

Computer/Electronic
Accommodations Program
Annual Stakeholders Report
Fiscal Year 2009

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. 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. Since its inception, CAP has filled over 81,500 requests for accommodations.

Excellence in Accommodations

In FY09, CAP filled over 9,700 accommodations; 2,340 accommodations for DoD employees, 2,898 for non-DoD employees, and 4,519 accommodations for our wounded service members.

CAPTEC and Its Customers



The CAP Technology Evaluation Center (CAPTEC) is the evaluation and demonstration center for assistive technology that moved and underwent a facelift during the Pentagon renovations in FY09. FY09 also marked the introduction of CAPTEC's *Disability Employment Innovation* series, which aims to provide awareness of the technology CAP provides to accommodate Federal employees with disabilities and Wounded Service Members. In FY09 CAPTEC served 1,541 customers; 652 DoD employees, 751 federal agency employees and 138 from non-government organizations.

CAPTEC hosted such distinguished visitors as Kareem Dale; Special Assistant to the President for Disability Policy and Rear Admiral Christine S. Hunter; Deputy Director, TRICARE Management Activity.

Presentations and Regional Training Sessions

CAP continues to educate and support DoD and federal partners via CAP regional training sessions. In support of *National Disability Employment Awareness Month* (NDEAM), Dinah Cohen presented for 6 different activities in Germany. Locations that benefited from the CAP message included, Wiesbaden, Landstuhl Regional Medical Center, Baumholder, Hohenfels, Grafenwohr, Schweinfurt, and Ansbach.

CAP also conducted additional presentations and training sessions for a total of 96 presentations with over 6,000 attendees in 20 states and the District of Columbia. CAP also works directly with agencies to help improve their disability employment programs via the *GetFit Initiative*.

Increasing the Employment of People with Disabilities

CAP partnered with the Honorable Christine M. Griffin Acting Vice Chair of the *Equal Employment Opportunity Commission* (EEOC) and Jo Linda Johnson, also of the EEOC, to provide awareness trainings in New Orleans, Chicago, and Boston.

CAP Director Dinah Cohen and Program Manager Derek Shields presented at DoD's *Disability Program Manager's Pilot Training Course*. The training is co-sponsored by the DoD and the EEOC and is anticipated to be offered as a *Defense Equal Opportunity Management Institute and Office of Personnel Management Course* to assist in educating DoD managers and disability program managers.

Workforce Recruitment Program

The *Workforce Recruitment Program* (WRP), co-sponsored by DoD and DOL, provides summer employment for college students with disabilities. In 2009, 68 recruiters from 20 federal agencies visited 197 college campuses nationwide, resulting in a database containing application information on nearly 2,000 students with disabilities. The students represent all majors, and range from college freshmen to graduate and law students. Over 550 students were reported as being hired, in 17 different agencies. In FY09, CAP filled 128 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 FY09, CAP provided over 1,321 needs assessments and 4,519 accommodations to Service members and *Military Treatment Facilities* (MTFs). CAP WSM Staff visited 10 MTFs in 6 states, and identified representatives at 55 MTFs in the United States and across the world. Additionally, CAP conducted 14 webinars and 20 presentations to a total of over 1,150 attendees.



CAP also partnered with several organizations to support disabled veteran reemployment efforts and attended 11 *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*.

CAP Goes Green

On *Earth Day*, April 22, CAP launched its new *CAP Goes Green initiative*. This project integrates more sustainable and environmentally-friendly practices into CAP's business decisions and operations. CAP is supporting the Federal Government's *Green Purchasing Program*, part of the *Office of the Federal Environmental Executive*. CAP will incorporate green requirements, such as acquisition of recycled content and energy efficient products in our requests to suppliers. The environment, in turn, will become a factor in CAP acquisitions.



From green purchasing and reusing assistive technology, to reducing office resources and recycling materials, with this new policy, CAP is committed to leading assistive technology and disability service organizations in more eco-friendly behaviors.

