

Computer/Electronic
Accommodations Program
Annual Stakeholders Report
Fiscal Year 2010

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

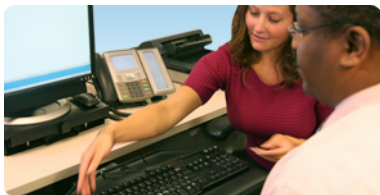


Excellence in Accommodations

The Computer/Electronic Accommodations Program (CAP) marked its 20th Anniversary during Fiscal Year 2010 (FY10). The program was created under the guidance of the late Judy Gilliom, the Department of Defense's previous Disability Program Manager. Since its inception in 1990, it was her vision and CAP's mission to ensure people with disabilities have the assistive technology and accommodations to be part of today's competitive workforce. CAP received authorization in Fiscal Year 2001 to operate as the centrally funded program to accommodate federal employees with disabilities and since then has partnered with 67 federal agencies. CAP's mission is to ensure that people with disabilities and wounded Service members have equal access to the information environment and opportunities in the Department of Defense (DoD) and throughout the Federal government. Since its inception through FY10, CAP filled over 93,600 requests for accommodations. In FY10, CAP filled 12,024 accommodations; 2,482 accommodations for DoD employees, 3,404 for non-DoD employees, and 6,138 accommodations for wounded Service members.

Pentagon's CAP Technology Evaluation Center Renovated

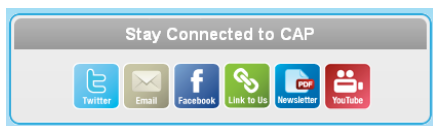
Extensive renovations as well as display and video conferencing upgrades to CAP's Technology Evaluation Center (CAPTEC) were completed in FY10. The Center hosted the Disability Employment Innovation series, which included "Support. Equip. Empower. Technology Solutions for Wounded Service Members." The series aims to provide awareness of the technology CAP provides to accommodate federal employees with disabilities and wounded Service members.



In FY10, CAPTEC served 1,881 customers; 856 DoD employees, 896 federal agency employees and 129 from non-governmental organizations. CAPTEC hosted such distinguished visitors as Dr. Clifford Stanley, Under Secretary of Defense for Personnel and Readiness and Ms. Christine Griffin, Deputy Director, Office of Personnel Management (OPM).

Training and Outreach

In FY10, CAP continued to educate and support DoD and federal partners via regional training sessions, presentations and expositions. CAP participated in 141 presentations and training sessions, with over 5,200 attendees. Furthermore, on March 5, 2010, CAP hosted a day-long training event to educate hiring managers and human resource professionals on how to improve hiring and placement of individuals with disabilities. With over 500 attendees, the event included keynote remarks from OPM Director John Berry, OPM Deputy Director Christine Griffin, DOL ODEP Assistant Secretary Kathleen Martinez, and DOL Veterans' Employment and Training Service Assistant Secretary Raymond Jefferson. Furthermore, after President Obama signed Executive Order 13548, Increasing Federal Employment of People with Disabilities, CAP staff continued training CAP stakeholders on CAP's role in the Executive Order.



To compliment CAP's training series; new CAP Facebook, Twitter and YouTube accounts were created to tap social networking channels. These new forums provide an environment for customers and other stakeholders to engage in a constructive dialogue with CAP, receive program updates, and access training materials and customer testimonials.

Accommodations for Wounded Service Members



CAP actively supports wounded Service members during their recovery and rehabilitation. In FY10, CAP provided 1,279 needs assessments and 6,138 accommodations to Service members and Military Treatment Facilities (MTFs). CAP staff participated in 67 Service member conferences and in-service trainings and continued to work closely with representatives at 58 MTFs in the United States and across the world. CAP staff also conducted webinars and video teleconferences to provide information on services and the

identification and provision of appropriate assistive technology solutions.

