

Computer/Electronic
Accommodations Program
Annual Stakeholders Report
Fiscal Year 2015

Support. Equip. Empower.



U.S. Department of Defense
Defense Human Resources Activity

Table of Contents

Executive Summary	2
FY15 Accommodations Profile by Customer Group	3
FY15 Accommodations Profile by Disability	3
CAP Historical Trends	4
Department of Defense	5
Federal Partners	6
Service Members	8
CAP Technology & Evaluation Center	10
Needs Assessments	10
Employment Programs	11
Term & Temporary Appointments	11
Telework	11
Workers' Compensation	11
Partner Accessibility Initiative	11
Training and Customer Outreach	12
Online Training Videos	12
Mailing List	12
Social Media	12
Customer Feedback	12
The Future of Accommodations	13
Fiscal Year 2016 Goals	13

Executive Summary



The Computer/Electronic Accommodations Program (CAP), a Component in the Defense Human Resources Activity (DHRA), 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. Today, CAP's mission is to provide assistive technology and accommodations to support individuals with disabilities and wounded, ill and injured Service members throughout the Federal Government in accessing information and communication technology.

Providing Accommodations and Needs Assessments

In Fiscal Year 2015 (FY15), CAP filled 11,141 accommodations, including 3,674 for wounded, ill and injured Service members, 4,299 for DoD employees and 3,168 for federal partners. CAP staff also conducted 1,100 needs assessments for employees with disabilities. Since CAP's inception, 152,099 accommodations have been provided for 62,150 customers.

CAP Technology & Evaluation Center

The CAP Technology & Evaluation Center (CAPTEC) staff served 3,235 customers, of which 2,251 were DoD employees and 984 were federal partner agency employees and others.

Department of Defense Instruction 6025.22 Reissuance

On January 30, 2015, the Department of Defense Instruction (DoDI) 6025.22, Assistive Technology for Wounded, Ill and Injured Service Members, was reissued. This Instruction outlines the roles and responsibilities of CAP, Military Treatment Facilities (MTFs) and wounded warrior programs for using AT to enhance rehabilitation and recovery outcomes for Service members.

Training and Outreach

During FY15, CAP educated federal managers and employees on disability issues and solutions. CAP staff participated in 45 employment-focused conferences and webinars, as well as nine Service member-related trainings. CAP staff continues to work closely with representatives at our 68 federal partner agencies and 53 MTFs in the United States and Europe.

CAP also released a six-part disability etiquette online training series; *Introduction and Background, Individuals with Dexterity and Mobility Limitations, Individuals who are Blind or Have Low Vision, Individuals who are Deaf or Hard of Hearing, Individuals with Cognitive Limitations and Individuals with Communication Limitations*. 9,650 individuals have participated in the online trainings and received certificates of completion.

Website and Online Engagement

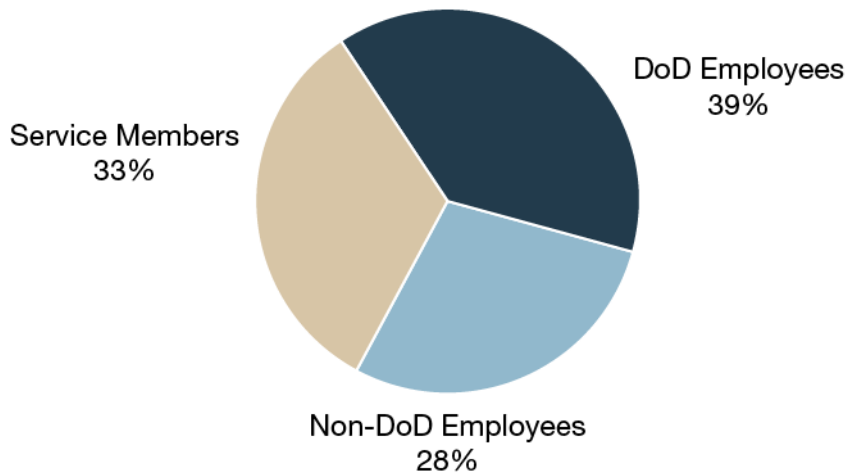
The CAP website provided online CAP content and services for 106,703 visitors in FY15. CAP also managed Facebook and Twitter communities, reaching 304,509 individuals, and added a new online chat feature to provide users with an improved customer service experience.

