

2019

Computer/Electronic Accommodations Program ANNUAL STAKEHOLDERS REPORT The Right Tools For The Right Talent



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

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MISSION

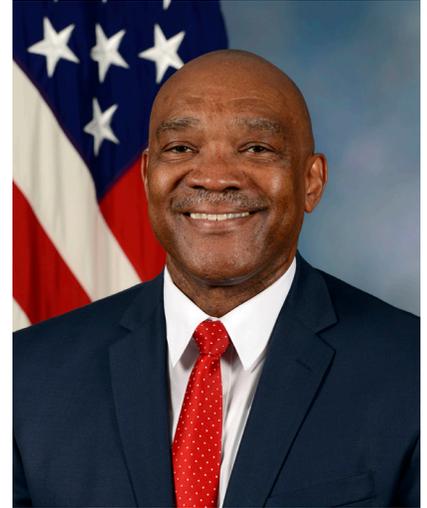
To provide assistive technology and accommodations to support individuals with disabilities and wounded, ill and injured service members throughout the Federal Government in accessing information and communication technology.

VISION

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

Letter from the Director

"The Right Tools for the Right Talent" is more than just the title of this report; it is both a principle and a commitment. It is this principle that given the right tools, any individual can play a powerful role in building a strong federal workforce. It is our pledge that CAP maintains a steadfast commitment to providing the most appropriate assistive technology (AT) to the most appropriate individuals and eligible employees. CAP's actions in fiscal year 2019 (FY19) truly reflect the realization of this phrase "The Right Tools for the Right Talent". In FY19 CAP provided 13,202 accommodations to 5,193 active duty Service members, DoD civilian employees, and federal employees.



CAP understands that accommodations are not 'one size fits all'. CAP's success stems from our ability to effectively assess customers' needs, requirements, and expectations. A good example of this is CAP's full needs assessment process, where CAP's staff tailors every assessment based on the individual, experiences, position, and work to be performed by the employee.

The ability to identify the best equipment for an individual is an effective step. However, timely procurement and delivery of accommodations is critical. In FY19, CAP took strategic and tactical steps in mitigating some of the challenges that arise in the procurement of AT including the changing landscape of technology where tools are updated and refreshed constantly, security concerns for new AT, and a complex budget environment. These actions which included a more robust Blanket Purchase Agreement (BPA) greatly benefitted CAP's customers as the average number of days from CAP's receipt of the accommodation request to its ordering dropped from 70 days in FY18 to 42 in FY19. By continuing to build on these steps, CAP will work to make FY20 as successful as FY19.

CAP rose to meet the challenges we faced in FY19, but the ability to rise to those challenges was greatly determined by our dynamic leadership, strategic focus, and the cooperation of our DoD and non-DoD federal partner agencies. Embracing new ideas and building stronger relationships will increase CAP's effectiveness and positive impact for the future.

CAP truly believes in breaking through barriers by providing individuals with disabilities the appropriate workplace accommodations to meet their needs allowing them to perform their work efficiently and effectively. More than just providing the literal tools though, CAP played a role in changing how people see AT, reasonable accommodations, and individuals with disabilities through outreach, spreading awareness, and increasing customers' knowledge. Through the provision of AT, CAP not only empowers individuals to do the work for which they are qualified and passionate; it empowers others to see that individuals with disabilities are more than just their diagnoses.

A handwritten signature in black ink that reads "Curtis D. Bell". The signature is fluid and cursive, written in a professional style.

Curtis D. Bell
Director
Computer/Electronic Accommodations Program



CAP staff registering a Joint Disability and Reasonable Accommodations Summit attendee.