CAP Wins President's Quality Award

On December 4, 2008, CAP was honored with the 2008 *President's Quality Award for Management Excellence*, which is the highest award given to executive branch agencies. CAP was a winner in the category of expanded electronic government for its program that accommodates federal employees and wounded service members with disabilities through Web/e-Government.

CAP Director Dinah Cohen was honored with *Federal Computer Week President's Award* on March 25 for having significantly influenced the government IT Community. Ms. Cohen is directly responsible for the development and deployment of a centrally-funded accommodations program in less than 10 years, which became the world's largest assistive technology program providing services throughout the Federal Government.



Accommodations



CAP provides assistive technology, needs assessments, training, accommodation services and accessibility testing to fulfill the accommodation needs of federal employees with disabilities and wounded service members. In FY09, CAP filled 9,757 requests for accommodations for the Department of Defense and federal partner agencies' employees with disabilities as well as wounded service members at an average cost of \$533. This section will outline accommodation activities, statistics and other accomplishments.

Department of Defense

In FY09, CAP procured 6,859 accommodations for DoD employees and their agencies. CAP also participated in 46 DoD-sponsored conferences during this period and the CAP Technology Evaluation Center (CAPTEC) provided 652 services for DoD employees and supervisors. The Wounded Service Member Initiative accounted for 4,519 of these 6,859 accommodations in FY09.

WSM Accommodation Location

The WSM Initiative procured 4,519 accommodations for DoD employees and their agencies. This was achieved through the support and partnership of Military Treatment Facilities (MTF). The MTFs and VA Hospitals were located in several Army, Navy, and Air Force Bases (AFB) across the United States, Germany, and the United Kingdom.

Bamberg, Germany

Camp Lejeune, NC

Carlisle Barracks, PA

Elmendorf AFB

Fort Bliss, TX

Fort Hood, TX

Fort Jackson, SC

Fort Sill, OK

Fort Wainwright, AK

Fort Bragg, NC

Fort Campbell, KY

Fort Drum, NY

Fort Gordon, GA+

Fort Knox, KY

Fort Lewis, WA

Fort Polk, LA

Fort Riley, KS

Fort Sam Houston, TX

Keesler AFB, MS

Lakenheath, UK

Redstone Arsenal, AL

Rosslyn, VA

Schweinfurt, Germany

Sheppard AFB, TX

Tripler, HI

Vilseck, Germany

WRAMC, DC

Baumholder, Germany

Camp Pendleton, CA

Concord, MA

Fort Benning, GA

Fort Carson, CO

Fort Irwin, CA

Fort Leavenworth, KS

Fort Stewart, GA

Fort Belvoir, VA

Fort Buchanan, PR

Fort Dix, NJ

Fort Eustis, VA

Fort Huachuca, AZ

Fort L. Wood , MO

Fort McPherson, GA

Fort Richardson, AK

Fort Rucker, AL

Heidelberg, Germany

Lackland AFB, TX

Landstuhl, Germany

Rock Island, IL

San Diego, CA

Scott AFB, IL

Travis AFB, CA

USAF Academy

West Point, NY

Wright-Pat AFB, OH

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 FY09, CAP provided 2,898 accommodations for federal partners and 751 CAPTEC services to federal partners. The bolded agencies received accommodations in FY09:

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 Maritime Commission

Federal Mine Safety and Health Review Commission

Federal Trade Commission

General Services Administration

Holocaust Memorial Museum

Institute of Museum and Library Sciences

International Broadcasting Bureau

International Trade Commission

John F. Kennedy Center for the Performing Arts

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

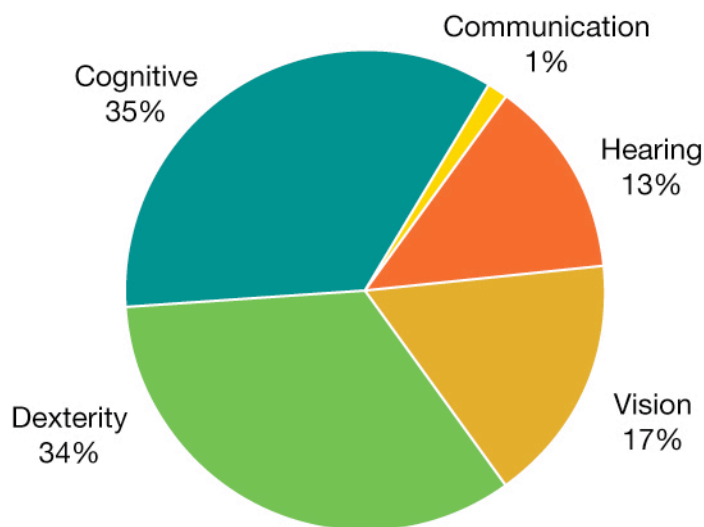
Trade and Development Agency

Accommodations Profile

CAP provides assistive technology and accommodations to federal employees and service members at all grade levels and occupational series. CAP also supported DoD activities by providing funds for sign language interpreting services, personal assistants and readers for training lasting two days or more. In FY09, CAP provided 152 interpreter services and one computer-aided note taking services for DoD hard-of-hearing employees.

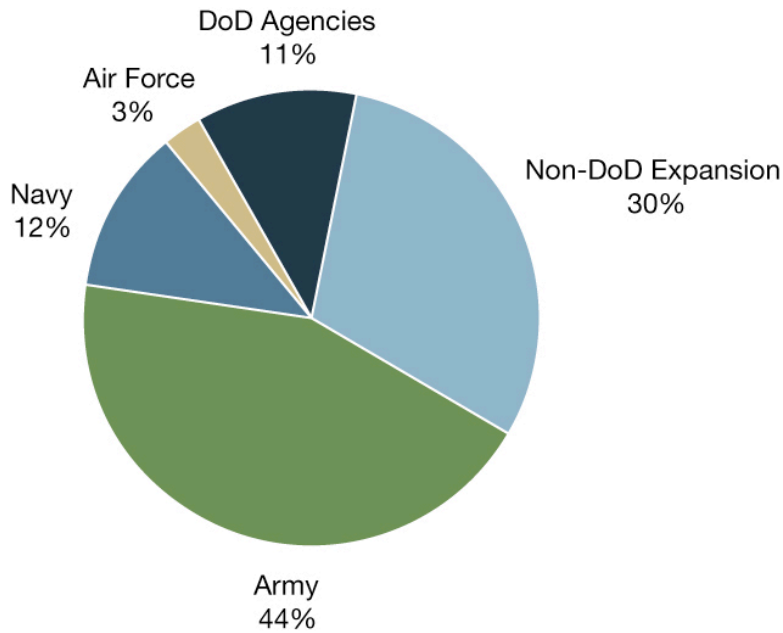
CAP continues to research innovative and revolutionary services. Through this research we hope to find the most effective accommodations for our customers while ensuring that our process remains customer focused. A breakdown of the numbers of accommodations is provided below. These numbers address the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

FY09 Accommodations Profile by Disability (including WSM totals)



