



Computer/Electronic  
Accommodations  
Program



**Support. Equip. Empower.**  
Assessing the Assistive Technology  
Needs of Wounded Service Members

# Re-CAP: Webinar Session 1

- DoDI 6025.22: Assistive Technology for Wounded Service Members
  - MTF Designates CAP Representative
  - <http://cap.tricare.mil/WSM/DoDInstruction/DoDInstruction.aspx>
- CAP Services
  - Needs Assessments
  - Procurement of Assistive Technology and Training
- CAP support to MTFs
  - Training on Needs Assessments and AT
  - Potential for CAP AT Workstation at MTF



# Support Through Training and Needs Assessments

## Equip with Assistive Technology Solutions

## Empower Through Employment



# Support Through Training and Needs Assessments

- Training for Medical Providers and Military Liaisons
  - Discuss how CAP provides needs assessments and AT to wounded service members throughout the recovery and rehabilitation process.
  - Review and demonstrate available AT.
  - Identify methods to integrate AT into rehabilitative services and settings using best practice partnerships and training models.
- Needs Assessments
  - Conduct individual needs assessments for each wounded service member.



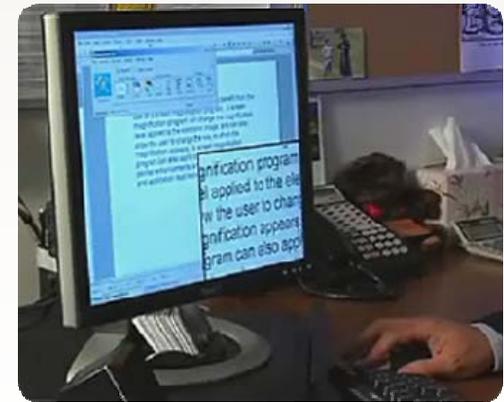
# Needs Assessments: Process

- Focus on the Service Member
  - Diagnosis and prognosis
  - Functional limitations
  - Familiarity and comfort level with IT and AT
  - Current/future health care *and* career plans
  - How does diagnosis impact/limit ability to perform daily tasks?
- Analyze Computer and/or Telecommunication Access
  - Does the SM have access to a computer at the MTF? Home?
  - Is the SM using the computer daily? How long per day?
  - What are typical tasks during the day?
  - What are the specifications of the computer?
- Identify Accommodations
  - Selection and procurement of accommodations
  - Training
  - Feedback



# Equip with Assistive Technology Solutions

- **Dexterity Impairments:**  
Alternative keyboards, input devices and voice recognition software
- **Vision Loss**  
Screen readers and training, magnification software, closed-circuit televisions (CCTVs)
- **Hearing Loss**  
Assistive listening devices (ALDs) and personal amplification devices
- **Cognitive Impairments, including Traumatic Brain Injuries (TBI)**  
Cueing and memory aids, literacy software, screen readers, ALDs, augmentative communication devices



# Dexterity Impairments Conditions

- Dexterity Disabilities
  - Paralysis
  - Digit or upper-extremity amputation
  - Nerve damage
  - Shoulder and/or neck injuries
- Dexterity Assessment
  - Review range of motion
  - Gross and fine motor skills
  - Use of one/two hands
  - Previous typing skills



# Dexterity Impairments

## Potential Solutions

- Alternative Keyboards & Pointing Devices
- Keyboard Trays and Document Holders
- Speech Recognition Software and Training
- Headsets and handsets
- Additional hands free technology



# Dexterity AT

## Focus on Voice Recognition Software

- Can be appropriate with, or in place of, physical input devices
- Certified training provided upon request
- Computer specifications required
- Variety of microphones/headsets available
- Allows for input of data, as well as control of programs and operating system
- Demo Available at:  
<http://cap.tricare.mil/WSM/NewsEvents/training.aspx>