“ I would like to thank CAP for the assistance. These items have made a big impact not only on my workday but also on my daily life. I wish I would have known about your organization earlier. The staff was very helpful, answered all my questions and helped me get the things I needed. ”

P.H., USMC

Accommodations

When CAP meets its stated mission, this supports the multifaceted efforts of the Federal Government to meet its goal in being the model employer of individuals with disabilities. The continuous pursuit of this goal is achieved by providing needs assessments, AT, training, and accessibility services to DoD and non-DoD federal partner agencies, their civilian employees with disabilities, and wounded, ill, and injured Service members. As a centrally funded DoD resource, CAP is able to provide accommodations at no cost to organizations or their employing agencies. This enables active duty Service members, DoD civilians and non-DoD federal partnered employees to have a cost-effective way of making their facilities and information networks more accessible to employees with disabilities.

The Department of Defense

2,447 civilian employees accommodated

1,736 service members accommodated

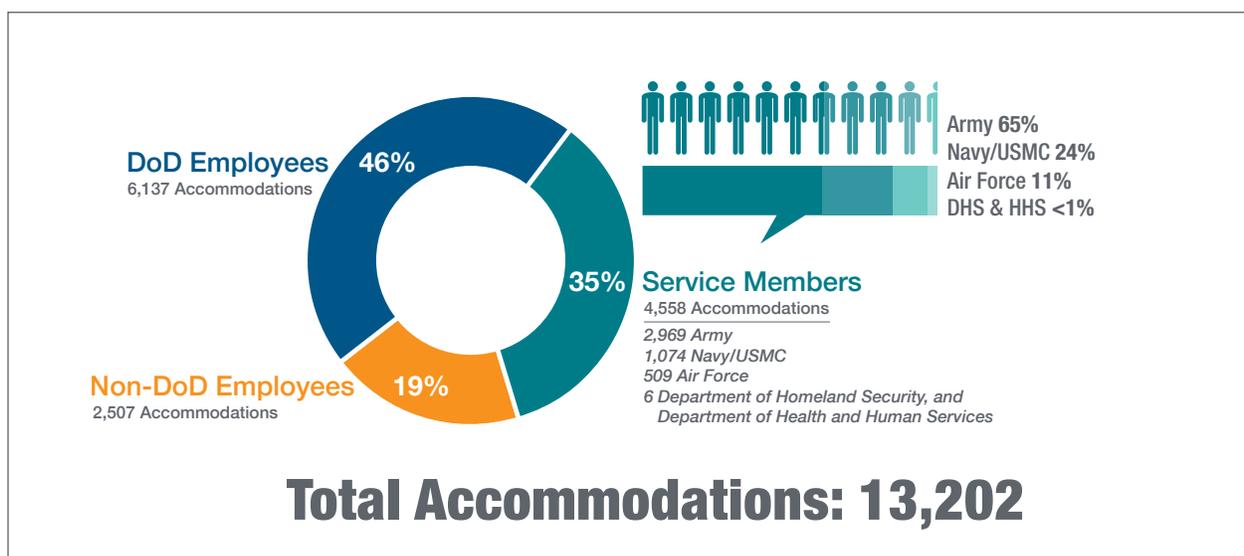
4,183 individuals accommodated

CAP's 70 Non-DoD Partner Agencies

1,010 individuals accommodated

5,193 total individuals accommodated

In FY19, CAP provided a total of 13,202 accommodations to 5,193 individuals with disabilities or limitations. This included 6,137 accommodations for 2,447 civilian employees in the DoD, 4,558 accommodations to 1,736 active duty Service members, and 2,507 accommodations to 1,010 employees in CAP's 70 non-DoD federal partner agencies. Out of those tools: 2,411 were provided to accommodate individuals with cognitive conditions, 91 to accommodate individuals with communication conditions, 8,558 to accommodate individuals with dexterity conditions, 698 to accommodate individuals who are deaf or hard of hearing, and 1,444 to accommodate individuals who are blind or have low vision. Additionally, some CAP-provided accommodations were requested to alleviate symptoms of conditions in multiple disability categories. This allows CAP to effectively accommodate multiple disabling conditions at once, as needed.



