

FY18 Annual Stakeholders Report

Connecting the Mission



Computer/Electronic Accommodations Program



U.S. Department of Defense
Defense Personnel and Family Support Center

Table of Contents

Letter from the Director.....	1
Our Accommodations.....	2
Our Engagement	7
Our Goals	10

OUR MISSION

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.

OUR VISION

Empowered people accessing information and technology to positively impact work, rehabilitation, and customer experience throughout the Federal Government.

Letter from the Director

In 2017, the Department of Defense (DoD) challenged its agencies to become more efficient in their operations. It was a challenge to mobilize and unite toward achieving goals beyond what could be accomplished by a single agency. As a DoD agency, we are strengthened by a common goal of connecting tools, information, and partner organizations to support service members and federal employees, and our missions have been connected in order to ensure that support.



Through dynamic and visionary leadership exhibited throughout the Defense Human Resources Activity, the Defense Personnel and Family Support Center (DPFSC), and within CAP, we were able to provide 16,490 accommodations in fiscal year 2018 (FY18) to 7,420 federal employees and wounded, ill, and injured service members.

This is an exciting example of collaboration across agencies and organizations. When focused on a common goal, the path to successfully conducting the CAP mission is ensured. As CAP settles into its home within DPFSC, we have the fortune of being part of a team that recognizes the importance of empowering employees to strive for excellence in our mission areas in direct support to DoD and the federal government.

We understand that our customers' trust in our quality, accountability, and integrity determines our success. CAP strives to build better partnerships and become a more significant resource for individuals with disabilities throughout the DoD and to our 69 federal partner agencies.

CAP works through collaboration and communications to those agencies involved in supporting disability programs and efforts assisting, identifying, and eliminating barriers to equal access for individuals with disabilities. These efforts are reinforced by our team's commitment to remain a valuable federal resource for our customers and stakeholders through engagement activities, such as briefings, displays and conference participations.

We are continuing to review, refine and improve CAP processes based on feedback and exercising fiduciary responsibility for assistive technologies and accommodations. We will measure our success against the high standards that our customers and stakeholders have grown to expect while ensuring our process and procedures pass the highest regulation standards. CAP remains vigilant in its efforts to be customer focused and committed to providing accommodations to all those eligible for the products and services available with integrity and transparency.

A handwritten signature in black ink that reads "Curtis D. Bell".

Curtis D. Bell

Director

Computer/Electronic Accommodations Program



CAP members Jeffrey Dallos and Khera Colbert at #WRPKickoff event hosted by the DLA, that focused on promoting #disability employment through the #WRP.

“By having a wireless headphone I am able to type and talk at the same time which is less pain for my neck and faster results. Thank you so much, it has been very beneficial for my working environment.”

Arletha R.
Department of Agriculture

Our Accommodations

Retaining a valuable workforce and increasing productivity are just two of the benefits when federal agencies ensure workplace accommodations are readily available to service members with limitations and employees with disabilities. CAP assists DoD and federal partner agencies in this effort by serving as a resource in the provision of assistive technology accommodations. As a centrally-funded resource, CAP accommodations are provided at no expense to the individual or agency. This allows CAP to equip employers with a cost-effective way to provide appropriate productivity tools for individuals with disabilities.

CAP continues to provide a record-breaking number of accommodations to its customers year-over-year, and FY18 was no exception. CAP provided a total of 16,490 accommodations to 7,420 individuals with disabilities in FY18. This includes 8,008 accommodations

“ I had a personal consult that REALLY helped get me the accommodations I needed. Every individual I worked with was genuinely concerned about helping me.”

