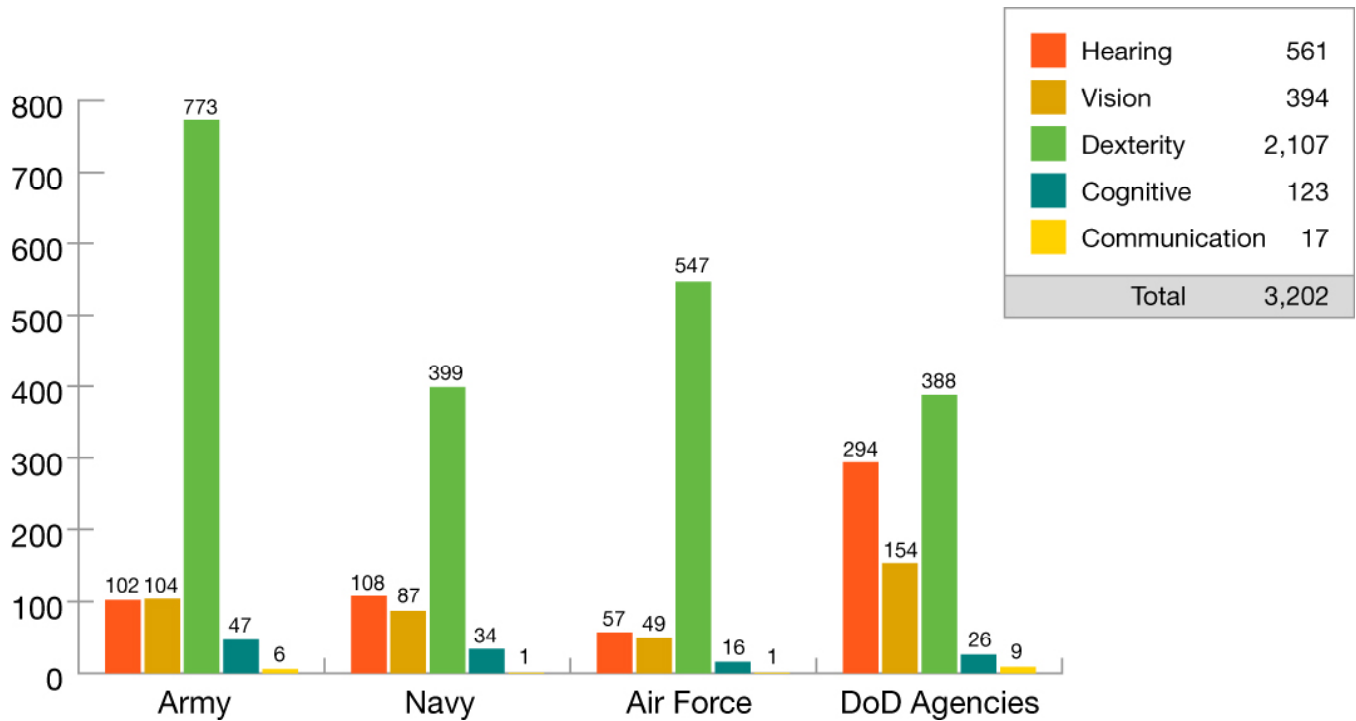
	Total
Army	3,306
Navy	1,275
Air Force	693
DoD Agencies	909
Non-DoD Expansion	2,592
Total	8,775

FY07 Accommodations Profile by Organization (excluding WSM totals)



	Total
Army	1,032
Navy	629
Air Force	670
DoD Agencies	871
Non-DoD Expansion	2,575
Total	5,777

FY07 Accommodations Profile – DoD Organizations (excluding WSM totals)



Customer Surveys

CAP continues to emphasize positive customer experiences. 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. These surveys are an important step in the request process. While processing each of the surveys, we are able to delineate current obstacles in our process as well as obtaining foresight into potential future hurdles.

Surveys were sent to CAP customers and overall, 1,240 customers responded for a response rate of 29 percent, indicating a 97 percent satisfaction rate with CAP services.

CAP depends on customer feedback to improve internal accommodation processes. With our customer centered focus, CAP strives to ensure DoD and federal employees with disabilities continue to receive appropriate accommodations in a timely manner.