CAP continues to collaborate with the *Defense Civilian Personnel Management Service* and participated in *Hiring Heroes Career Fairs* across the country. Maintaining partnerships with organizations such as the *Army Wounded Warrior Program* and *Marines for Life* allows CAP to actively support disabled veteran reemployment efforts.

Supporting Agency Telework Policies

Telework policies can successfully address issues affecting employee retention by enabling injured employees to continue working; helping employees return-to-work following an injury; and preventing further debilitation. By providing office equipment such as agency-approved computers, printers, fax machines and a range of assistive technology devices, CAP delivers a budget-neutral solution to accommodating teleworkers with disabilities. During FY10, CAP worked with organizations such as the *Telework Exchange* to educate managers and federal employees on the benefits of Telework as a form of reasonable accommodation. In FY10, CAP filled 173 telework accommodation requests.

Accommodating Workers' Compensation Claimants



CAP assists employees with disabilities who have filed a claim in their return-to-work process. By conducting needs assessments and providing accommodation equipment for employees with open Workers' Compensation claims, CAP helps ensure that they work in a more safe and productive work environment. CAP staff worked closely with Workers' Compensation officials to train managers on the CAP model and showcase accommodation solutions. CAP filled 265 requests for employees with an open Workers' Compensation claim in FY10.

Outfitting Agency Public Access Centers

CAP supports agencies in updating training and public accessibility aspects of the federal information and communication environment. In FY10, CAP partnered the *Access Board*, *OPM's Center for Veterans Employment Services*, *OPM's Nationwide Testing Centers* and the *National Science Foundation's Virtual Connections/Video Communications Team* to expand public access. In FY10, CAP provided 356 accommodations for training and public accessibility aspects of the federal information and communication environment.

CAP's Strategic Plan for Fiscal Year 2010-2014

To ensure future success, the CAP Strategic Plan was developed, signed and shared with stakeholders. The plan focuses on the areas of growth and opportunity, potential challenges, and supports the mission and long-term vision of increasing employment opportunities for people with disabilities and disabled veterans. To read the full plan, visit the CAP website at:

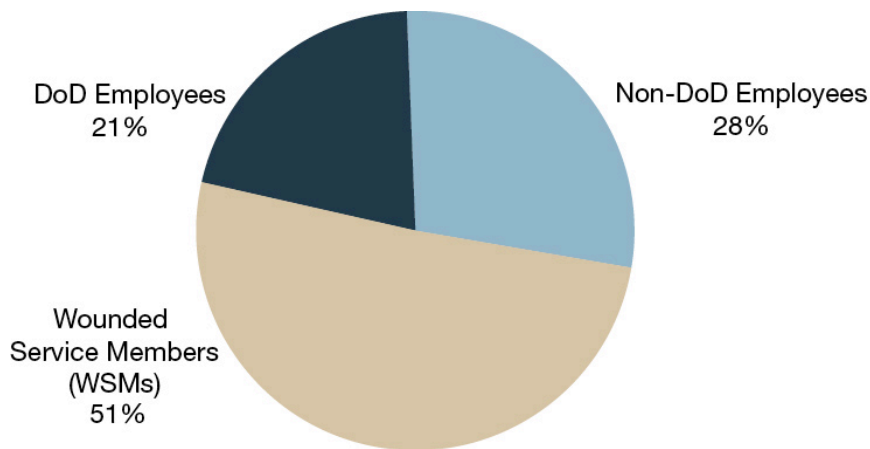
<http://cap.tricare.mil/AboutCAP/StrategicPlans.aspx>.