Jerry C., Department of the Air Force

The Department of Defense

6,612 civilian employees accommodated
2,840 service members accommodated

9,452 individuals accommodated

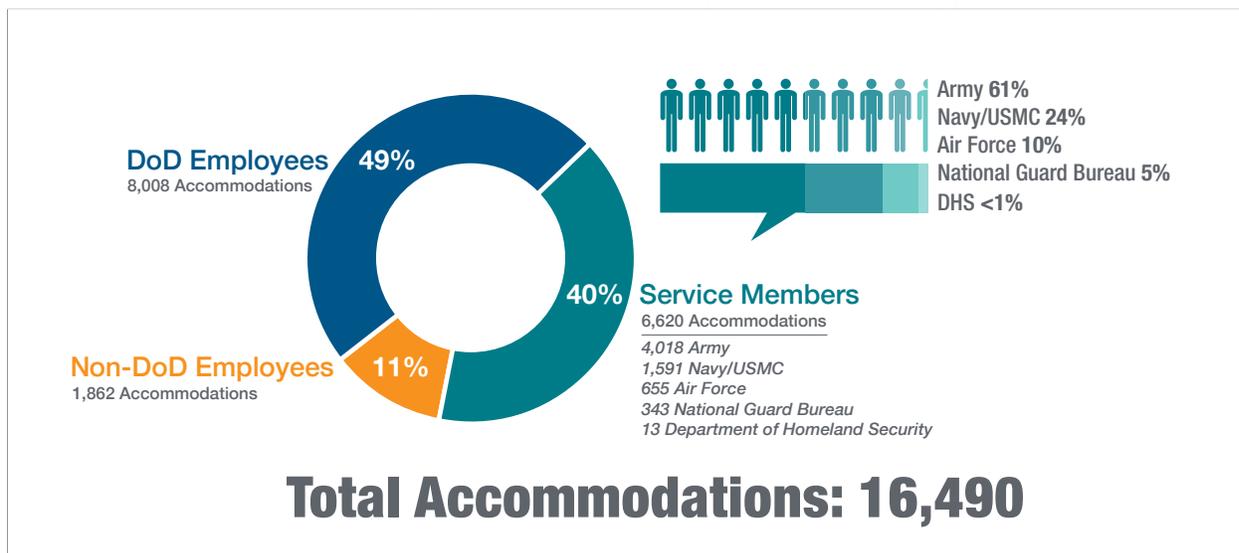
CAP's 69 Partner Agencies

808 individuals accommodated

10,260 individuals accommodated

to 3,772 civilian employees in the Department of Defense, 6,620 accommodations to 2,840 service members, and 1,862 accommodations to 808 employees in CAP's 69 federal partner agencies. CAP attributes the increased number of requests submitted to increased awareness due to DPFSC-wide engagement efforts that include providing information on CAP and its services.

These efforts have assisted CAP in focusing on all of its populations through provision of assistive technology and comprehensive needs assessments.



Accommodations Profile by Customer Group

SPEAKER: But I learned so much in ten weeks and then...
 thened of it, machairsmatic boss C... the office
 offer offed me a full time job. 2011, so the
 nomy was -- not



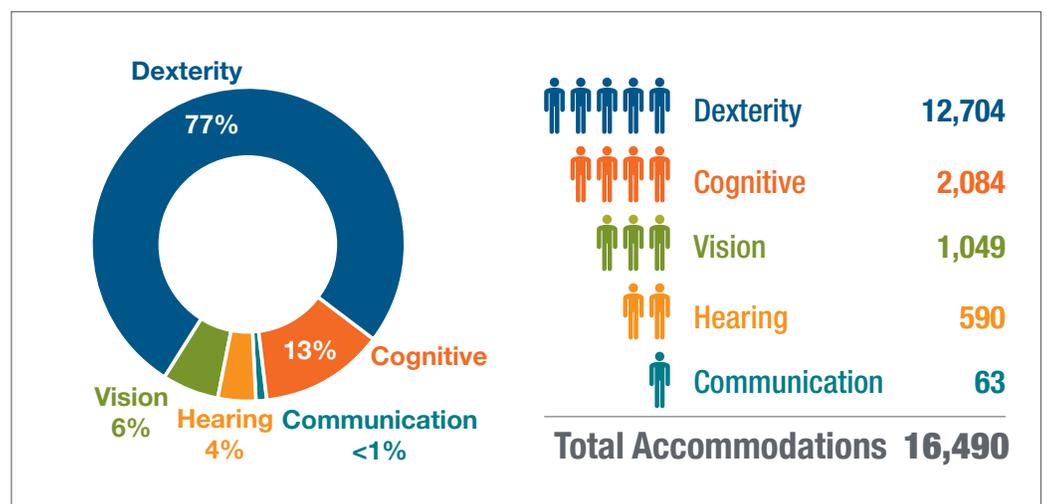
Speaker using CART or Real-Time Captioning Services at a DoD Event.