“CAP responded quickly to the requests made for equipment. This software and aids are extremely necessary in order for me to be able to perform by job duties. I appreciate CAP and the staff that made this possible. Thank you.”

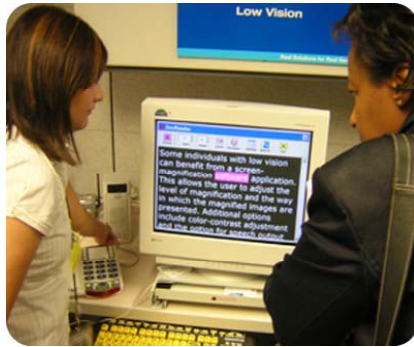
–CAP Customer

The Future of Accommodations

CAP will continue to provide accommodations to federal employees and wounded Service members with the help of our federal and MTF partners. CAP encourages our partner agencies to become involved in our accommodation process and to use CAP as a tool to increase the employment of people with disabilities.

CAP will focus on its “GetFit with CAP” Initiative. This program encourages an agency to reevaluate its employment of people with disabilities program. By participating in the GetFit Initiative we hope our partners will be successful in increasing the representation of people with targeted disabilities and strive to reach the goal of 2 percent by 2010. CAP will act as a guide and resource for all agencies that want to revitalize their disability program by incorporating people with disabilities into their workforce.

CAP Support for Employees with Disabilities



Our mission is to ensure that people with disabilities have equal access to the information environment and opportunities in the Department of Defense (DoD) and throughout the Federal government. We want to ensure that we provide real solutions for real needs. Through the utilization of CAPTEC along with our focus on our initiatives, CAP continues to be successful in this cause.

CAP Technical Evaluation Center

The CAP Technology Evaluation Center (CAPTEC) was developed as a demonstration and assessment facility. Since its inception at the Pentagon in 1995, CAPTEC has provided services to approximately 21,600 customers. Services were provided to 942 DoD employees, 800 non-DoD federal employees and 130 contacts were received from non-government organizations. Details regarding specific services in FY07 are provided below.

Needs Assessments

In FY07, 269 needs assessments were conducted by CAPTEC personnel, including services to both military and civilian employees of DoD as well as employees of federal partner agencies. CAP customers submitted 1,166 requests via CAP's online needs assessment process and CAP contracted with outside resources to provide assessments for 84 customers. A total of 1,519 customers received assistive technology needs assessments.

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 FY07 CAPTEC staff conducted 32 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.

“Outstanding! I greatly appreciate the time and personal attention that your folks have afforded me.”

–CAPTEC Customer

Demonstration and Open House

On September 20, 2007, CAPTEC hosted the *CAPTEC Needs Assessment Demonstration Day*. Approximately 175 participants from DoD, 18 other federal agencies and 3 private agencies received information on conducting a proper needs assessment for Federal employees with dexterity, hearing, vision, cognitive and communication disabilities.

CAPTEC's Future Projects

During FY08 CAPTEC will continue to provide needs assessments and accommodation solutions for people with disabilities. There will be Demonstration Days for particular disability groups to increase awareness throughout our area regarding assistive technology. In particular CAPTEC will utilize its relationships with other disability programs in order to provide collaborative training sessions.

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) is 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. In FY07, 67 recruiters from 15 federal agencies visited about 250 college campuses nationwide. Over 370 students were reported as being hired in 17 different agencies.

CAP strongly supports the WRP effort. CAP assists by providing assistive technology and accommodation services to WRP participants. By working through WRP, CAP helps to ensure a successful federal employment experience while cultivating an accessible information environment for WRP participants. In FY07, CAP filled 109 requests for accommodations for WRP students. CAP staff also served as a WRP recruiter and supported program accessibility requirements at the WRP Steering Committee meetings and events.