Accommodations



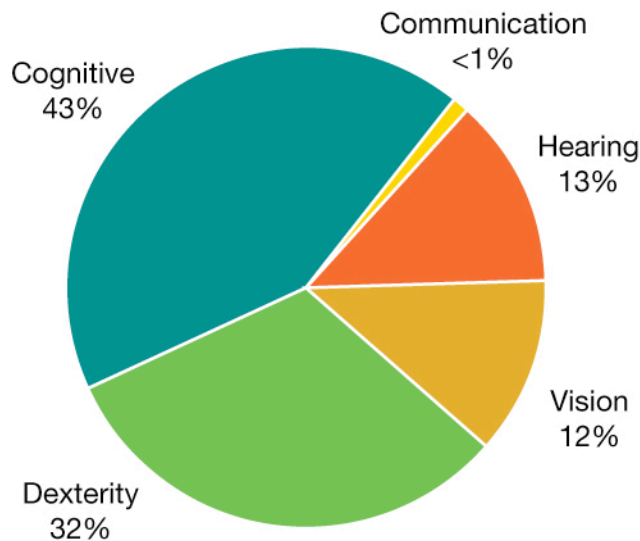
CAP provides assistive technology, needs assessments, training, accommodation services and accessibility testing to fulfill the accommodation needs of federal employees with disabilities and wounded Service members. In FY10, CAP filled 12,024 requests for accommodations for DoD and federal partner agencies' employees with disabilities as well as wounded Service members at an average cost of \$382 per accommodation. This section outlines accommodation activities, statistics and other accomplishments.

FY10 Accommodations Profile by Customer Group



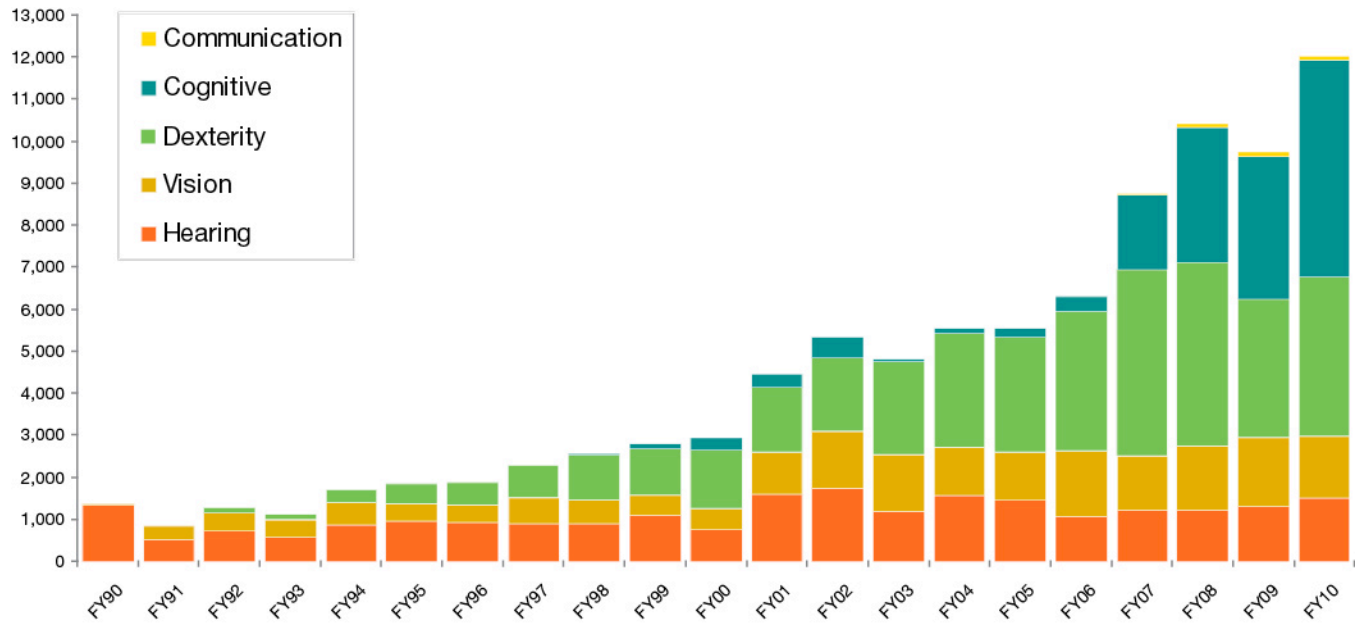
	Total
WSMs	6,138
DoD Employees	2,482
Non-DoD Employees	3,404
Total	12,024