If a customer is unable to determine which products will most effectively assist with completing essential job tasks, a needs assessment may be beneficial. During the needs assessment process, a CAP representative tailors the request process to an employee's individual needs to identify the appropriate assistive technology tools.

CAPTEC

CAP conducted a total of 1,167 needs assessments in 2018, allowing customers to receive assistive technology designed to meet their specific needs. 564 of the 1,167 needs

assessments were conducted by the CAP Technology & Evaluation Center (CAPTEC). For individuals with disabilities, technology makes many aspects of life, including work, possible. Workplace assistive



Accommodations Profile by Disability

technology accommodations can encompass something as simple as an alternative keyboard to voice controlled computer access software. CAPTEC is dedicated to the evaluation and demonstration of a variety of assistive technology solutions in order to solve accessibility challenges. At CAPTEC, customers have the opportunity to see the types of equipment available, receive a needs assessment, and compare different solutions. The CAPTEC staff is available to assist in selecting the most appropriate assistive technology solution to help customers carry out their essential job functions. Once products are identified, the CAP team is able to process and provide requests for reasonable and appropriate accommodations that fall within CAP's scope of services.

CAP recognizes the importance of an impactful and secure accommodation request process, and the positive relationship with our customers and stakeholders allows CAP to continue providing a record breaking number of accommodations. While incoming requests for CAP-provided accommodations

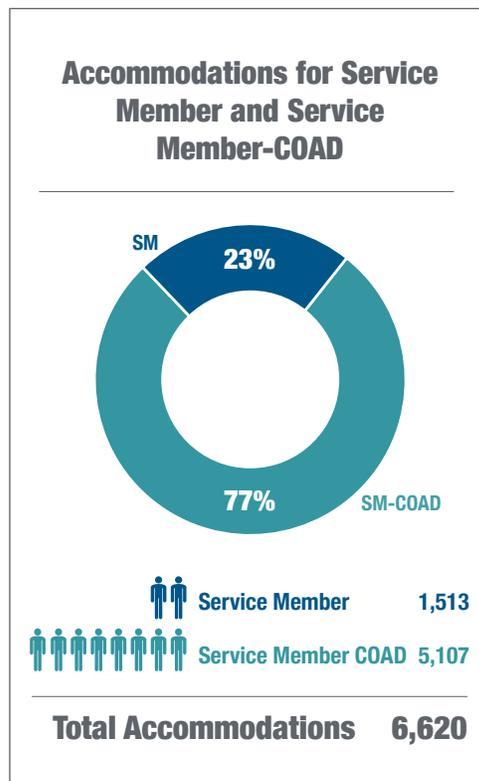
continue to increase, it is vitally important that CAP continues to be a viable resource for customers included under its various initiatives.

CAP INITIATIVES

CAP's initiatives were created to promote the inclusion of individuals with disabilities by supporting the employment lifecycle, increasing awareness and availability of assistive technology for service members, and removing the cost of accommodations as a barrier for federal employees with disabilities.

Service Member Initiative

The CAP Service Member Initiative works closely with wounded, ill and injured service members across the nation in accordance to the DoDI 6025.22 and its requirements for partnerships between CAP and Military Treatment Facilities (MTFs) and wounded warrior programs. This initiative was implemented to ensure service members receive appropriate accommodations and support services for their needs by introducing assistive technology during recovery



and rehabilitation at MTFs and wounded warrior programs. This initiative also supports service members who intend to stay within the military by continuing on active duty. This year, CAP provided a total of 6,620 accommodations to service members.