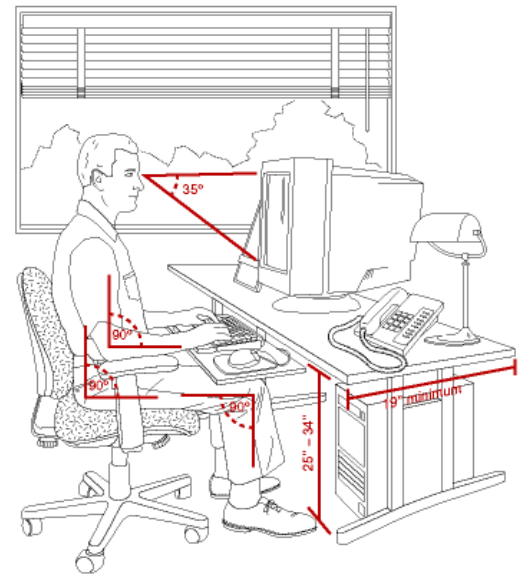
Telework and Workers' Compensation

CAP provides assistive technology for employees with disabilities that use Telework as a form of reasonable accommodation. Telework allows employers to retain valuable employees while decreasing the costs associated with disability leave. In FY07 CAP provided 291 Telework accommodations resulting in a 32% increase over FY06.

CAP assists employees with disabilities who have filed a Workers' Compensation claim 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. CAP provides the assistive technology that will replicate an individual's work environment in an alternative location while in recovery. In FY07 CAP provided 534 Workers' Compensation accommodations.

Healthy Work Practices Program

CAP is committed to accommodating and preventing injuries that occur within the workplace through preventative techniques and assistive technology. CAP conducted over 29 on-site ergonomic evaluations for employees to help them avoid Muscular Skeletal Disorders and to identify potential accommodation solutions when necessary. CAP has taken a proactive approach by educating federal employees on the prevention of repetitive stress injuries that can result from work areas that lack proper ergonomic configuration. The information that CAP provides can ultimately increase employee productivity and minimize the potential of work related injury.



The Future of Employment Programs

CAP's focus on our initiatives has been a key component to our success. We will continue to provide the accommodations needed for these programs to ensure that our ultimate goal of increasing the employment of people with disabilities is achieved. In addition to this we will be involved in several conferences throughout the year that will be centered on many of our initiatives. Our presence and mission at these events should help bolster support for the programs overall. It is our hope that if agencies see that CAP will provide accommodations and remove some of their incurred costs, they will be more willing to hire people with disabilities.

Wounded Service Members



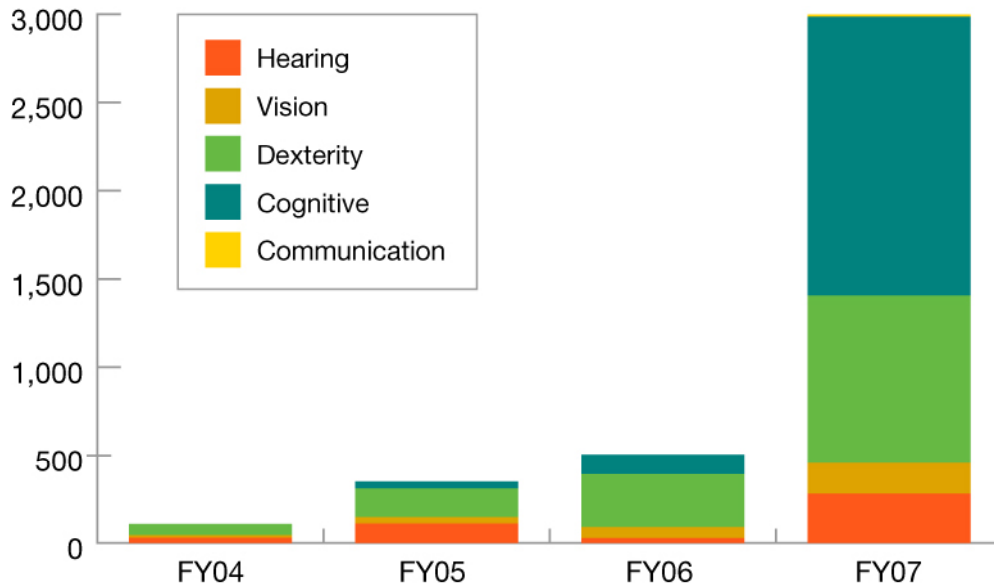
As our Service members return from the Global War on Terror, CAP continues to pledge its commitment to supporting and improving the quality of life of injured Service members throughout all phases of their recovery process. In FY07 CAP received 2,998 accommodation requests, four times the number of accommodations filled in FY06. The CAP Wounded Service Member Initiative expanded significantly through its progressive involvement in MHS-related activities. 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.