Accommodations



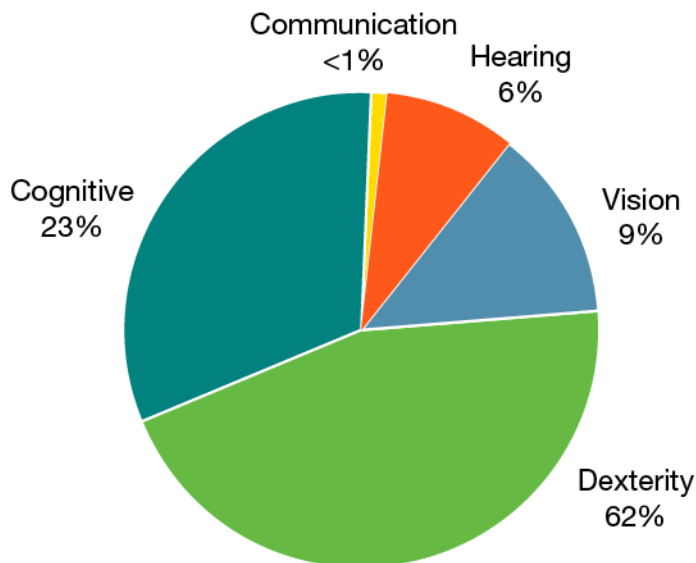
CAP provides assistive technology, needs assessments, training, accommodation services and accessibility testing to fulfill the accommodation needs of federal employees with disabilities and Service members. In FY15, CAP filled 11,141 requests for accommodations for DoD and federal partner agencies' employees with disabilities as well as wounded, ill and injured Service members at an average cost of \$419 per accommodation. This section outlines accommodation activities, statistics and other accomplishments.

FY15 Accommodations Profile by Customer Group



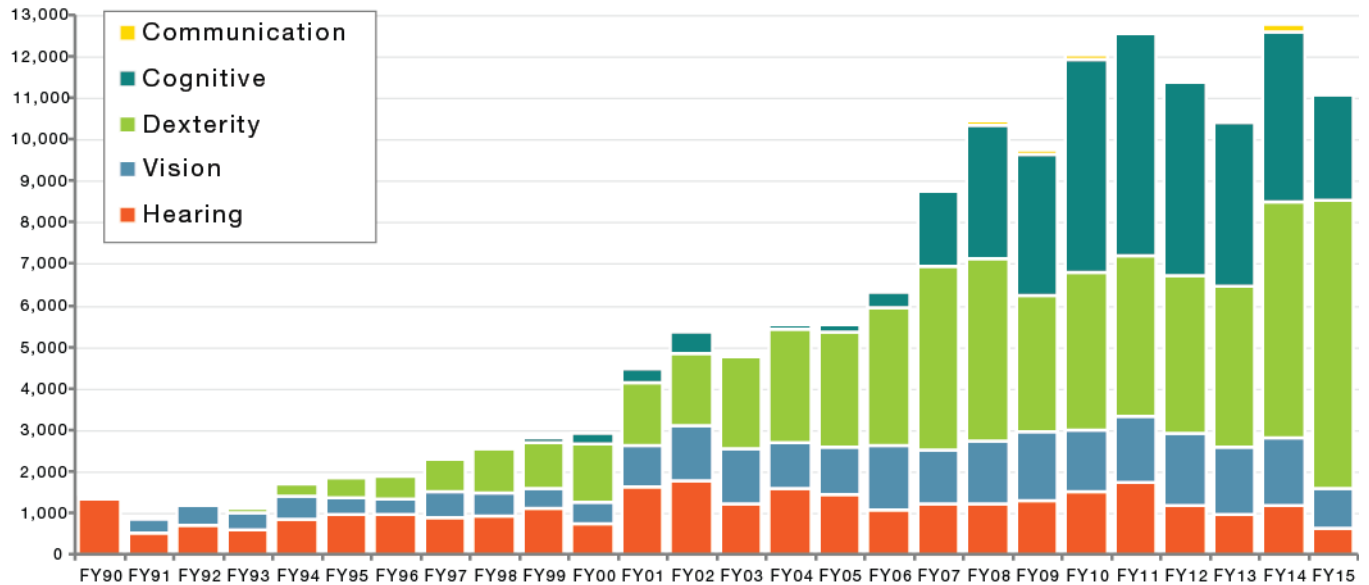
	Total
Service Members	3,674
DoD Employees	4,298
Non-DoD Employees	3,169
Total	11,141