Total Accommodations: 13,202

Accommodations Profile by Customer Group



CAP provided assistive technology demonstrations at the Wounded Warrior Expo in Woodbridge, VA.

“ In my experience, CAP members' service is timely, professional and pertinent. They spend time to listen and recommend the best product they have to offer to enhance the work product and daily over-all experience at the work place of those who they serve. Thank you for your service. ”

L.M., USAF

Needs Assessment Process

In order to ensure the identification and provision of the most reasonable and appropriate AT, CAP utilizes an individualized needs assessment process to identify the tools that best fit the person. Just as every individual is different, so are his or her needs and experiences. CAP's needs assessment process recognizes this and works to identify tools based on individual experiences rather than a generic diagnosis or named condition. During this process, a CAP representative works with the requesting individual and tailors the process accordingly based on the individual's personal history, condition, work area, job tasks, and whether the individual's limitations are temporary or permanent. In FY19 CAP conducted 957 needs assessments for a savings of \$478,500 to the DoD and our federal partner agencies. This number is based on the average cost of a needs assessment being five hundred dollars.

FY19 Needs Assessments

957 Needs Assessments Conducted

\$478,500 DoD & Partner savings

CAPTEC Assessments

406 Needs Assessments Conducted by CAPTEC



At CAPTEC, customers try different technologies, compare similar items, and receive needs assessments.

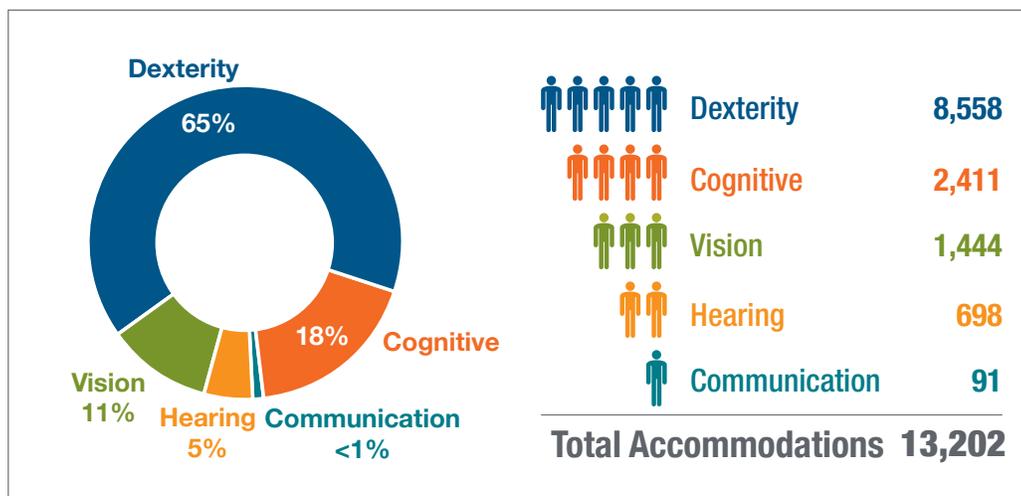
CAP conducts needs assessments via phone, email, and in person. If an individual is located in the National Capital Region (NCR) they are encouraged to make an appointment at the CAP Technology & Evaluation Center (CAPTEC). However, an individual can also simply call or email CAP or CAPTEC to schedule a needs assessment.

CAPTEC is dedicated to the evaluation and demonstration of AT solutions in order to solve accessibility challenges. At CAPTEC, customers can physically examine different technologies, compare and contrast similar tools, and receive needs assessments in person. In FY19 406 of the overall needs assessments conducted by CAP

were conducted at CAPTEC located in the Pentagon room 2D1049.

The ability to provide needs assessments and especially onsite needs assessments provides a great deal of benefit to both individuals and agencies throughout the Federal Government. The conversations and explorations that emerge

from onsite needs assessments can lead individuals to explore a wider variety of tools, help them better explain their unique situation to the CAP assessor, and allows them to share what they learned with the appropriate personnel in their agency.