Partner Accessibility & Communications Initiative

The Partner Accessibility & Communications (PAC) initiative was implemented to support partner agency observance of Section 504 of the Rehabilitation Act. This section prohibits discrimination based on disability in federally funded

and conducted programs or activities in the U.S., including employment programs. Specific examples of locations for PAC accommodations include:

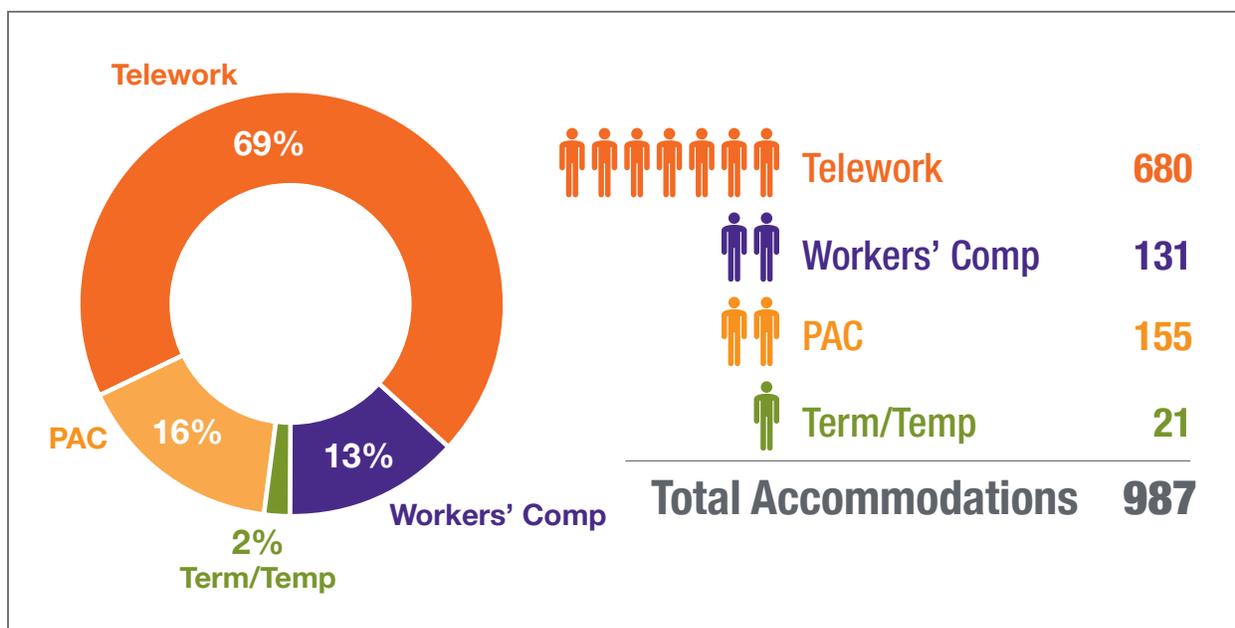
- Agency libraries
- Emergency preparedness programs
- Reoccurring meetings with members of the general public or political appointees
- Customer service centers, such as passport offices, parks or forest stations
- Federal employment and training centers.

In FY18, CAP was able to provide 155 accommodations to federal locations in order to increase access for individuals with disabilities.

Employment Lifecycle

CAP is also dedicated to supporting a thriving federal employment lifecycle for individuals with disabilities. CAP serves as a resource to ensure employees with disabilities can come to work, stay at work, and return to work by providing accommodations at every phase of the lifecycle. CAP provided 21 accommodations to assist individuals with disabilities in coming to work

through term/temporary appointments and those hired through the Schedule A hiring authority. CAP also provided 680 accommodations to assist individuals with disabilities in staying at work by ensuring their approved telework locations contained the appropriate assistive technology. And for those employees who were ready to return to work but required assistive technology to assist them in completing essential job tasks, CAP provided 131 accommodations to Workers' Compensation beneficiaries in FY18.