FY10 Accommodations Profile by Disability (including WSM totals)



	Total
Hearing	1,521
Vision	1,460
Dexterity	3,803
Cognitive	5,150
Communication	90
Total	12,024

CAP Historical Trends

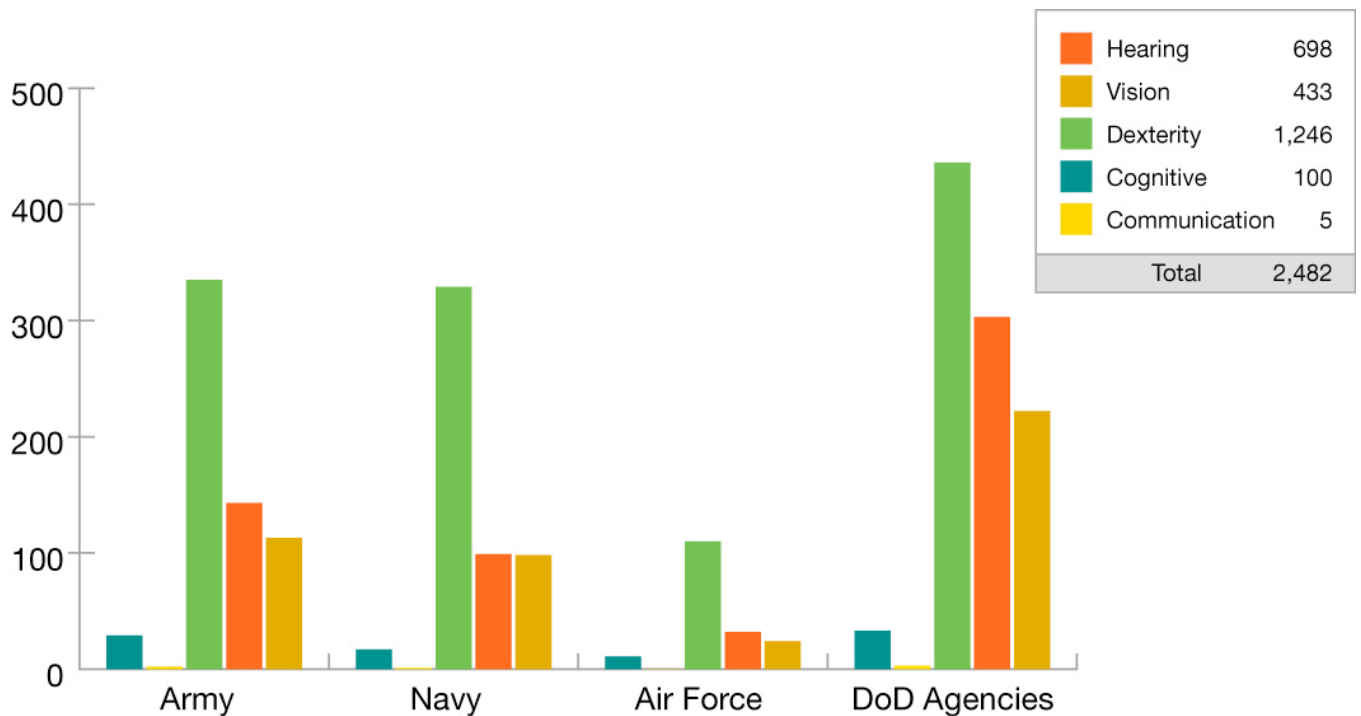


Department of Defense

In FY10, CAP procured 2,482 accommodations for DoD employees and 6,138 for wounded Service members. CAP also participated in 46 DoD-sponsored conferences during this period and the CAP Technology Evaluation Center (CAPTEC) provided 856 services for DoD employees and supervisors.