Accommodations Profile by Disability



CAP staff attend vendor demonstration days to stay up to speed on the latest assistive technology.

“ Personnel from the CAPTEC office responded quickly to my requirement, and were able to procure adaptive equipment in a reasonable period of time after the beginning of the new fiscal year. The equipment has had a very positive impact on my productivity throughout the workday. ”

D.S., Joint Chiefs of Staff

Procurement Strategy

CAP strives to procure AT in a quick and efficient manner to support EEOC guidelines and requirements. To advance this goal, CAP implemented a number of changes in FY19 that improved CAP’s procurement timeframes. These changes included a more robust Blanket Purchase Agreement (BPA), continuous internal process improvements and a focus on returning to the building blocks that have made CAP an award-winning program in the past.

Through an expanded and more comprehensive BPA, CAP was able to provide accommodations on average in 28 less days less than FY18. The number of items on CAP’s BPA rose from 440 items to 744 items. Through this expansion CAP was able to lessen its procurement reliance on Government Purchase Cards (GPCs) and Purchase Orders (POs), allowing CAP to execute

13,202 accommodations provided

Average Time From Request Received to Ordered

70 days FY18

42 days FY19

Average Time From Request Approved to Ordered

58 days FY18

34 days FY19



CAP team members Robin, Michael, and Ben give AT demonstrations at the Department of State.

procurements more quickly than in the past, leading to higher levels of customer satisfaction. In addition, by adding all 304 items that were added to the expanded BPA to CAP's website, CAP was able to share a wide range of product information with customers and stakeholders. This also increased knowledge of AT for the general population and casual website visitor.

Continuous process improvement is a constant endeavor, which builds strong programmatic practices that increase CAP's effectiveness. In FY19 CAP was able to find new ways of organizing its procurement tasks to provide both more flexibility to CAP staff and more value to the government. This included a redesigned procedure for BPA ordering where individual tasks were more compartmentalized allowing individuals to take on other tasks. CAP will continue to self-

correct at the speed of relevance and will work to build on the gains of FY19 as we move forward so that accommodations are provided as quickly as reasonably possible.

CAP's mission focuses on information and communications technology. Through a refinement of the items within CAP's scope to provide, CAP was able to lessen the amount of time from approval to ordering by 24 days, from 58 days in FY18 to 34 days in FY19. Agencies have deadlines to meet regarding the provision of reasonable accommodations. These actions taken by CAP have improved its procurement strategy and the execution of its mission to provide reasonable accommodations. In FY19 CAP was able to keep the government's workforce ready, working, and productive by more efficiently providing the right tools for the right talent.

The process of self-improvement is constant and it is only through identifying strong practices and building on them that recognizable gains happen.



On August 28, CAP held its Joint Disability & Reasonable Accommodations Summit in Alexandria, Virginia.

“I am very thankful that you guys (CAP) are able to help Federal Government employees that have disabilities and able to provide specific technology that can assist us in performing our jobs. Thank you very much.”

P.O., DOC

Partnerships and Engagement

CAP has partnership agreements in place with 70 non-DoD federal partner agencies. In order to maintain the utility and efficiency of these partnerships and to spread awareness of the program to customers and stakeholders, CAP engaged in a series of outreach activities. This included attending 52 events, releasing multiple webinars and newsletters, and an engaged social media presence.

This year, CAP continued interacting with the public via multimedia outreach materials, social media, and events. Additionally, CAP’s Outreach program underwent some restructuring. In FY19 CAP was able to add a new position to the Outreach team. This addition of personnel allowed CAP to increase outreach efforts, maximizing CAP’s social media presence and producing new ideas for reaching CAP’s target audiences.