Accommodations Profile by CAP Initiatives (Excluding Service Members)



CMSgt Amanda Bertrand representing CAP and DPFSC to BG Walker and CMSgt Dawson at the Kentucky National Guard Diversity and Inclusion Event.

“ Thank you so much for the great support. I waited a long time to submit my request, thinking it was going to be a very burdensome process, but it was surprisingly straightforward and simple. Being able to look at various options in your office was also a great help in identifying the best solution. ”

Ryan P., Joint Chiefs of Staff

Our Engagement

This year, CAP continued interacting with the public using multimedia outreach materials, social media, and events. Additionally, CAP’s Outreach program underwent some restructuring and refocusing of strategies. In FY18, CAP began collaborating with the Defense Personnel and Family Support Center (DPFSC) outreach activities, allowing CAP and DPFSC to work together to provide the most relevant information to all audiences. With this mutually beneficial support system and new engagement strategies in place, FY18 was a year of change and growth for CAP.

DPFSC Support

During the course of the year, Senior Enlisted Advisor to the DPFSC Director Chief Master Sergeant (CMSgt) Amanda Bertrand worked to further the CAP message at the Senior Enlisted Leadership level. CMSgt Bertrand traveled extensively to present information on all five

DPFSC missions, and at times to specifically engage with individuals about CAP. These presentations and engagements gave leadership and individuals who would benefit from CAP services the opportunity to familiarize themselves with the program.

In November of 2017, DPFSC hosted Sergeant Major Shawn Isaacson from the Marine and Family Programs Division of HQ USMC in Quantico, VA to the CAPTEC office where he received a briefing and product demonstration. In January of 2018, CMSgt Bertrand hosted ten Air Force Reserve Chief Master Sergeants all currently serving on Active duty orders in the National Capital Region. CMSgt Bertrand used this opportunity to present them with information regarding CAP and invited them to tour CAPTEC. CMSgt Bertrand also traveled with CAPTEC Manager Michael Young to Wright-Patterson AFB, Ft. Knox, and the Kentucky National Guard to share information about CAP products and services. DPFSC's support is a valuable asset in ensuring that leadership throughout the Federal Government is familiar with CAP and its mission.



Consumer Product Safety Commission Acting Chair Ann Marie Buerkle, Commissioner Robert Adler, Attorney Advisor Meishia Hunter and EEO Director Brittany Woolfolk welcomed CAP and EARN as participants in CPSC's National Disability Employment Awareness Event. #NDEAM

Social Media

In order to further CAP's messaging and keep followers updated on events relevant to the disability community, CAP continued to engage with agencies and individuals via social media. One example is a video series created to highlight the importance of National Deaf History Month. This series, which was narrated in American Sign Language by CAP team member Jeffrey Dallos, chronicled the three major events in Deaf history that the month was created to encompass.

CAP also participated in Twitter chats, including a chat hosted by the Center for Disability Employment focusing on

developing a disability-inclusive workplace culture. These chats allow CAP to interact with other groups with similar goals and exchange valuable information about perspectives and techniques that may be used to more effectively carry out CAP's mission.

Outreach Materials

In FY18, CAP continued to create and distribute content geared toward sharing information about assistive technology and topics relevant to the greater disability community. One strategy employed by the CAP Outreach team was a focus on multimedia content that provided information about the disability community, innovations in

assistive technology, and the CAP team itself. CAP also produced a video showcasing an example of how CAP team members utilize the same assistive technology options we provide to our customers.

The CAP team also created new webinars on the subjects of accommodating employees with Attention-Deficit/Hyperactivity Disorder (ADHD) and how to properly submit medical documentation. These and other webinars help ensure that customers are informed about the types of assistive technology available to assist them, as well as making the process of submitting a request as efficient as possible.

Partnership Meetings

In FY18, CAP also focused heavily on obtaining feedback from our federal partner agencies. CAP was able to meet with several points of contact to discuss ways CAP can maintain and enhance our agency partnerships. By examining the ways partner agencies interact with and perceive CAP, we are able to create a clearer image of how CAP can best serve its customers.