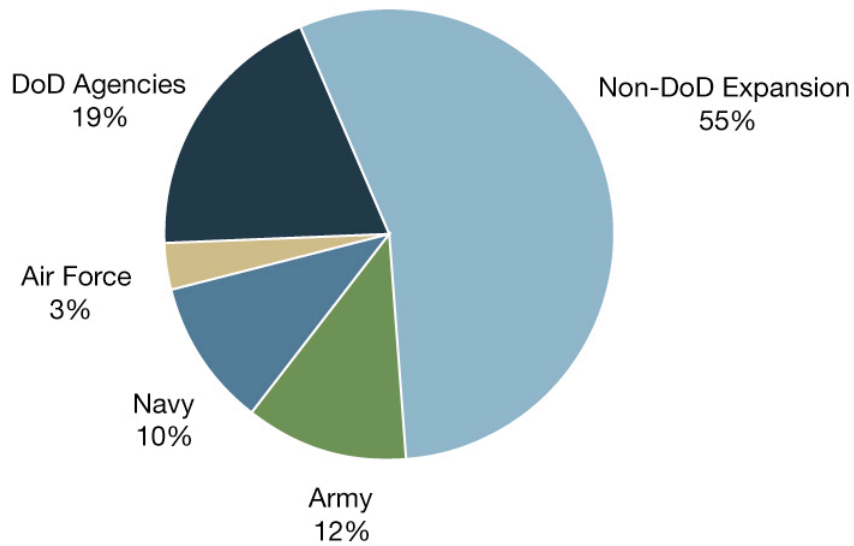
	Total
Hearing	1,308
Vision	1,644
Dexterity	3,302
Cognitive	3,393
Communication	110
Total	9,757

FY09 Accommodations Profile by Organization (including WSM totals)



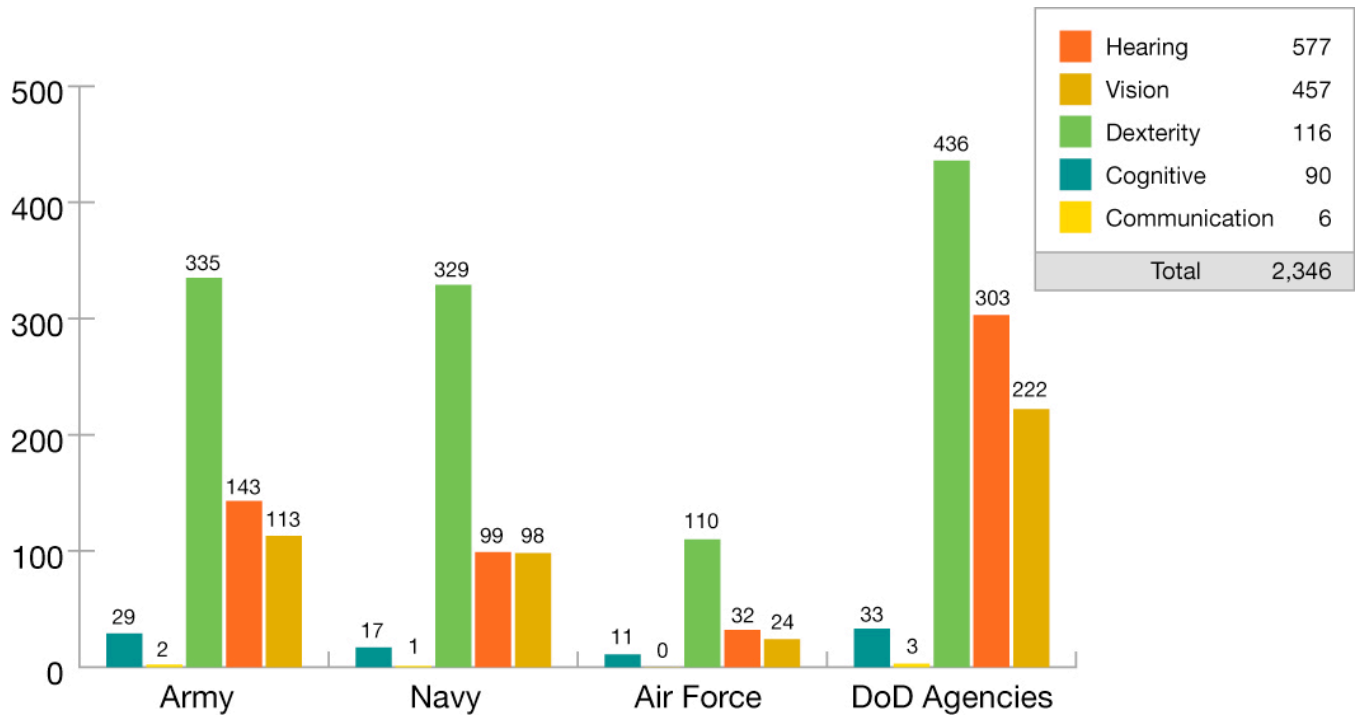
	Total
Army	4,286
Navy	1,158
Air Force	273
DoD Agencies	1,088
Non-DoD Expansion	2,952
Total	9,757