CAP Partner Agencies

Each month, CAP contacted all DoD and non-DoD federal partner agency points of contact (POCs) to keep partner agencies informed of current CAP news and processes. This enabled POCs to give their agencies and employees the most up-to-date information on CAP.

CAP has provided a variety of briefings and trainings for agencies across the country. In FY19, CAP attended 52 events and presented to over 2,500 individuals. These events not only provide CAP an opportunity to take AT directly to individuals for demonstration purposes; they also allowed CAP to build and strengthen relationships with DoD and non-DoD federal partner agencies, optimizing CAP as a valuable resource for accommodations.

Social Media

In order to further CAP's message and information, and to keep followers updated on events relevant to the disability community, CAP continued to engage with agencies and individuals via social media. CAP continued with the "FAQ Friday" and "Wednesday Wisdom" posts, as well as creating a series to educate individuals on how to make their digital content accessible to all individuals.

In FY19, CAP posted 162 messages and events on both Facebook and Twitter. These posts helped spread awareness of CAP's mission, and also served as a key information resource for CAP's 2,291 Twitter followers and 2,901 Facebook followers. CAP also received 90,487 visits to its website and its online trainings were accessed over 6,000 times.

2019 CAP Joint Disability & Reasonable Accommodations Summit

On August 28, CAP held its Joint Disability & Reasonable Accommodations Summit in Alexandria, Virginia. This Summit was held to facilitate communication across agency lines within DoD and outside of DoD. Through learning, sharing, and collaborating attendees were able to discuss some of the common problems that are faced in the federal environment regarding disability accommodations. As we look to the future, it is important that CAP renews and strengthens its approach by collaborating with all DoD components and non-DoD federal partner agencies in order to increase inclusivity, diversity, and eliminate barriers for accessibility. CAP's 2019 Summit was a strong step in this direction.

As we look to the future, it is important that CAP renews and strengthens its approach by collaborating with federal agencies, organizations, and programs across the spectrum in order to increase inclusivity, diversity, and eliminate barriers for accessibility.



Brandon Kendrick and Mike Cushman provided an overview on CAP processes and services to participants of the Occupational Therapy Symposium at Joint Base Andrews in January.

“ Fabulous program and service! The adaptive equipment the CAP program provided has made doing my job easier and more comfortable. As a result, I know I am more productive and have more job satisfaction. Thank you! ”

E.R., USACE

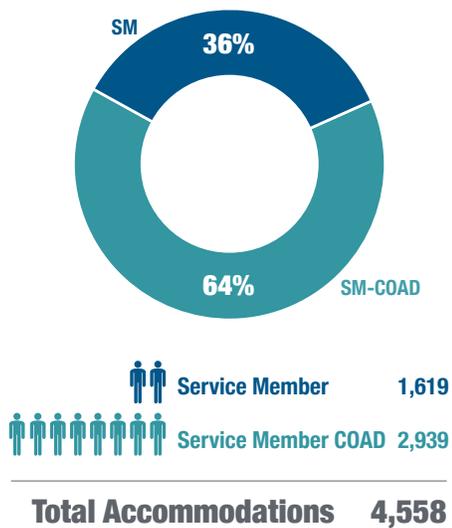
CAP's Initiatives

CAP supports multiple initiatives and employment programs that aim to further the goal of making the Federal Government the model employer of individuals with disabilities. The following initiatives provide support throughout the employment lifecycle, allowing agencies to recruit, hire, and retain employees with disabilities. This is achieved by increasing awareness and availability of AT options and accommodation services.

Service Member Initiative

The CAP Service Member Initiative has been a part of CAP's mission since 2004. CAP works with DoD agencies and Military Treatment Facilities (MTFs) to support wounded, ill, and injured Service members via accommodations, training, and needs assessments. This initiative supports active duty Service members who are transitioning out of the military, but also allows wounded,

Accommodations for Service Member and Service Member-COAD



ill, and injured Service members to continue on active duty status. During FY19, CAP provided a total of 353 needs assessments and 4,558 accommodations to Service members across the United States and at overseas installations.

