



**Computer/Electronic
Accommodations Program**

**2021
ANNUAL
STAKEHOLDERS
REPORT**

**Adapting to a New
Virtual World**

January 2022



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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 Department of Defense in accessing information and communication technology.

VISION

Empowered people accessing information and technology to positively impact work, rehabilitation, and customer experience throughout the Department of Defense.



Letter from the Director



Greetings, once again CAP has continued to endure during the COVID-19 pandemic, as well as adjust to America's recovery efforts, providing assistive technology (AT) and devices as reasonable accommodations. Today's world is rapidly changing, and CAP has evolved to meet new demands and challenges brought on by the pandemic. Our procedures of shipping equipment to homes and or telework locations and providing duplicative AT and devices to these locations supports job and mission accomplishment within the Department of Defense (DoD).

In Fiscal Year (FY) 2021, CAP along with other DoD programs and industries had to adjust to the unusual impacts involving the world's ongoing supply chain problems. Micro-chips and other manufactured equipment delayed timely procurement and distribution of AT and devices to our customers however we communicated with our customers about possible delays ensuring they understood the expectation of equipment delivery.

As many of you are aware on June 25th, 2021, President Biden signed Executive Order (EO) 14035: Diversity, Equity, Inclusion, and Accessibility in the Federal Workforce, establishing that the advancement of equity, civil rights, racial justice, and equal opportunity is the responsibility for the entire federal government. As the nation's largest employer, the federal government has the responsibility to be a model employer for workplace equality and accessibility in addition to strengthening its ability to recruit, hire, develop, promote, and retain skilled workers who may face barriers to equal employment and opportunities.

CAP's mission supports EO 14035, by providing AT and devices as reasonable accommodations to persons with disabilities and or limitations in DoD, to included service members, wounded, ill or injured. CAP was established to support DoD components, agencies and organizations by supplementing the reasonable accommodations process at no-cost to the employing agency or employee. Essential to CAP's values are the concept of adaptation and flexibility; when individuals with disabilities and or limitations experience difficulties in completing essential job functions, we use technology to adapt and consider various alternative solutions on a case-by-case basis to support the need and job requirements.

CAP works with component agency representatives and field activities across DoD to promote equal access, equity and inclusion for employees with disabilities, to include Service members wounded, ill or injured. CAP provides the tools needed to access information, technology and communications throughout the employment lifecycle. By providing these reasonable accommodations and needs assessments to determine the best possible solution, CAP ensures the DoD can support, equip and empower individuals with disabilities to come to work, stay at work, and return to work. These principles allow us to exploit the distributive use of AT and devices as reasonable accommodations, solidifying relationships we've built with DoD agencies and organizations — to ensure that our mission can be completed regardless of time or place, with equality, equity and inclusiveness, strengthening the DoD in the process.

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

Curtis D. Bell
Director
Computer/Electronic Accommodations Program

Introduction



The world and our work environments are evolving. CAP's commitment to ensuring customers get a high standard of care and customer service remains unchanged. With the Department of Defense (DoD) still operating largely on widespread telework, CAP customers continued to receive the AT devices and accommodations for both their office and telework locations. DoD employees and Service members who were unsure of what accommodations would be the most appropriate, continued to submit requests for needs assessments. Needs assessments continue to be performed both remotely and in-person by appointment at CAP's Technology & Evaluation Center (CAPTEC) located in the Pentagon. During this FY, the CAP team worked to improve our virtual request and documentation processes.

In this virtual environment, the need to maintain our partnership engagement and community involvement required CAP to increase our efforts. CAP established and maintained a presence on social media sites such as Facebook, Twitter, and Instagram to ensure that program information and answers to customer questions are only just a click away. Video teleconferencing tools such as Microsoft Teams allowed CAP to communicate virtually face-to-face and for CAP to host events like our CAPTEC Open House and Virtual Joint Disability Summit. By remaining adaptable and utilizing communication technology, it's easier than ever to meet people where they are!

CAP continued engaging with our agency points of contact, customers, and the public using a range of digital outreach methods including webinars, trainings, and social media.

837 Telework Accommodations Provided



“ Thanks to the remote and quick online process of the CAP program, I was able to receive my equipment directly at home. ”

Department of Defense customer

Needs Assessments



CAP works one-on-one with DoD employees and Service members to ensure the most appropriate accommodations are identified through the needs assessment process. During the assessment, CAP learns how the disability or limitation is impacting the individual's ability to perform essential job functions. The assessment allows CAP to recommend the most appropriate AT solutions for the individual, tailored specifically to their needs and job functions.