CAP also supported DoD activities by providing funds for sign language interpreting services, personal assistants and readers for trainings lasting two days or more. In FY10, CAP provided 210 interpreter services and 13 computer-aided note taking services for DoD hard-of-hearing employees.

FY10 Accommodations Profile – DoD Organizations (excluding WSM totals)



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 FY10, CAP provided 2,482 accommodations for federal partners and 896 CAPTEC services to federal partners. The blue-bolded agencies in the table below received accommodations in FY10.

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 Commission

Federal Energy Regulatory Commission

Federal Housing Finance Agency

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 Services

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

National Transportation Safety Board

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

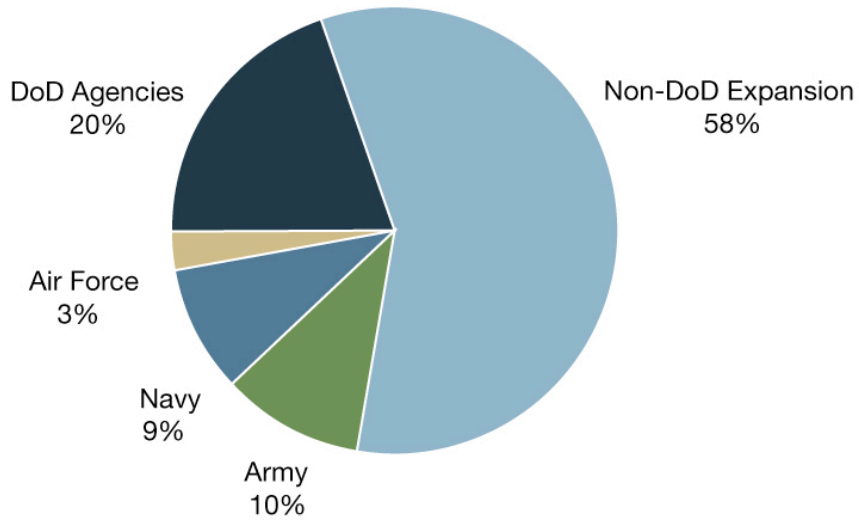
Small Business Administration

Smithsonian Institution

Surface Transportation Board

Trade and Development Agency

FY10 Accommodations Profile by Organization (excluding WSM totals)



	Total
Army	610
Navy	535
Air Force	168
DoD Agencies	1,169
Non-DoD Expansion	3,404
Total	5,886

Wounded Service Members



The Wounded Service Member Initiative has been a part of CAP's mission since 2004. This initiative was designed to support Service members through training and needs assessments. CAP then equips them with the assistive technology solutions that will help them have the equal access to employment and opportunities in the public or private sector. The services and tools provided simply allow them to address their injuries in a new way and highlight their existing abilities.

In August 2008, DoD Instruction 6025.22, Assistive Technology for Wounded Service Members, was signed, establishing policy for assistive technology programs in the Military Health System (MHS). The Instruction further enhanced and institutionalized CAP's role in the rehabilitation process and provides support for an interdependent assistive technology system between the CAP and the MHS.

In FY10, CAP supported MHS partners with a variety of outreach and training activities, including site visits to 14 Military Treatment Facilities (MTFs). Furthermore, five video teleconferences (VTCs) were provided to show live demonstrations of technology to over 100 MTF personnel from Germany to Hawaii. The team also conducted 67 presentations regarding disabled veteran employment at the Departments of Homeland Security and Labor and the National Geospatial-Intelligence Agency. CAP also participated in Hiring Heroes Career Fairs at Fort Riley, KS, Fort Lewis, WA, Fort Richardson, AK and Walter Reed Army Medical Center.