FY15 Accommodations Profile by Disability



	Total
Hearing	626
Vision	952
Dexterity	6,958
Cognitive	2,546
Communication	59
Total	11,141

CAP Historical Trends



“An outstanding experience using CAP. From my initial conversation/evaluation to the arrival of the equipment, everything was flawless.” – DoD Civilian

***“If it was not for programs like yours I know I would not be able to keep up with rapid changes.”
– National Parks Service Employee***

“You made me feel like I matter; I am valuable and am still productive.” – Active Duty Service Member

“Great team of experts. Rapidly executed the process and fulfilled my needs.” – Active Duty Service Member

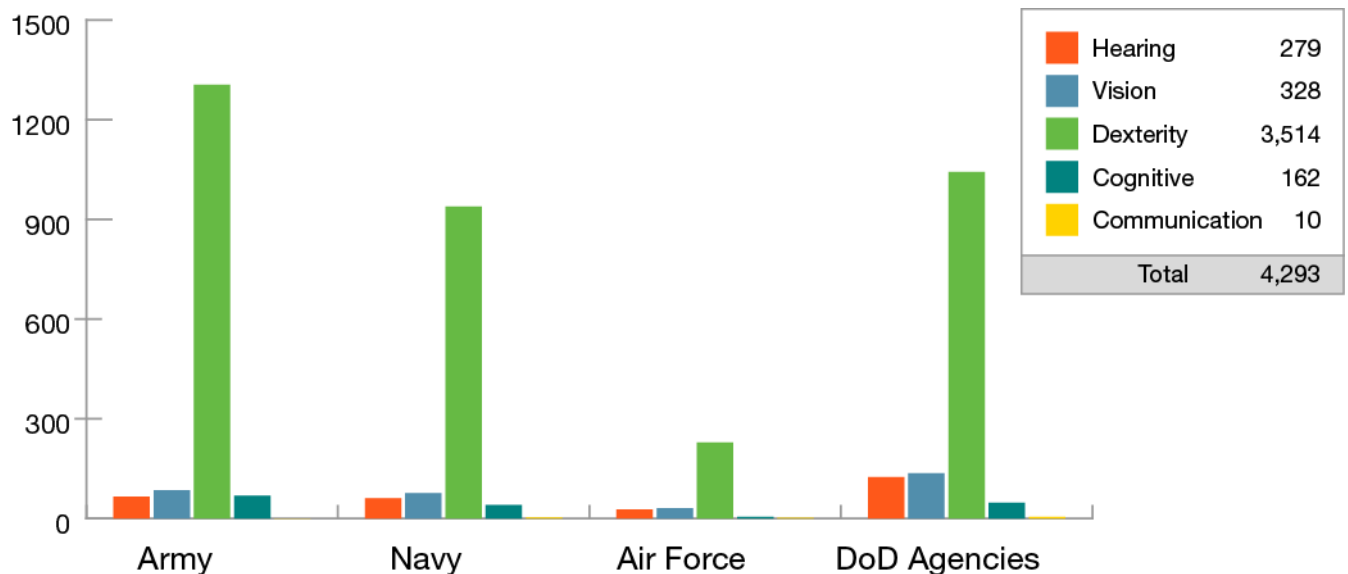
Department of Defense

In FY15, CAP procured 4,299 accommodations for DoD employees and 3,674 for wounded, ill and injured Service members. CAP also participated in 156 DoD-sponsored events during this period and the CAP Technology & Evaluation Center (CAPTEC) provided 2,251 services for DoD employees and supervisors.