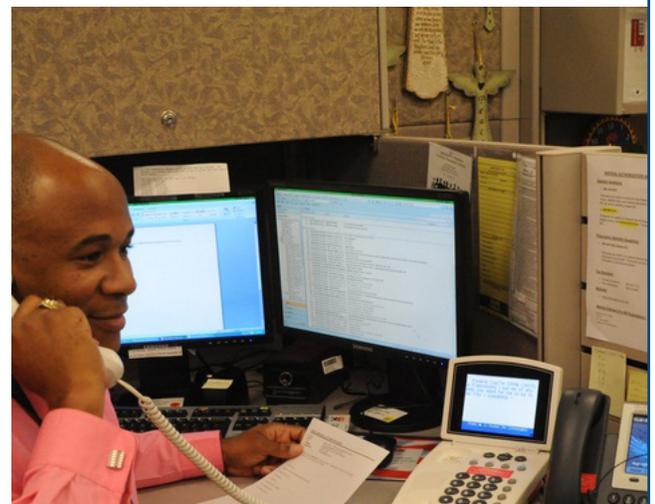
Throughout FY21, CAP provided a total of 478 needs assessments. Of those, 309 were conducted remotely via email, telephone, and through other virtual platforms by members of CAP's assessment team. 143 assessments were conducted remotely by CAPTEC staff, and 26 were conducted in-person at CAPTEC.

FY21 Needs Assessments

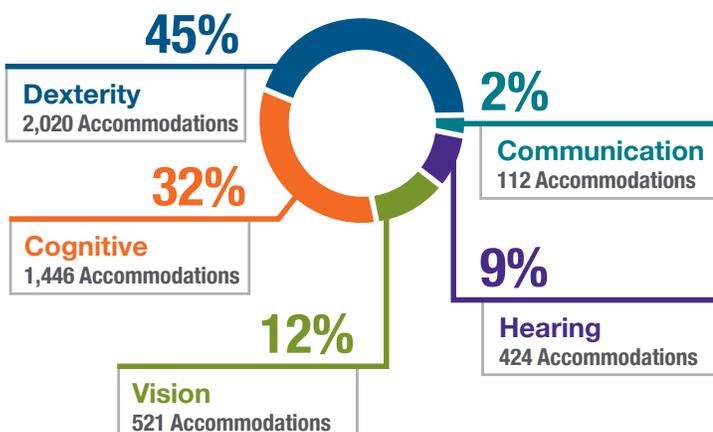
478 Needs Assessments Conducted
~\$478,000 DoD savings

CAPTEC Assessments

26 In Person Needs Assessments
143 Remote Needs Assessments



4,523 Total Accommodations by Disability



“Outstanding customer service. Staff was very supportive.”

Department of the Army customer



The CAPTEC facility was closed to customers during part of FY21 as a precaution against the spread of COVID-19. Even so, CAPTEC provided 169 needs assessments during the FY. CAPTEC is currently open on a reduced schedule and can provide needs assessments or product demonstrations by appointment only.

While in-person interactions were and remain limited, CAPTEC remains accessible by virtual means. In addition to answering customer questions about AT and providing needs assessments to customers, CAPTEC hosted a Virtual Open House event in April 2021. Over 250 participants joined in this virtual event, expanding their understanding of the CAP program and tools available for assessments and demonstrations at CAPTEC. The CAPTEC team highlighted items, including keyboards and pointing devices, magnification software, video phones, literacy software and sit to stand workstations. Hosting

this virtual event was an excellent way to demonstrate CAP's ability to react swiftly to global technology changes.

In addition to answering customer questions about AT and providing needs assessments to customers, CAPTEC hosted a Virtual Open House event that allowed attendees to participate via video teleconference.



By the Numbers



As a centrally funded DoD resource, CAP provides AT and devices as reasonable accommodations and services at no cost to the customer or their employing agency. CAP supports the DoD in complying with the Rehabilitation Act of 1973, as amended. CAP assists the DoD in accommodating persons with disabilities, retaining employees with limitations and Service members wounded, ill or injured.