Workforce Recruitment Program

The Workforce Recruitment Program (WRP) is an internship program which allows federal agencies to hire full-time college students and recent graduates with

disabilities for temporary or permanent appointments. This allows individuals with disabilities to obtain federal internships or permanent positions with federal agencies. In FY19, CAP was able to fill 60 requests for accommodations for WRP participants.

Additionally, CAP hired two WRP interns who did excellent work to further the CAP mission, including compiling accurate registers of American Sign Language interpreters.

Telework and Workers' Compensation

Through the Telework and Worker's Compensation Initiatives, CAP-provided accommodations that enable participants in these programs to return to work earlier than expected. CAP supports telework by providing accommodations to employees who telework as a form of reasonable accommodations. In FY19, CAP provided 1,022 Telework accommodations to persons in need.

CAP can also assist employees who have filed a Workers' Compensation claim, allowing employees to return to work faster. During this process, the CAP Assessment Team helps employees determine which solutions would enable them to return to work while allowing them to recover. During FY19, CAP was able to provide 187 Workers' Compensation accommodations.

Partner Accessibility & Communications

CAP's Partner Accessibility & Communications (PAC) Initiative was created to support both DoD and non-DoD federal partner agencies in adhering to Section 504 of the Rehabilitation Act, which prohibits discrimination based on disability in federally-funded and conducted programs. This includes employment programs, agency libraries, customer service centers, and federal employment and training centers. In FY19, CAP was able to provide 206 PAC accommodations.

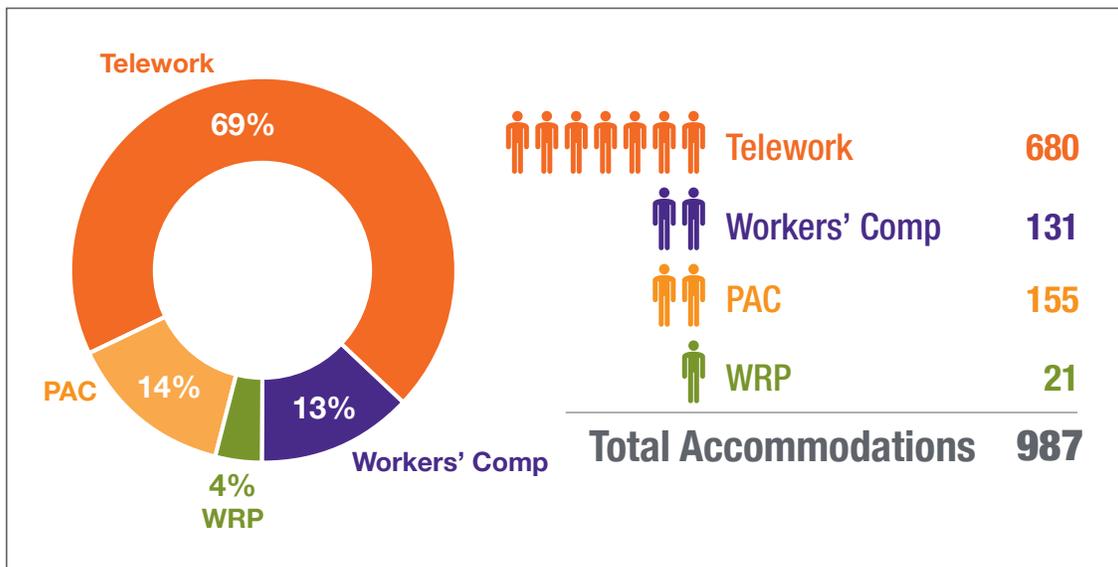
The Right Tools

CAP provides AT to increase access to DoD and non-DoD federal partner programs and services for individuals with disabilities.



The Defense Acquisition University was provided five copies of screen magnification and large print, color contrast keyboards to be used by students with low vision.