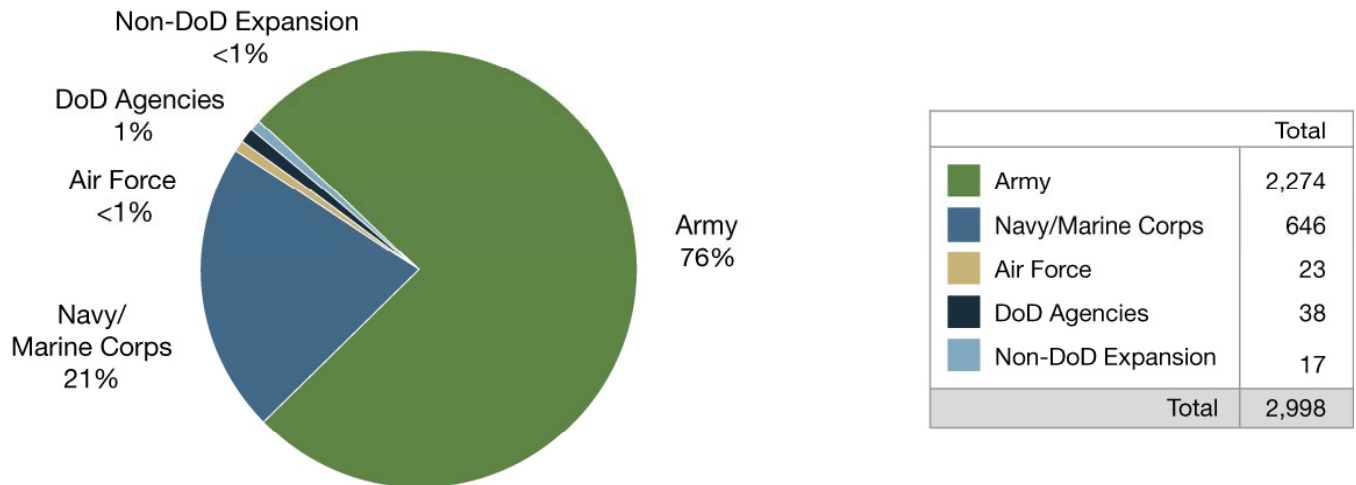
As part of our commitment to these elements, CAP has provided onsite needs assessments, clinical in-services, and executive briefings at Walter Reed Army Medical Center (WRAMC), Brooke Army Medical Center (BAMC), the Naval Medical Center San Diego (NMCSD), National Naval Medical Center (NNMC) Bethesda, Womack Army Medical Center (WAMC), Naval Hospital Camp Lejeune, Massachusetts Community Based Health Care Organization (CBHCO), Soldier Readiness Preparedness Center, Ft. Carson, CO, Madigan Army Medical Center (MAMC), and the Senior Oversight Committee Line of Action Three. CAP also participated in national speaking engagements and technology demonstrations at the Coalition to Salute American's Heroes Conference, Force Health Protection Conference and the Celebrate Our Heroes 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 order to strengthen partnerships with other military injured support programs, CAP provided training workshops to new employed counselors and case managers from the Army Wounded Warrior Program, Marines for Life, and Navy Safe Harbor.

Wounded Service Members Accommodations Profile for FY04-FY07



FY07 WSM Accommodations Profile by Organization



Public Law 109-364

On October 17, 2006, Public Law 109-364 was passed, allowing Service members injured while on active duty to retain the assistive technology and services provided by CAP upon separation from active duty. This has permitted many Service members to continue their education or return to the workforce with the use of the CAP-provided assistive technology.

Wounded Service Member Materials

The CAP Wounded Service Member website was launched this year, providing additional information and resources to Service members and their families. The website allows Service members or case workers to submit a CAP request for an accommodation or a needs assessment. Other features of the website include assistive technology solutions, events, and additional resources for Service members and their families. For more information about the CAP Wounded Service Member Initiative, please visit www.tricare.mil/cap/wsm.