CAP also supported DoD activities by providing funds for sign language interpreting services, personal assistants and readers for individuals with disabilities participating in qualified trainings. In FY15, CAP provided 59 interpreter services and 5 computer-aided note taking services for DoD hard-of-hearing employees.

***"Staff are professional, friendly, and very accommodating! I greatly appreciate this program and the services provided."
- Navy Civilian Employee***

FY15 Accommodations Profile – DoD Organizations (excluding Service Members)

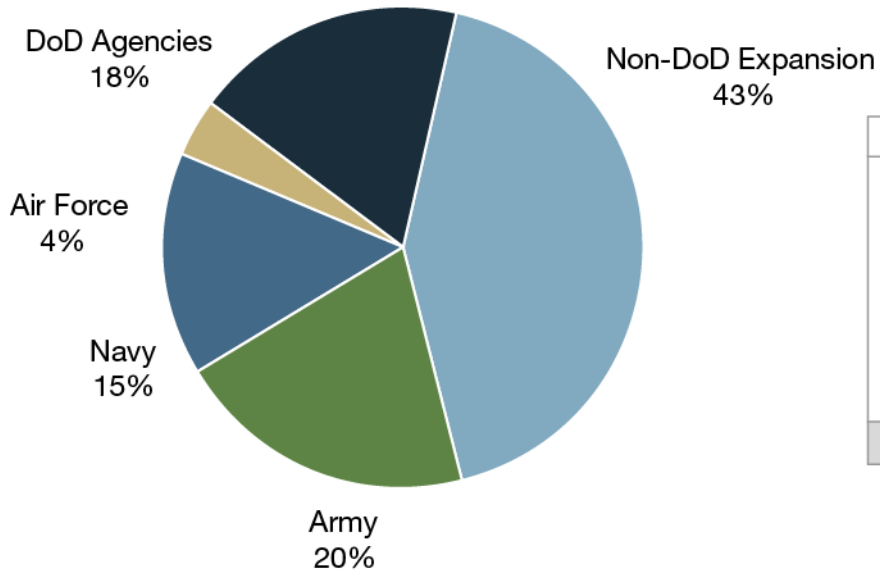


Federal Partners

In FY01, CAP was granted the authority to provide assistive technology to federal agencies upon the request of the head of the agency. In FY15, CAP provided 3,168 accommodations for federal partners as well as CAPTEC services to 984 individuals. The blue-bolded agencies in the table below received accommodations in FY15.

- AbilityOne Commission
- Access Board
- African Development Foundation
- **Agency for International Development**
- American Battlefield Monuments Commission
- Broadcasting Board of Governors
- **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 Justice**
- **Department of Labor**
- **Department of State**
- **Department of the Interior**
- **Department of the Treasury**
- **Department of Transportation**
- **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
- **Federal Trade Commission**
- **General Services Administration**
- Holocaust Memorial Museum
- Institute of Museum and Library Services
- **International Trade Commission**
- John F. Kennedy Center for the Performing Arts
- **Merit Systems Protection Board**
- **National Aeronautics and Space Administration**
- **National Archives and Records Administration**
- National Capital Planning
- National Council on Disability
- National Credit Union Administration
- National Endowment for the Arts
- **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**
- Trade and Development Agency

FY15 Accommodations Profile by Organization (excluding Service Members)



	Total
Army	1,525
Navy	1,120
Air Force	292
DoD Agencies	1,356
Non-DoD Expansion	3,168
Total	7,461