CAP also partnered with three new MTFs by providing on-site workstations and technology. These stations are used to perform needs assessments with the actual technology that is provided by CAP, ensuring that each Service member receives the most appropriate accommodation for their injury.

In providing 6,138 accommodations for wounded Service members in FY10, CAP staff worked closely with medical professionals at Army, Navy, and Air Force Bases across the United States, Germany, and the United Kingdom. The list below represents the locations that participated in the CAP partnership and received accommodations for wounded Service members in FY10.

Bamberg, Germany	Baumholder, Germany	Camp Lejeune, NC	Camp Pendleton, CA
Carlisle Barracks, PA	Concord, MA	Elmendorf AFB, AK	Fort Benning, GA
Fort Bliss, TX	Fort Carson, CO	Fort Hood, TX	Fort Irwin, CA
Fort Jackson, SC	Fort Leavenworth, KS	Fort Sill, OK	Fort Stewart, GA
Fort Wainwright, AK	Fort Belvoir, VA	Fort Bragg, NC	Fort Buchanan, PR
Fort Campbell, KY	Fort Dix, NJ	Fort Drum, NY	Fort Eustis, VA
Fort Gordon, GA	Fort Huachuca, AZ	Fort Knox, KY	Fort Leonard Wood, MO
Fort Lewis, WA	Fort McPherson, GA	Fort Polk, LA	Fort Richardson, AK
Fort Riley, KS	Fort Rucker, AL	Fort Sam Houston, TX	Heidelberg, Germany
Keesler AFB, MS	Lackland AFB, TX	Lakenheath, UK	Landstuhl, Germany
Redstone Arsenal, AL	Rock Island Arsenal, IL	Rossllyn, VA	San Diego, CA
Schweinfurt, Germany	Scott AFB, IL	Sheppard AFB, TX	Travis AFB, CA
Tripler AMC, HI	USAF Academy, CO	Vilseck, Germany	West Point, NY
Walter Reed AMC, DC	Wright-Paterson AFB, OH		

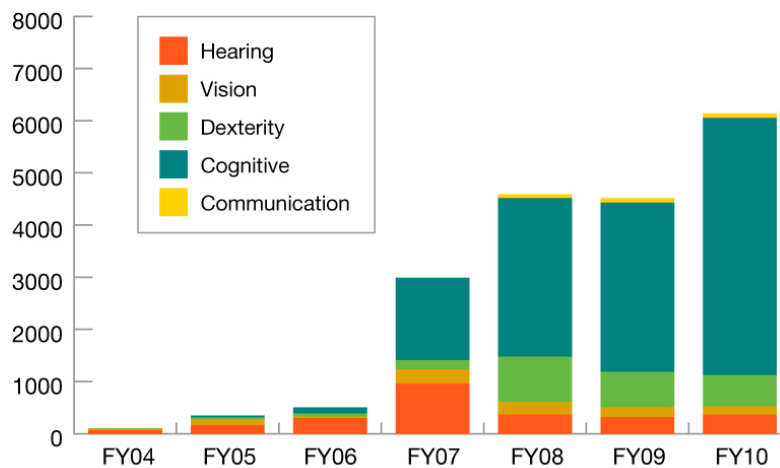
Service Member Testimonials

In FY10, a testimonials section was introduced to the CAP Wounded Service Member Website (<http://cap.tricare.mil/WSM>). This section allowed individuals to hear stories from the perspective of Service members, physicians/therapists and family members that have worked with CAP. It gives visitors the ability to see how different customers view CAP services that are offered and provide insight into how their lives are affected by the technology and services provided.