FY09 Accommodations Profile by Organization (excluding WSM totals)



	Total
Army	622
Navy	544
Air Force	177
DoD Agencies	997
Non-DoD Expansion	2,892
Total	5,232

FY09 Accommodations Profile – DoD Organizations (excluding WSM totals)



Customer Surveys

CAP strives for positive customer experiences. CAP conducts customer follow-up surveys that focus on overall satisfaction with CAP’s request process, purchasing of accommodation equipment and services, website accessibility and meeting the customer’s expectations. These surveys are an important step in the request process. We are able to determine current issues in our process as well as obtaining foresight into potential hurdles.

Surveys were sent to CAP customers and overall, 1032 customers responded for a response rate of 32 percent, indicating a 98 percent satisfaction rate with CAP services. The overall customer satisfaction was an increase of 1 percent from FY08. CAP depends on customer feedback to improve internal accommodation processes. With our customer centered approach, CAP strives to ensure DoD and federal employees with disabilities continue to receive appropriate accommodations in a timely manner.

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 continue to assist in increasing the employment of people with disabilities through partnerships with several agencies, including Office of Personnel Management, Department of Labor, and the Equal Employment Opportunity Commission, and providing several training opportunities. CAP will continue to build success from prior awareness trainings by providing trainings in new, untapped locations.

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 25,100 customers. Services were provided to 652 DoD employees, 761 non-DoD federal employees and 697 contacts were received from non-government organizations. Details regarding specific services in FY09 are provided below.

In FY09, CAPTEC has opened up a new facility within the Pentagon. The new location and facility provides expanded space for the installation of new assistive technology for demonstrations. With new technology and more space, CAPTEC was able to implement our Innovation Days series, which showcases assistive technology for specific disability groups.

Needs Assessments

In FY09, 266 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 2,067 requests via CAP's online needs assessment process and CAP contracted with outside vendors to provide assessments for 73 customers. A total of 2,140 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 FY09 CAPTEC staff conducted 45 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.

Innovation Days

In FY 09, CAPTEC offered a series of Disability Employment Innovation Days. These events were focused on technologies and policies that breakdown physical and logistical obstacles for employees with disabilities. CAPTEC hosted two Innovation Days in FY09, "Hands-Free: How do they Do That?" on April 1st, 2009, and "Disability Policy Powered by Technology" on July 15th, 2009. "Disability Policy Powered by Technology" was also a partnered event with USDA's TARGET Center. Both Innovation Days were a success with over 140 attendees.



CAPTEC On the Road

In FY09, CAPTEC designed and created CAPTEC On the Road, which allowed for on-site educational sessions and demonstrations. This new service allowed agencies' employees to learn about CAP's services and assistive technology, without having to travel to the CAPTEC center in the Pentagon. It also allows on-site needs assessments to be performed for employees who may not be able to visit the CAPTEC center. During FY09, CAPTEC reserved one day a week for on the road assessments, which allowed CAPTEC to fulfill 24 on the road assessments.

CAPTEC's Future Projects



During FY10 CAPTEC will continue to provide needs assessments and accommodation solutions for people with disabilities while utilizing our new center for technology demonstrations. CAPTEC plans to host more Innovation Days on new assistive technology and focused disabilities. CAPTEC hopes to increase partnership opportunities with United States Department of Agriculture's (USDA) TARGET Center and other assistive technology centers in the DC area. New partnerships will provide superior training assessment and increase information services to customers.

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.