Service Members



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

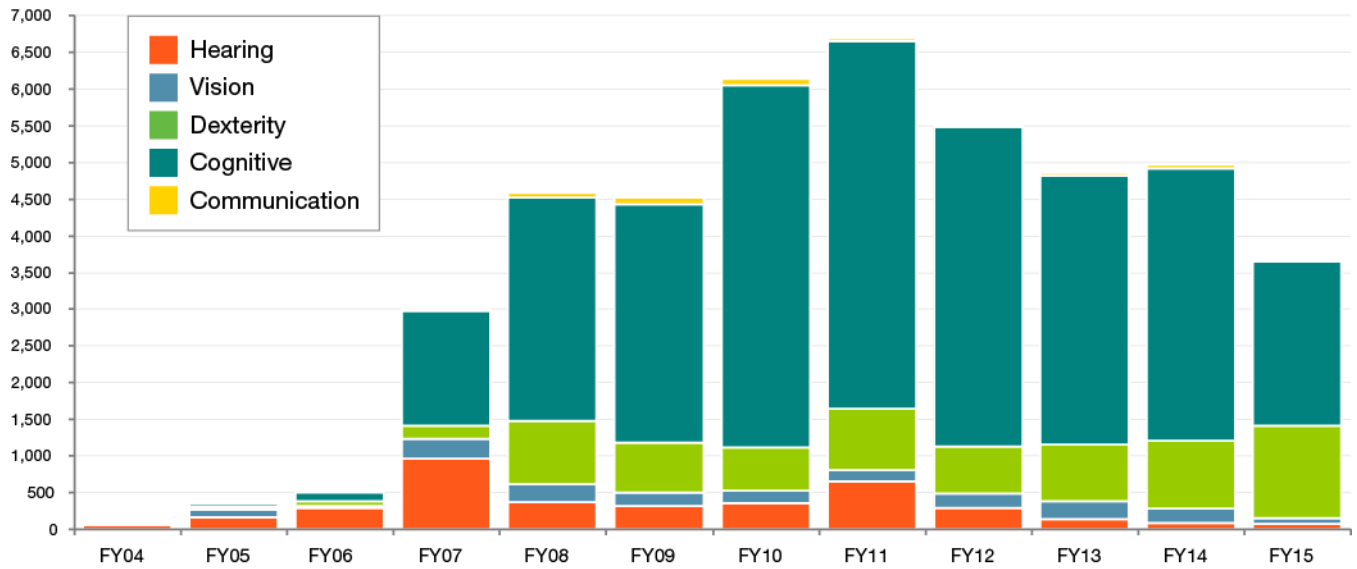
In January 2015, DoD Instruction 6025.22, Assistive Technology for Wounded, Ill and Injured Service Members, was re-issued, updating policy for assistive technology programs in the Military Health System (MHS) and incorporating the Recovery Care Program. The Instruction institutionalizes CAP's role in the rehabilitation process and provides support for an interdependent assistive technology system within DoD.

CAP participated in 12 Service member conferences and in-service trainings and continued to work closely with representatives at MTFs and wounded warrior programs. CAP also provided onsite briefings, technology demonstrations and needs assessments at multiple activities in Groton, CT and Ft. Eustis, VA.

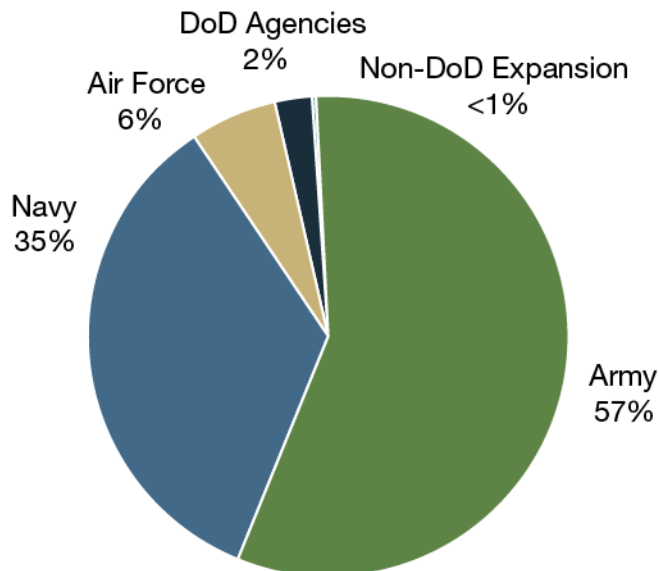
In providing 3,674 accommodations for Service members in FY15, CAP worked closely with medical professionals at Army, Navy, and Air Force bases across the United States, Asia, and in Europe. The list below represents the locations that participated in the CAP partnership and received accommodations for wounded, ill and injured Service members in FY15.