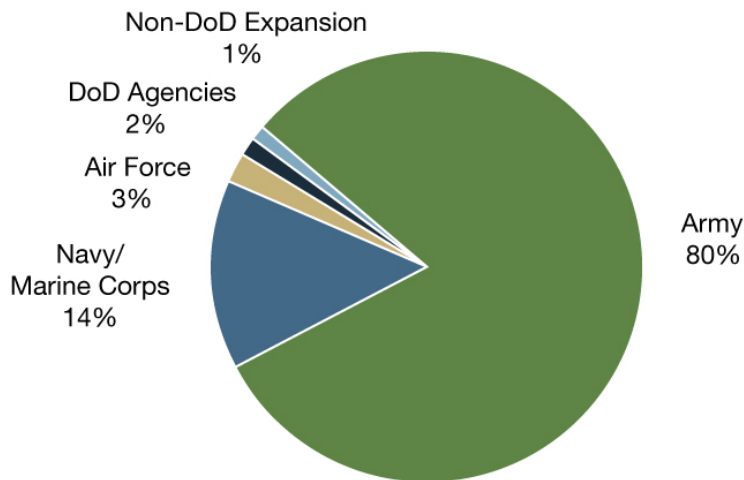


Details regarding FY10 Service member accommodation activities are provided in the charts below.

Wounded Service Members Accommodations Profile for FY04-FY10



FY10 WSM Accommodations Profile by Organization



	Total
Army	4,923
Navy/Marine Corps	867
Air Force	188
DoD Agencies	133
Non-DoD Expansion	27
Total	6,138

CAP Technology 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 27,000 customers. In FY10, services were provided to 856 DoD employees, 896 non-DoD federal employees and 129 from non-government organizations. Details regarding FY10 CAPTEC activities are provided below.

Needs Assessments

In FY10, 240 needs assessments were conducted by CAPTEC personnel, including services to both DoD civilian and military employees as well as employees of federal partner agencies. 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 FY10 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.

CAP customers also submitted 2,364 online needs assessments and private vendors assisted 85 CAP customers in locations CAP assessors were unable to access. In FY10, a total of 2,689 customers received assistive technology needs assessments.

Innovation Days

In FY10, CAPTEC continued to offer 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 several Innovation Days in FY10, including:

- Hands Free Technology: How'd They Do That?
- Support. Equip. Empower. Technology Solutions for Wounded Service Members"
- See the Future – New Innovations in the World of Blind & Low Vision Assistive Technology. Co-sponsored by the USDA TARGET Center.



All Innovations Days were successful with over 300 in attendance.

CAPTEC On the Road

In FY10, 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 services and assistive technology, without having to travel to CAPTEC in the Pentagon. It allowed for on-site needs assessments to be performed for employees who may not be able to visit the CAPTEC center. During FY10, CAPTEC reserved one day a week for on the road assessments and technology demonstrations.

Employment Programs

The Federal government strives to be the model employer for people with disabilities. In order to recruit, place, train, 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 5,500 students in federal summer internships in the last 15 years. In FY10, 68 recruiters from 20 federal agencies visited 197 college campuses nationwide. Over 500 students were reported as being hired in 40 different agencies.

CAP strongly supports the WRP effort 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 FY10, 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 two WRP students from Gallaudet University in Washington, DC.

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 FY10 CAP provided 173 Telework accommodations.

CAP also 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 FY10, CAP provided 265 Workers' Compensation accommodations.

Work Life Wellness

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.



Training and Customer 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 FY10, CAP attended several conferences and conducted training seminars throughout the country.

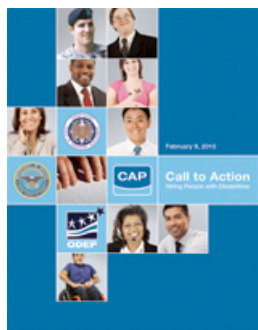
Training Activities

CAP continues to educate and support DoD and federal partners via CAP regional training sessions. Trainings were conducted in Atlanta, GA, Denver, CO, Los Angeles, CA, San Diego, CA and Seattle, WA.

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 141 additional presentations and training sessions with over 5,200 attendees.