In order to determine how to best help DoD and non-DoD federal partner agencies make their spaces and services more accessible, CAP sought feedback from agencies that had utilized the PAC initiative. CAP provided the Defense Acquisition University (DAU) with five copies of screen magnification and large print, color contrast keyboards to be used by students with low vision. DAU reported that the accommodations were used extensively to assist DAU employees and students at multiple campus locations.



Accommodations Profile by CAP Initiatives (Excluding Service Members)



CAP not only empowers individuals to do the work for which they are qualified and passionate; it empowers others to see that individuals with disabilities are more than just their diagnoses.



“The process was easy; the staff was very responsive and worked hard to ensure I had everything needed to make my job performance better and less painful. Love it.”
T.B., USAMC

Strategies, Goals, and the Future

The 2019 CAP Joint Disability & Reasonable Accommodations Summit brought together a diverse collection of individuals from throughout the Federal Government to discuss common problems and goals. This collaborative approach to problem solving highlights the unique position that CAP fills. As a centrally funded program, CAP has a wide variety of customers and stakeholders. Through continuing to build on successes in FY19 as well as continued engagement and collaboration within both the DoD and Federal Government as a whole, CAP will work to make FY20 as successful as FY19. To make this happen, CAP has defined the following strategic and operational goals for both FY20 and beyond.

Enhance Customer and Stakeholder Capabilities

The Rehabilitation Act of 1973, As Amended (Rehab Act) mandates that the Federal Government shall be the model employer of individuals with disabilities. In support of this mandate, CAP will continue to provide reasonable and appropriate AT solutions as reasonable accommodations. Through a continued dedication to process improvement, CAP will continue to refine and adjust its needs assessment and procurement processes in order to ensure that it remains a best practice.

Optimize Outreach & Partnerships

CAP understands that every agency and component has a uniquely important mission that requires a uniquely qualified workforce. CAP will continue to

work with agencies and organizations to identify opportunities to positively impact their reasonable accommodations process. This effort will improve and increase access and communication for individuals with limitations and disabilities. By increasing awareness of CAP services, CAP will not only empower individuals to use the program's services, but will also grow the relationships and confidence between CAP and its partners.

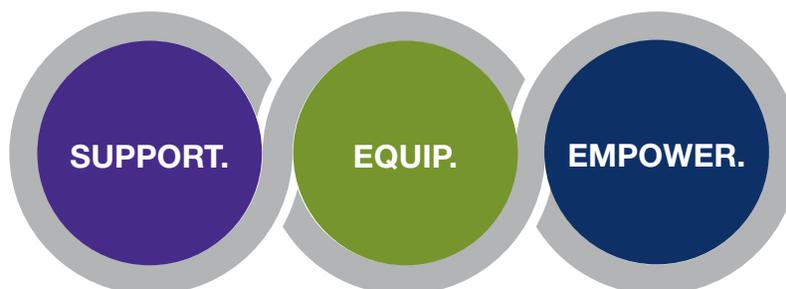
Improve Operational Performance

CAP was able to utilize multiple tools and strategies to procure AT efficiently in FY19. CAP will look to build on these accomplishments to improve service delivery while continuing to serve as responsible stewards of DoD funds.

Operate CAPTEC

Since its inception in 1995, CAPTEC has served as the showcase and hub for individuals who wish to have a direct interaction with AT solutions. Through the operation, maintenance, and enhancement of CAPTEC's capabilities, CAP will work to maximize the positive impact this center can have on the federal workforce.

Through the provision of AT, CAP enables the readiness and resiliency of the military and civilian workforce while providing the highest level of services. By building on the successes of FY19 while keeping an eye to the future, CAP will work to refine its services and processes, focusing on continuous process improvements aimed at making the DoD and Federal Government the model employer for all individuals regardless of their limitations.



Computer/Electronic Accommodations Program (CAP)

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