In FY21, CAP had access to over 700 products and services through our current contract. CAP provided 1,677 customers with 4,523 accommodations which included needs assessments. Most of these accommodations were from the Cueing/Memory Aids category (1,079), with the most requested items being Livescribe Pulse Notebooks (4 Pack) (241) and Livescribe Symphony Smartpen (187). Of these accommodations, 394 were provided to Service members, 31 were provided to DoD civilian employees.

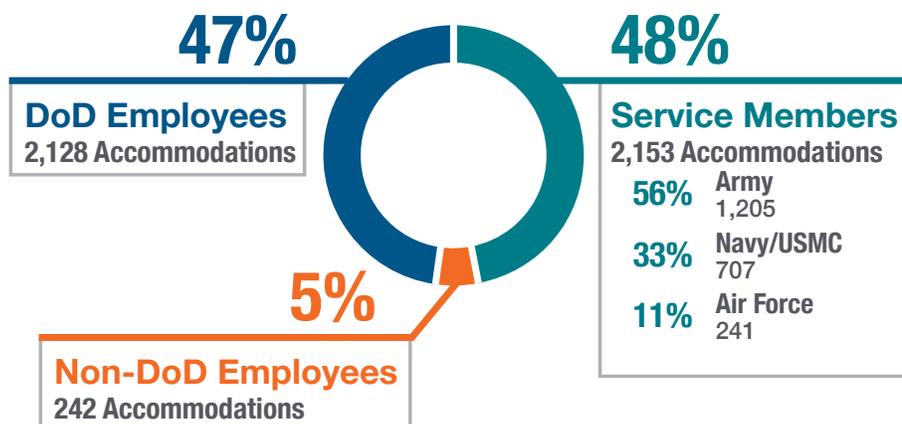
Customers Accommodated

992 civilian employees accommodated

685 service members accommodated

1,677 individuals accommodated

During this time, CAP added clear face masks to the list of available products. Masking requirements related to COVID-19 created very unique and significant challenges for the deaf and hard of hearing community. Individuals who have relied significantly on lip reading were no longer able to do so with the standard masks. CAP examined this challenge brought about by our 'new virtual world'. Research was conducted and CAP identified models of clear face masks that still provided the mandated respiratory protection and allowed individuals to see the lips of their communication partners. During FY21, CAP provided 1,130 clear masks to DoD employees and Service members.



4,523

Total Accommodations by Customer Group

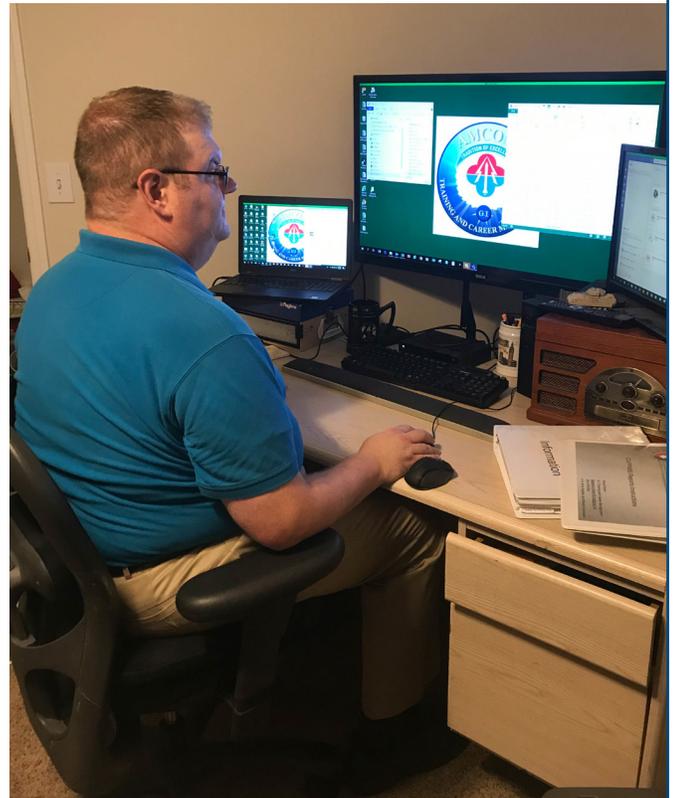
Acquisitions



In FY21 CAP continued to ship AT and devices to telework locations with the appropriate agency approval. CAP's continuation of this adjusted policy for teleworking customers ensured they were able to receive their accommodations without having to travel to their federal workplaces. Regardless of where employees are doing their work, it is critical to ensure that they are properly equipped to perform their essential job functions at maximum efficiency.