Workforce Recruitment Program



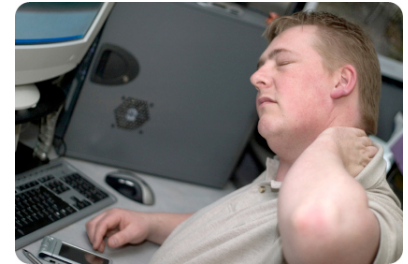
The Workforce Recruitment Program (WRP) is co-sponsored by DoD and the Department of Labor. This program was established to enable federal agencies to hire college students with disabilities for summer employment. The WRP placed over 4,794 students in federal summer internships in the last 13 years. In FY09, 68 recruiters from 20 federal agencies visited about 197 college campuses nationwide. Over 550 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 FY09, CAP filled 128 requests for accommodations for WRP students. CAP staff also served as WRP recruiters and supported program accessibility requirements at the WRP Steering Committee meetings and events. This year CAP employed a WRP student from Gallaudet University in Washington D.C. After his tenure as a WRP intern, he was then hired full time as CAP Support Staff.

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 FY09 CAP provided 132 Telework accommodations.

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 FY09 CAP provided 237 Workers' Compensation accommodations.



Healthy Work Practices Program

CAP is committed to accommodating and preventing injuries that occur within the workplace through preventative techniques. CAP conducted over 32 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 and resources 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.



Additionally 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 foster support for the programs overall. It is our plan to inform agencies that CAP will provide accommodations and remove some of their incurred costs, which will help influence agencies to hire people with disabilities.

During FY10, CAP will be supporting President Obama and his Administration's initiative to ensure that there is equal access to employment for individuals with disabilities. Specifically, CAP will assist in the Office of Personal Management's and Office of Disability Employment Policies' Federal Government job fair for people with disabilities.

Wounded Service Members



Since its beginning in 1990, CAP's disability accommodation experts have filled over 81,500 requests to accommodate federal employees with disabilities by bridging the gap between functional capabilities and job requirements. Using this experience in assistive technology (AT) and disability accommodation, the CAP staff transferred this knowledge into a pilot project to assist wounded service members during their rehabilitation process. Recognizing the success of the pilot, Congress passed legislation ensuring retention of the AT and CAP formally established its Wounded Service Member Initiative.

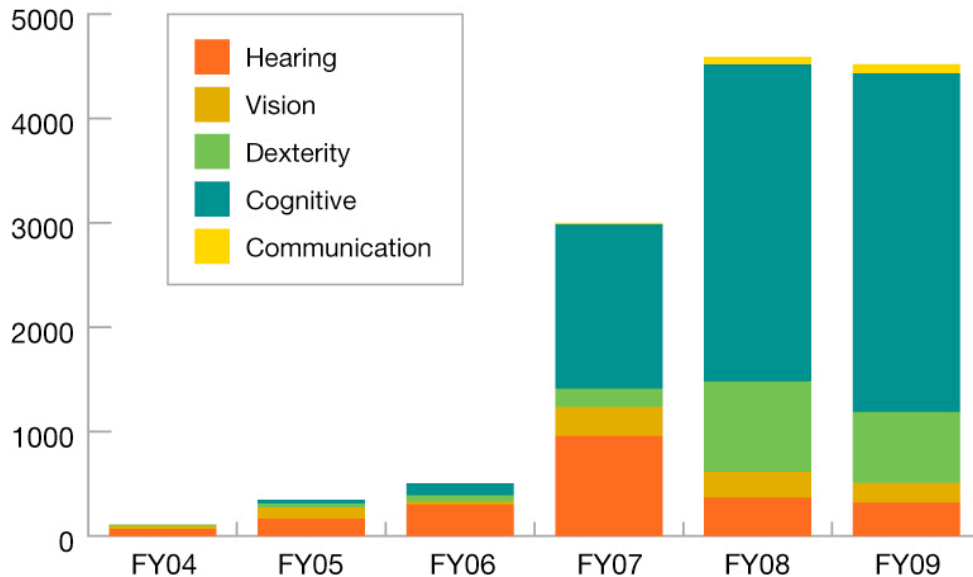
Based on several years of working with medical providers at several Military Treatment Facilities (MTFs), the initiative is organized into the following phases to help transition service members from injury toward re-employment:

- **Support** through Training and Needs Assessments;
CAP **supports** wounded service members, working closely with medical providers, therapists, case managers, and military liaisons at military treatment facilities to increase awareness and availability of assistive technology
- **Equip** with AT Solutions; and
CAP **equips** service members with assistive technology devices, accommodations and training to help individuals with dexterity impairments, cognitive difficulties, vision loss, and hearing loss recover and transition to employment.
- **Empower** through Employment.
It is CAP's mission to **empower** our nation's heroes by providing them with the assistive technology and accommodations they need to increase access and employment opportunities in the Federal government.

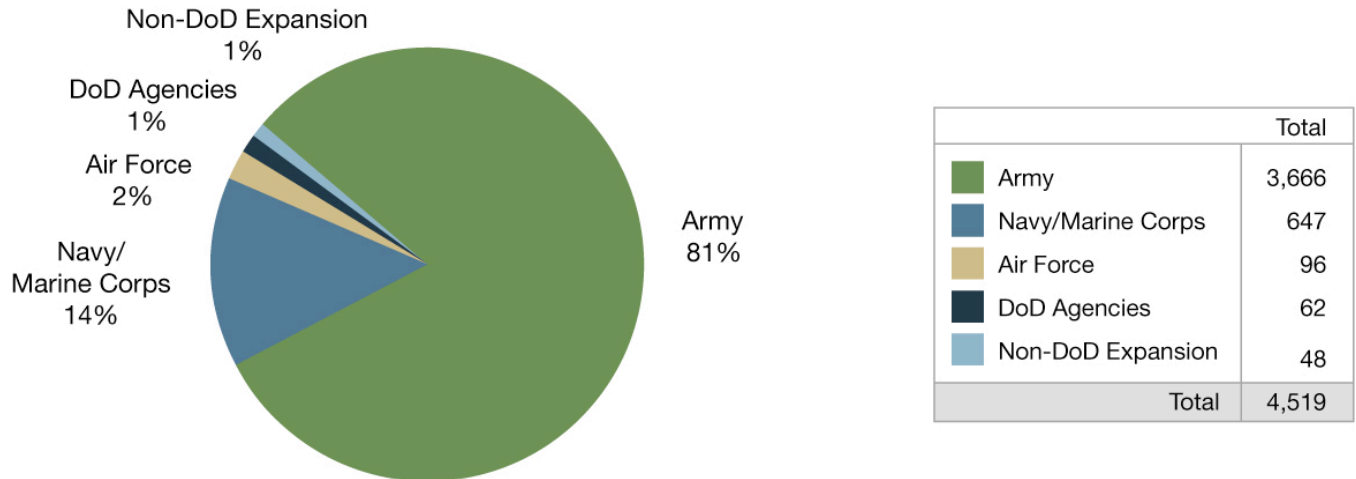
As part of our commitment to these elements, CAP has provided onsite needs assessments, clinical in-services, and executive briefings at Fort Riley, KS, Fort Richardson, AK, Fort Lewis, WA, Navy Hospital Camp Pendleton, and Naval Hospital San Diego. CAP also participated in national speaking engagements and technology demonstrations at the Coalition to Salute American's Heroes Road to Recovery Conference, Joint Defense/Veterans Audiology Conference, and the American Occupational Therapy Association Conference. CAP serves an educational need at all Hiring Heroes 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, the Civilian Personnel Management Service, and the United States Special Operations Command.

Wounded Service Members Accommodations Profile for FY04-FY09



FY09 WSM Accommodations Profile by Organization



Department of Defense Instruction 6025.22

In FY09, the Department of Defense Instruction, Assistive Technology (AT) for Wounded Service Members (DoDI 6025.22), was produced to outline procedures and responsibilities for a successful interdependent AT program between CAP and the MTFs.