During these partnership meetings, CAP received feedback from our partner agencies that gave valuable insight into the ways customers and agencies utilize CAP services. Our partner agencies

reported that aside from the accommodations we provide, CAP subject matter expertise is incredibly helpful to agencies looking to accommodate employees. Partner agencies reported that subject matter expertise and needs assessments are two of CAP's most valuable assets. Ensuring that agencies and customers are well-informed before procuring an accommodation is critical to making certain that employees receive the correct assistive technology as quickly and efficiently as possible. CAP aims to use the feedback we received from these meetings to inform decision making in the future and to improve our program for the benefit of customers and partner agencies.



CAP team member John Sanders with CAP partner agency team members from the Section 508 Program Office at U.S. Customs and Border Protection who work to ensure all CBP employees have equal access to information in accomplishing their mission.



*When many are
focused on a
common goal, the
paths to success
are infinite.*

“ We understand that our customers’ trust in our quality, accountability and integrity determine our success. This is why we are constantly striving to be a better partner and a better resource throughout the Department of Defense and to our 69 federal partner agencies. ”

Curtis Bell, CAP Director

Our Goals

Our Plan for Fiscal Year 2019

As part of the DPFSC, CAP is uniquely positioned to enhance alignment with the National Defense Strategy. In Fiscal Year 2019, CAP’s business plan provided a roadmap to support the Secretary’s objectives to Build a More Lethal Force, Strengthen Alliances and Partnerships, and Reform the Department. Specifically, we have defined the following goals for Fiscal Year 2019:

Enhance Customer Relationships

CAP supports the government’s goal to be the model employer by responding to customer needs while providing appropriate and justified assistive technology, accommodations and support services to eligible customers. By supporting a more diverse workforce, CAP will align with the Secretary’s guidance to cultivate and retain workforce talent and expertise to create an environment that is conducive to our security and prosperity.

Optimize Partnerships

Work with partner agencies to identify opportunities to positively impact reasonable accommodations at their agency, treatment facility or other location by improving and increasing access and communication. As a centrally-funded model, CAP will continue to access efficiencies via centralized operations and deliver enhanced value, performance and affordability for the Department.

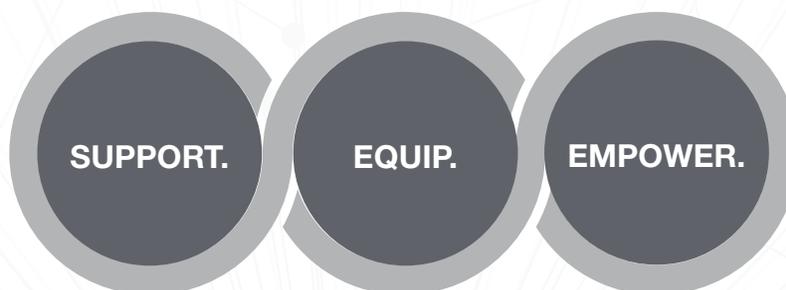
Improve Operational Performance

Accomplish the CAP mission in a compliant and cost effective manner that is accountable and optimizes stewardship of resources. CAP will invest in flexible and evolutionary tools that enable military members and DoD civilians to submit their reasonable accommodations requests in a highly effective, efficient and lower cost manner.

Operate and Enhance the CAP Technology & Evaluation Center (CAPTEC)

Operate and enhance CAPTEC capabilities to maximize the positive impact on the federal workforce in accommodating employees and complying with federal regulations. By increasing efficiencies, awareness and education about how to accommodate the military and civilian workforce, CAPTEC enables the readiness of the workforce and provides alternative ways to be resilient after an injury or diagnosis of a disability.

As we prepare to move into FY19, we remain driven to serve our customers with integrity, commitment, respect, and equality. While accommodation needs in the federal environment are continually evolving, CAP remains dedicated to removing barriers, improving customer service, and making decisions that will provide a positive, long-term impact for our customers.





Computer/Electronic
Accommodations
Program



Computer/Electronic Accommodations Program (CAP)
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