# Vision Loss Conditions

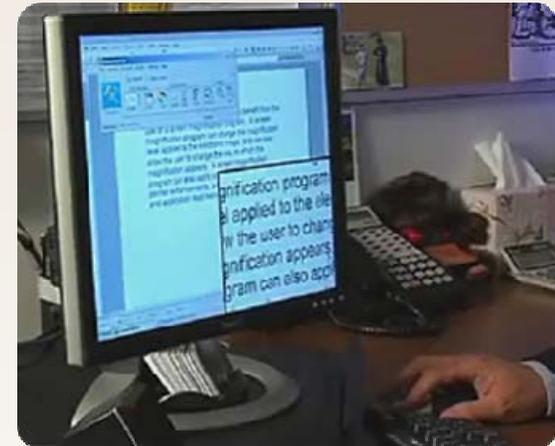
- Blind/Low Vision
  - Legally blind
  - Difficulty seeing characters on screen or printed page
  - Blurry vision
  - Eye fatigue
  - Ocular trauma
  - Ocular nerve damage



# Vision Impairments

## Potential Solutions

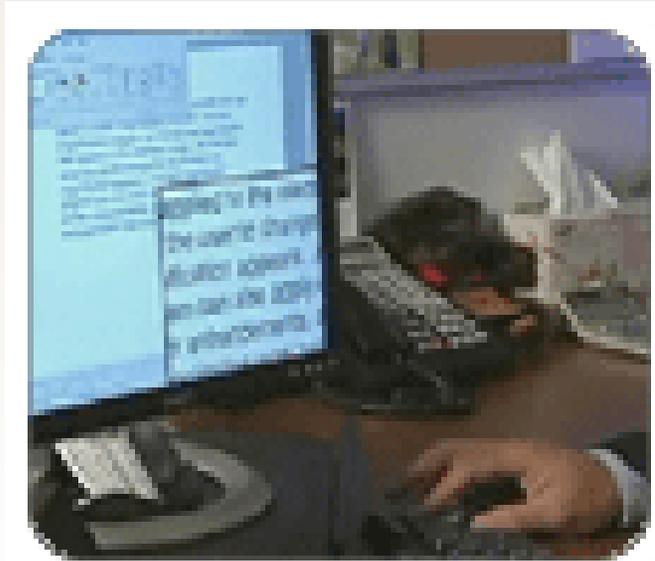
- Voice Output
  - Screen readers and training
  - Scanner-readers
- Braille Devices
  - Terminals
  - Embossers
- Portable Notetakers
- Print Enlargers
  - Closed Circuit TVs (CCTVs)
  - Screen magnification software



# Vision AT

## Focus on Screen Magnification Software

- User can increase or decrease magnification level of electronic image
- User can adjust the way in which the magnification appears
- User can change foreground/background colors
- User can adjust size, shape and color of pointers and cursors
- Software can 'read aloud' documents and applications
- Demo Available at:  
<http://cap.tricare.mil/WSM/NewsEvents/training.aspx>



# Hearing Loss Conditions

- Deaf/Hard of Hearing
  - High/Low Frequency
  - Tinnitus
  - Trauma to tympanic membrane
  - Trauma to bones of middle ear
  - Trauma to inner ear



# Hearing Impairments

## Potential Solutions

- Assistive listening and amplification devices
- Video communication devices for video relay service
- Amplified and voice carry over telephones
- Telephone ring signaler
- Teletypewriters (TTYs), PC-based TTY modems, networked TTYs
- Closed captioning equipment for in-house videotapes



# Hearing AT

## Focus on Assistive Listening Devices (ALDs)

- Different ALDs depending on
  - Frequency(s) of loss
  - Environment: classroom, conference room, office, public area?
  - Directional receiver or two-piece transmitter/receiver
  - Does the SM use hearing aids (DME)?
- Demo Available at:  
<http://cap.tricare.mil/WSM/NewsEvents/training.aspx>