Another important part of the CAP mission is staying up to date on changes in technology. In FY21 CAP continued to provide upgrades for both software and hardware technology. The acquisitions team also makes sure our ability to meet customer requirements is as up to date as possible. When new technology becomes available to our customers or a commonly requested product is discontinued, the CAP team updates our product list. In FY21, our product list was updated 36 times.

During FY21, our acquisitions team made several improvements to their documentation process, including making accommodation tracking information easier to find. Now when customers call to ask about the status of their accommodations, any team member can answer their questions more efficiently.



“ They helped me identify helpful technologies that I didn't even know existed that have helped me work more comfortably and for longer periods around my disability.”

Department of the Air Force Customer



“ This Department has an open door to any qualified American who wants to serve. And that’s a matter of both national principle and national security. Diversity throughout the force is a source of strength, so we can’t afford to deprive ourselves of the talents and the voices of the full range of the nation that we defend.”

Secretary of Defense Lloyd J. Austin III

Outreach and Engagement



Based on limited travel and in person interactions which are still restricted due to the ongoing COVID-19 pandemic, CAP continued to focus on virtual engagement opportunities. By conducting virtual presentations and attending meetings and events via teleconference, CAP maintained its presence at events throughout the DoD. In FY21, CAP participated in 46 events with roughly 2,100 attendees. This included participation in 21 National Disability Employment Awareness Month (NDEAM) events.

CAP also hosted the Virtual Joint Disability and Reasonable Accommodation Summit “Adapting to a New Virtual World” in FY21. This Virtual Summit allowed the 260 attendees and speakers to reflect on how COVID-19 impacted individuals with disabilities in the federal government, the “virtual” levels of support that were developed in response to the pandemic, and what the future might hold in adjusting to this new normal. The Summit provided a venue for the discussion of common challenges and the sharing of effective solutions. This type of engagement and collaboration is critical to ensuring that the DoD continually and successfully adapts to fostering work and relationships in the virtual world.

Virtual Travel Reach

46 events attended

~2,100 attendees reached



“The staff was always professional. I am very satisfied with the equipment I requested and received.”

Navy Installations Command Customer

CAP's Support Initiatives



In order to help support our goal of ensuring that the DoD is the model employer of individuals with disabilities, CAP maintains employment initiatives aimed at supporting agencies in hiring and retaining skilled workers with disabilities and Service members wounded, ill or injured.

Under our Service Member initiative, CAP works with personnel at Warrior Transition Units (WTU) and Military Treatment Facilities (MTF) to introduce AT during the recovery process. This not only allows Service members to be better equipped to transition back to active duty status, but also supports Service members who intend to begin the process of medically separating from military service. Whether these separating Service members plan to continue their education or join the civilian workforce, CAP remains ready to support. In FY21, CAP conducted 106 needs assessments and provided 2,153 accommodations to recovering Service members under this initiative. In addition to providing assistance to recovering Service members, CAP continues to support Service members with limitations who remain on active duty (COAD).

CAP assists DoD agencies in hiring workers with disabilities by supporting the Workforce Recruitment Program (WRP), a program that aims to match college students and recent