- Andrews AFB, MD
- Bolling AFB, MD
- Fort Belvoir, VA
- Fort Benning, GA
- Fort Bragg, NC
- Fort Campbell, TN
- Fort Carson, CO
- Fort Detrick, MD
- Fort Drum, NY
- Fort Dix, NJ
- Fort Drum, NY
- Fort Eustis, VA
- Fort Gordon, GA
- Fort Hood, TX
- Fort Knox, KY
- Fort Lee, VA
- Fort Leonard Wood, MO
- Fort McNair, DC
- Fort Meade, MD
- Fort Polk, LA
- Fort Riley, KS
- Fort Rucker, AL
- Fort Sill, OK
- Fort Stewart, GA
- Fort Wainwright, AK
- JB Elmendorf Richardson, AK
- JB Lewis McChord, WA
- JB San Antonio, TX
- Landstuhl, Germany
- Naval Health Clinics Cherry Point, Groton & Quantico
- Naval Hospital Camp Lejeune, NC
- Naval Hospital Camp Pendleton, CA
- Naval Medical Center Portsmouth, VA
- Naval Medical Center Balboa, San Diego, CA
- Polytrauma Tampa, FL
- Scott AFB, IL
- Seoul, South Korea
- Tripler Army Medical Center, HI
- USAF Academy, CO
- Vilseck, Germany
- Walter Reed National Medical Center, MD
- West Point, NY
- William Beaumont Army Medical Center, TX
- Wright-Patterson AFB, OH

FY04-FY15 Service Members Accommodations Profile



FY15 Service Members Accommodations Profile by Organization



	Total
Army	2,093
Navy	1,272
Air Force	216
DoD Agencies	88
Non-DoD Expansion	5
Total	3,674

CAP Technology & Evaluation Center



The CAP Technology & Evaluation Center (CAPTEC) was developed as a demonstration and assessment facility. Since its inception in the Pentagon in 1995, CAPTEC has provided services to 39,093 customers. In FY15, services were provided to 2,251 DoD employees and 984 non-DoD federal employees and others. Details regarding FY15 CAPTEC activities are provided below.

Needs Assessments

In FY15, 492 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. 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. To support this model, CAP provided 162 assessments at employee workstations.

Furthermore, customers received 446 distance-based assessments conducted by CAP, and private vendors assisted 54 CAP customers in locations CAP assessors were unable to access.

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.

Term & Temporary Appointments

CAP provides assistive technology and services for employees with disabilities serving on term and temporary appointments, including through programs such as the Workforce Recruitment Program (WRP) and Pathways, for DoD and partner agencies.

CAP filled 41 requests for accommodations for term and temporary appointments, of which 33 accommodations were provided to WRP interns with disabilities and 8 accommodations provided to Pathways participants.

Telework

CAP supports telework by providing services and accommodations for employees with disabilities teleworking as a form of reasonable accommodation. Telework allows employers to retain valuable employees while decreasing the costs associated with disability leave. In FY15, CAP provided 821 telework accommodations.

Workers' Compensation

CAP assists Workers' Compensation beneficiaries in the return to work process. CAP partners with Workers' Compensation officials to conduct needs assessments for employees to identify assistive devices to aid in their return to work and productivity. In FY15, CAP provided 280 accommodations to Workers' Compensation beneficiaries.

Partner AAccessibility Initiative



points of service accessibility.