In FY10, CAP expanded its training channels by hosting the *CAP 20th Anniversary Webinar* with over 200 attendees from over 20 federal agencies. A follow-up survey was sent to attendees of whom 94% rated the webinar as above average or excellent. CAP partnered with the Job Accommodation Network (JAN) for the second webinar, entitled *20 Years Providing Real Solutions for Real Needs*, with approximately 200 people attending. Additionally, the Training and Outreach team managed a second webinar, *Empowering the Next Generation*, which brought in outside speakers, Jo Linda Johnson from EEOC and Stephen King from DoD, to co-present with CAP. This session had 160 of attendees, providing an 81% rating of the webinar as above average or excellent. A final webinar was coordinated by the team as a partnership between CAP and the USDA TARGET Center and focused on Section 508. This session had 180 participants and continues to receive on-demand airplay.

Call to Action Event



On March 5, 2010, CAP in conjunction with OPM and DOL's Office of Disability Employment Policy (ODEP), hosted a day long training event to educate hiring managers and human resource professionals for the "Federal Hiring Event for People with Disabilities" which took place on April 26th.

With over 500 attendees, the event was a great success. Attendees learned from presentations from OPM Director, The Honorable John Berry, OPM Deputy Director, The Honorable Christine M. Griffin, DOL ODEP Assistant Secretary The Honorable Kathleen Martinez, DOL Veterans Employment and Training Services Assistant Secretary Raymond Jefferson and others.

Customer Feedback

CAP's customers are the program's most critical stakeholder and participant. In order to capture useful feedback and input, 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. This feedback identifies current issues in the CAP process as well as obtaining foresight into potential hurdles.

Surveys were sent to CAP customers with 1,830 responding indicating a 97 percent satisfaction rate with CAP services. This represented an overall 32 percent response rate. With our customer-centered

approach, CAP strives to ensure DoD and federal employees with disabilities and wounded Service members continue to receive appropriate accommodations in a timely manner.

Website

The CAP website serves as a vital tool for CAP customers or those who are interested in obtaining additional information regarding CAP. In FY10, the CAP website received a complete design overhaul. The website now hosts updated information, graphics and an easily accessible “Request an Accommodation” button for CAP customers. The website underwent a complete renovation, all while remaining Section 508 compliant. In FY10, CAP received 95% of its requests online, resulting in an expedited processing time of 9 business days, essential for employees who are waiting on equipment, allowing for increased job productivity.



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. In FY10, CAP transitioned to GovDelivery, a web-based digital communication solution that allows government to research stakeholders with the right information at the right time using email, text messaging, RSS feeds and social media. This transition has allowed CAP to stay connected to and include non-social media users in our Facebook and Twitter updates. CAP also provides updates regarding new assistive technology, disability legislations and upcoming events. The Wounded Service Member Initiative also has an electronic mailing list, which provides updates and recent new to their targeted customers. In FY10, CAP sent out 51 emails to our customers, with the WSM Initiative sending out an additional 16 emails to their targeted audience.



Social Media

In FY10, CAP engages in social media marketing by joining Facebook. Users of Facebook may join common interest user groups, organized by workplace, university or other characteristics. These social connections allow CAP to create posts for individuals with disabilities and organizations that can assist them. CAP was able to post information regarding future events, assistive technology, disability legislation and other disability related information. Facebook has helped increase communication and awareness between CAP and its customers. CAP currently shares information with over 500 Facebook Fans.

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.



We will continue to provide the accommodations needed for employment programs to ensure that our ultimate goal of increasing the employment of people with disabilities is achieved. Specifically, during FY11 CAP will be supporting Executive Order 13548 and the Administration to ensure that there is equal access to employment for individuals with disabilities. CAP will assist the Office of Personal Management and the Equal Employment Opportunity Commission in training federal hiring officials and supervisors on hiring programs for persons with disabilities and disabled veterans.

Fiscal Year 2011 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, readers 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 the U.S. Office of Personnel Management and the Equal Employment Opportunity Commission 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, Twitter and YouTube.