Public Law 109-364 allows service members injured while on active duty to retain the assistive technology and services provided by CAP upon separation from active duty. As stated in the Public Law 109-364, Section 561 and outlined in the DoDI, CAP works closely with medical providers, therapists, case managers, and military treatment liaisons at MTFs to increase awareness and

availability of AT. CAP provides needs assessments, AT, and training to our nations' wounded service members with cognitive, dexterity, hearing, and visual impairments. Once the appropriate AT has been identified, CAP provides the solutions free of charge to support the service member's medical recovery and rehabilitation.



New Wounded Service Member Webinars

In FY09, CAP's Wounded Service Member Initiative conducted 10 training webinars, which focused on CAP services, an overview of the DoDI, needs assessments and assistive technologies. Several of the webinars were focused on specific injuries, including dexterity, vision, hearing, and cognitive injuries. The webinars had a total of 250 registrants from 76 different facilities. The WSM Initiative plans to use Video Tele-Conferencing (VTC) to their webinars in order to provide real time demonstrations. By providing VTCs with online webinars, the WSM Initiative will be able to further educate and increase awareness to its customers.

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 FY09, 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. CAP and the Equal Employment Opportunity Commission (EEOC) hosted three training seminars in

New Orleans, LA, Chicago, IL and Boston, MA. Over 280 individuals attended the three seminars. The purpose of the trainings was to support the goal to increase the employment of people with disabilities in the federal government to 2% by 2010.

Additional trainings were conducted in Los Angeles, CA, San Diego, CA and New York, NY. The two hour training sessions provided attendees the opportunity to learn about the CAP accommodation process, assistive technology, CAP's employment initiatives and current legislative developments in the disability community. CAP also conducted over 130 additional presentations and training sessions with over 4,000 attendees.

Green Initiative

In FY09, CAP shifted to more sustainable practices by launching the "CAP Goes Green Initiative." CAP has committed to integrating more environmentally friendly practices into its business decisions and processes. Since the inception of the Green Initiative, CAP has increased the awareness of computer embedded assistive technology and has worked with the General Services Administration's (GSA) federal property reutilization program, GSAXcess and Computers for Learning Program. Working with GSA has enabled CAP to provide excessed technology to other federal agencies in Colorado and Iowa, and to schools and educational non-profit organizations in Maryland and Virginia.



Electronic Communications

CAP's Mailing List

CAP uses an electronic mailing list to remain in constant communication with our customers and stakeholders. The utilization of CAP's mailing list allows the provision of important information in a timely and efficient manner. Through these, CAP provides updates regarding new assistive technology, disability legislation, recent news and upcoming events. The Wounded Service Members Initiative also has an electronic mailing list, which provides updates and recent news to their targeted customers. In FY09 CAP sent out 48 emails to our customers and the WSM Initiative sent out 15 emails to their customers.

Twitter

In FY09, CAP engaged in social media marketing by joining Twitter. Twitter is a social networking and microblogging service that enables CAP to send and read messages, also known as tweets, to and from individuals with disabilities and organizations that assist them. CAP was able to send out tweets about future events and conferences, assistive technology, disability legislation, and other disability information. Twitter helped increase communication and awareness between CAP and its customers. Since its inception, CAP sent out 58 tweets.



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 FY09, CAP received 91% of its request online, resulting in an expedited processing time of 12-17 business days, essential for employees who are waiting on equipment that allows for increased job productivity.

Fiscal Year 2010 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, interpreters, 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 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.

Partner with the U.S. Office of Personnel Management and the Department of Labor Office of Disability Employment Policy to conduct joint trainings across the country.

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

Partner with the U.S. Office of Personnel Management and the General Services Administration to increase the awareness of Telework in the Federal Government.

Expand CAP's awareness through Social Media outlets, including Facebook and Twitter.