# Cognitive Impairments Conditions

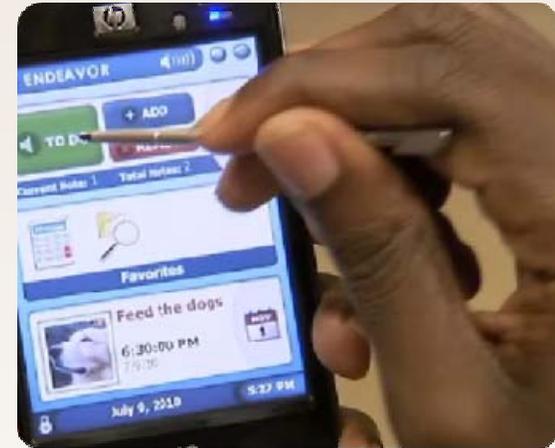
- Cognitive/Communication
  - Traumatic Brain Injury (TBI)
  - Post Traumatic Stress Disorder (PTSD)
  - Post Concussive Syndrome
  - Paralysis of vocal cords
- Cognitive/Communication
  - Difficulty focusing on printed or spoken information
  - Difficulty understanding verbal information
  - Remembering activities of daily living
  - Vocal intensity



# Cognitive Impairments

## Potential Solutions

- Cognitive / Learning
  - Word prediction software
  - Literacy software
  - Speech recognition software
  - Screen readers
  - Cueing and memory aids (PDAs)
  - Assistive listening devices
- Communication
  - Amplifiers
  - Augmentative communication devices



# Cognitive AT

## Focus on Cueing and Memory Aids

- Standard technologies
  - Calendar/reminders in email programs
  - Calendars/alarms in cell phones
- Varying levels of complexity
  - Wearable device provides cues and access to contacts
  - Handheld PDAs with standard productivity functions, or powerful audio/graphic/visual cues
- Demo Available at:  
<http://cap.tricare.mil/WSM/NewsEvents/training.aspx>



# CAP Technology Evaluation Center (CAPTEC)

- Assist individuals and supervisors in choosing appropriate accommodations
- Wide variety of assistive technology
  - VTC capability
  - Tours
- Located in the Pentagon (2D1049)
  - 703-693-5160 (Voice)
  - 703-693-6189(TTY)



# www.tricare.mil/cap/wsm

**CAP** Computer/Electronic Accommodations Program

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## Support. Equip. Empower.

In support of DoDI 6025.22 establishing policy for assistive technology programs in the Military Health System, CAP works closely with wounded Service members across the nation to ensure they receive appropriate AT for their needs. Learn how CAP supports WSM.

1 2 3 4 5

### Welcome to CAP!

How may we help you?

Ready to place a request for an accommodation? [Start here.](#)  
Need to [browse assistive technology](#), or help to determine the appropriate accommodation to meet your needs? We can help!

### Need Assistance?

Contact us from 8am-5pm Eastern Time by phone at 703.681.8813, 703.681.3978 TTY, or anytime by email at [wsm@tma.osd.mil](mailto:wsm@tma.osd.mil)

### Stay Connected to CAP

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### Testimonials

MAJ Ava Craig | Sara Meisinger | CPT Ivan Castro

### WSM Spotlight & Upcoming Events

#### WSM Spotlight

▶ The next Hiring Heroes Career Fair will be held at Walter Reed Army Medical Center on June 9, 2010 [View the dates for the upcoming career fairs](#)

#### Upcoming Events

▶ [Hiring Heroes Career Fair](#) | April 20, 2010

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# Contact CAP

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- WSM Website  
[www.tricare.mil/cap/wsm](http://www.tricare.mil/cap/wsm)
- CAP Office  
[cap@tma.osd.mil](mailto:cap@tma.osd.mil)  
703-681-8813
- VTC assessments available through the CAP Technology Center (CAPTEC) at the Pentagon  
703-693-5160