CAP created its WSM Fact Sheet to assist Service members in their recovery and transition process. The document provides a succinct look at the WSM Needs Assessment process and the assistive technology available to Service members. It is distributed at CAP events to create awareness of the wounded Service member initiative.

In FY07 CAP translated its CAPFacts and WSM Fact Sheet into Spanish to assist our returning Service members and their families. With the increasing number of Hispanics serving in the military, CAP decided it was necessary to provide our materials in Spanish. Often family members are responsible for providing care to wounded Service members whose injuries may become a barrier in their treatment and recovery.

Training and Outreach



CAP is dedicated to providing quality presentations, training seminars and exhibits in order to remove the barriers to employment opportunities for people with disabilities. In FY07, CAP attended several conferences and conducted training seminars throughout the country.

Presentations, Training Seminars and Exhibits

CAP continues to educate and support DoD and federal partners via CAP regional training sessions. On November 1, 2006, the Department of Labor (DOL) hosted the CAP Training Seminar and Awards Ceremony entitled *Leading the Way with Accommodations*. Over 150 participants gathered at the DOL headquarters building in Washington, DC and learned about recent developments in assistive technologies and programs that impact the employment of people with disabilities in the federal sector. The 2006 CAP Awards were presented to four federal agencies that made CAP an integral part of their agency's efforts to accommodate people with disabilities throughout the year. The winners were: Department of the Army, Defense Logistics Agency, Department of Agriculture and the Environmental Protection Agency.

Additional trainings were conducted in San Francisco, CA, Kansas City, MO, San Diego, CA, Los Angeles, CA and Orlando, FL. 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 and CAP's employment initiatives. CAP also conducted additional presentations and training sessions for a total of 137 presentations with over 700 attendees.

Materials

CAP marketing materials are an integral tool used to market CAP activities. Each document provides the user with specific information regarding the program. Documents are distributed at all events in which CAP participated and are available through customer request and online.

CAPFacts
Información sobre el Programa CAP
El Programa de Acceso Computacional y Electrónico
Oficina de Asesoría y Asistencia (Oficina de Ases)

Clientes del programa CAP
El programa CAP proporciona tecnología adaptable y servicios públicos a empleados federales con discapacidades, miembros del servicio militar, veteranos en combate, gerentes federales, superiores, y profesionales de la tecnología informática, incrementando así las posibilidades de empleo y acceso al área de la tecnología de la información en los Estados Unidos y en el exterior.

Servicios del programa CAP
Si usted tiene una discapacidad y está empleado por uno de los componentes del Departamento de Defensa (DOD), por sus siglas en inglés, o uno de las agencias federales con las cuales tiene un acuerdo con CAP, usted es elegible para los servicios del programa CAP. El programa CAP proporciona:

- Tecnología adaptable para facilitar el acceso a las computadoras y al área de las telecomunicaciones.
- Evaluaciones individuales para determinar cuál es la mejor solución.
- Demostración y evaluación de la última en tecnología ASISTIDA.
- Instalación, integración y mantenimiento.

Proveyendo soluciones verdaderas para necesidades reales es la misión del Programa de Acceso Computacional y Electrónico (CAP) por sus siglas en inglés. El objetivo de CAP es asegurar que las personas con discapacidades y los miembros del servicio militar heridos en combate tengan igualdad de acceso a la información y a las oportunidades en el gobierno federal. CAP está trabajando arduamente para remover las barreras a estas oportunidades al tratar de disminuir los costos de la tecnología adaptable.

- Evaluación e información acerca de las diferentes discapacidades.
- Entrenamiento sobre la Sección 508.