The CAP Partner AAccessibility (PAC) Initiative provides assistive technology to increase access to federal programs and services. Assistive technologies are provided to agencies to ensure that individuals with disabilities have access to direct onsite services. Specific examples of agency locations for PAC accommodations include customer service centers, security checkpoints at building entries, training centers and other programs or services that employees and visitors utilize on a recurring basis. In FY15, CAP provided 88 accommodations to federal agencies to support

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 FY15, CAP attended 72 events, conferences and training seminars throughout the country.

At the Assistive Technology Industry Association Conference, CAP held vendor meetings where they met with current and new vendors. These meetings reinforced the process in working with CAP and resulted in additional vendor demonstrations for the CAP staff. Similar vendor demonstrations occur at the CAP Office to aid the staff in recommending more reasonable and appropriate products to customers.

Online Training Videos

CAP introduced a new and re-organized online training video library to assist customers, including a six-part disability etiquette series. The videos are accessible on CAP's YouTube Channel at www.youtube.com/thedodcap. In FY15, 19,382 individuals took the online trainings and received certificates of completion. Furthermore, several partner agencies adopted the online trainings as part of their agency's mandatory training requirements.

Mailing List

CAP uses an electronic mailing list to remain in constant communication with our customers, partners, and other stakeholders. The utilization of CAP's mailing list allows the provision of important information in a timely and efficient manner. In FY15, CAP sent out 57 emails to a total of 24,931 customers on the mailing list. Individuals interested in receiving communications from CAP may opt-in at: www.cap.mil/subscribe.aspx.

Social Media

In FY15, CAP maintained visibility among social networks and increased followers on Facebook, Twitter and YouTube. CAP finished FY15 with 31,825 Facebook reaches, 272,684 Twitter reaches and 66,321 lifetime YouTube views.

Customer Feedback

CAP's customers are the program's most critical stakeholders and participants. In order to capture useful feedback and input, CAP conducts customer verifications that focus on satisfaction with CAP's request process, purchase and receipt of accommodation equipment and services, website accessibility, and meeting expectations. This feedback identifies current issues in the CAP process, as well as obtaining foresight into potential hurdles.

CAP customers provided 1,789 responses (a 34 percent response rate) and indicated an 88 percent satisfaction rate with CAP services. With a customer-centered approach, CAP strives to ensure DoD and federal employees with disabilities and wounded, ill and injured Service members continue to receive appropriate accommodations in a timely manner.

The Future of Accommodations

CAP will continue to provide accommodations to federal employees and wounded, ill and injured Service members. CAP encourages our partners to become involved in our accommodation process and to use CAP as a tool to increase the employment of people with disabilities. We will also continue to provide the accommodations needed for employment programs to ensure the ultimate goal of increasing the employment of individuals with disabilities is achieved. Specific goals for Fiscal Year 2016 are provided below.

Fiscal Year 2016 Goals

- Increase availability of needs assessments to assist customers in identifying appropriate accommodations and support partner agencies in the interactive process.
- Provide effective assistive technology and accommodations for federal employees with disabilities, Workers' Compensation beneficiaries, and Service members who are wounded, ill or injured.
- Provide the latest assistive technology and related accommodations for partner agencies to increase access to federal programs and services.
- Ensure access to quality needs assessments services and assistive technology demonstrations.
- Ensure highest level of customer satisfaction.
- Clarify roles and responsibilities with partner agencies.
- Increase partnership engagement and utilization.
- Determine and account for accommodation and operation requirements and resources.
- Optimize stewardship of internal and external government resources.
- Continue to implement and comply with DHRA Component requirements.
- Operate a performance management system to increase efficiencies, eliminate waste and document lessons learned and best practices.
- Increase awareness of CAP services.
- Deliver CAP training program.
- Utilize technology to ensure timely and effective communication to targeted populations.
- Maintain and update the CAP Portal database, the CAP public website and CAP internal operations application, for accessing business records and serving customers.
- Access data from CAP Portal to inform decision making at all levels of the organization.