Centro de Evaluación Tecnológica del programa CAP
Para recibir los servicios del programa CAP de proporcionar tecnología adaptable y servicios relacionados, el Centro de Evaluación Tecnológica del programa CAP (CAPTEC) por sus siglas en inglés, los originalmente establecido como un área para hacer un trabajo administrativo y evaluaciones. Localizado en el Pentágono, CAPTEC cuenta con computadoras equipadas con una amplia variedad de equipo diseñado para ofrecer opciones para personas con discapacidades. Personas que están buscando soluciones a diferentes desafíos de accesibilidad puede visitar CAPTEC para ver la tecnología adaptable, comparar opciones y asegurarse de que el equipo será compatible con la computadora en el equipo de telecomunicaciones. Los gerentes y los superiores pueden aprender cómo la tecnología adaptable permite a personas con discapacidades convertirse o seguir siendo empleados valiosos. Para aquellos que no pueden visitar CAPTEC personalmente, evaluaciones y demostraciones de la tecnología pueden ser realizadas en videoconferencia (VTC) por sus siglas en inglés. Para hacer una cita, visite la página web de CAPTEC en la siguiente dirección: www.hqs.mil/military/cap/captec/Appointments.cfm.

Soluciones Verdaderas para Necesidades Reales

CAP created its WSM Fact Sheet to assist Service members in their recovery and transition process. The document provides a succinct look at the WSM Needs Assessment process and the assistive technology available to Service members. It is distributed at CAP events to create awareness of the wounded Service member initiative.

In FY07 CAP translated its CAPFacts and WSM Fact Sheet into Spanish to assist our returning Service members and their families. With the increasing number of Hispanics serving in the military, CAP decided it was necessary to provide our materials in Spanish. Often family members are responsible for providing care to wounded Service members whose injuries may become a barrier in their treatment and recovery.

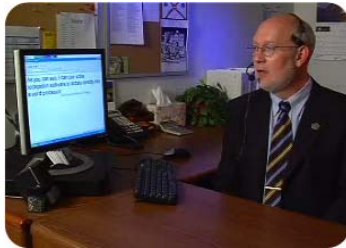
Electronic Communications

Listservs

CAP uses a listserv to remain in constant communication with our customers and stakeholders. The utilization of listservs allows CAP to provide important information in a timely and efficient manner. Through these listservs, CAP provides updates regarding new assistive technology, recent news and upcoming events.

Website

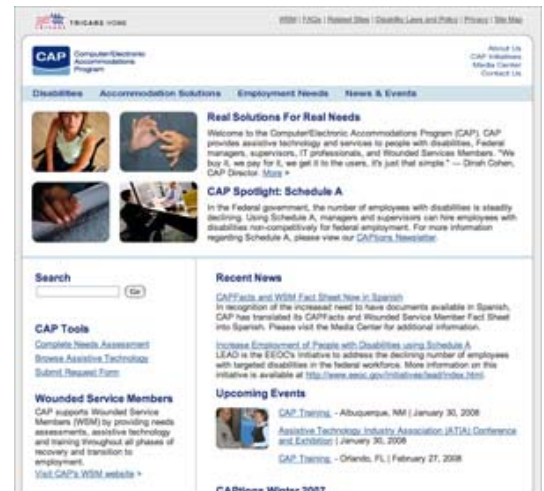
The CAP website serves as a vital tool for CAP customers or those who are interested in obtaining additional information regarding CAP. The CAP process allows for easier access to information enabling federal employees to conduct a self assessment, identification of accommodation solutions and submission of an online CAP Request form. In FY07, CAP received 92% of its request online, resulting in an expedited processing time of 10-15 business days, essential for employees who are waiting on equipment that allows for increased job productivity.



CAP also created new videos of assistive technology demonstrations.

These are now included on the CAP website at:

www.tricare.mil/cap/acc_sol/. These demonstrations enable individuals who are unable to visit an assistive technology center, such as CAPTEC, a chance to learn about the equipment first-hand.



Fiscal Year 2008 Goals

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

Provide needs assessments, assistive technology and services to federal employees with disabilities and wounded Service members.

Provide demonstrations and evaluations at CAPTEC and expand partnerships with other assistive technology centers.

Provide assistive technology, interpreter, reader and personal assistant services to DoD employees with disabilities.

Provide assistive technology and accommodations for disabled students placed in the Workforce Recruitment Program for College Students with Disabilities.

Provide accommodations for employees on Workers' Compensation.

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

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

Improve the request/procurement process for assistive technology and accommodation services.

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

Partner with Equal Employment Opportunity Commission to support the Leadership on the Employment of Americans with Disabilities (LEAD) Initiative.

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