CAP Service Member Initiative

2,153 Accommodations

685 Service Members

106 Needs Assessments Provided

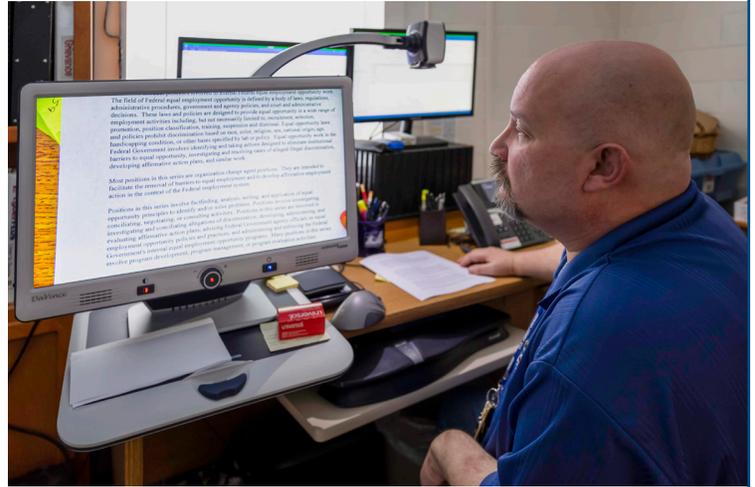


2,153 Total Accommodations for Service Member and Service Member-COAD

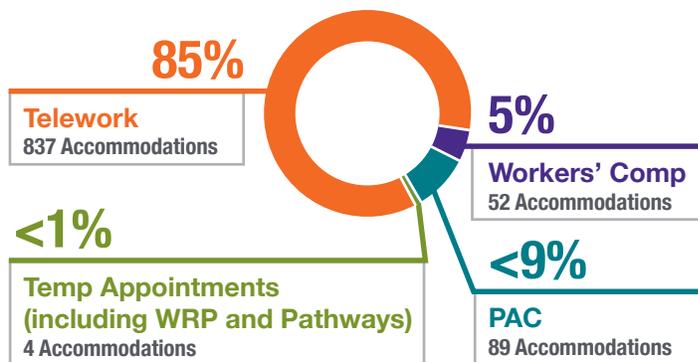


graduates with disabilities, to include veterans, to federal job opportunities. This program allows students to apply for temporary or permanent internships within federal agencies. Agencies may decide to offer the WRP participant a full time position.

This FY, CAP provided three accommodations to WRP participants. This number is lower than usual due to the continuing impacts of COVID-19, such as office closures and other social distancing measures. In-processing, orientation and work were performed remotely via teleconference. Additionally, many students hired had non-targeted disabilities and did not require CAP-provided accommodations to complete essential job tasks. Across the DoD, 76 interns participated in the FY21 WRP program. Two interns worked with CAP. The interns supporting CAP worked hard to assist the program in carrying out essential tasks, including updating all of CAP’s standard operating procedures.



The Partner Accessibility & Communications (PAC) initiative supports DoD agencies to ensure that their federally funded and operated programs and locations are accessible to all internal employees and to the public when a part of the agency’s mission. This includes but is not limited to customer service centers, employment programs, agency libraries, and training centers. In FY21, CAP provided 89 accommodations using the PAC initiative.



982

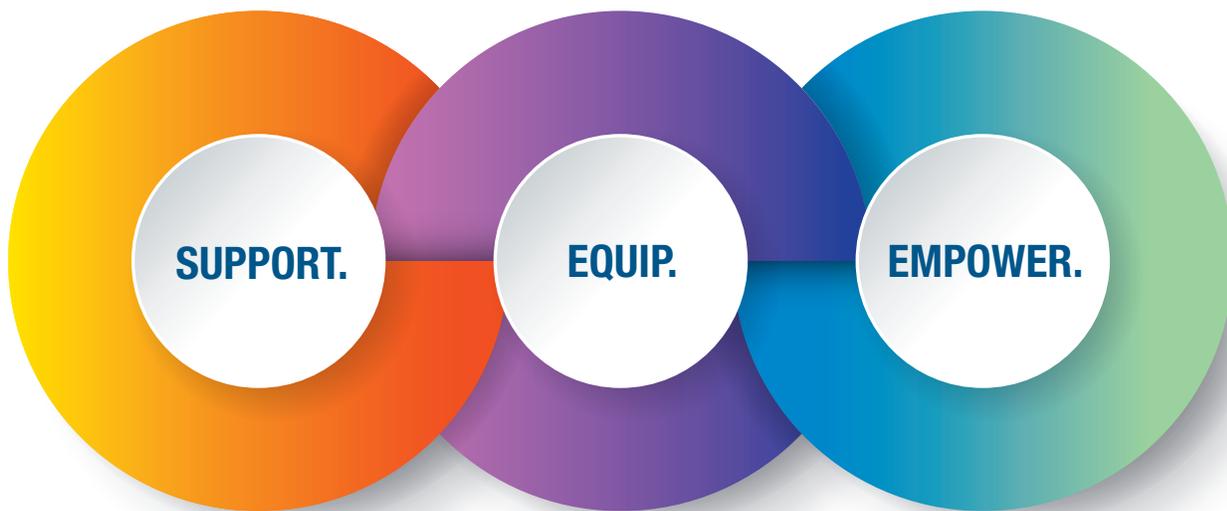
Total Accommodations by CAP Initiative* (Excluding Service Members)

*Individual CAP requests may fall under multiple initiative categories depending on each customers’ specific circumstances. This may result in some numerical overlap across categories in this chart.

Commitment and Goals



Our mission is to provide the assistive technology and accommodations to support individuals with disabilities and wounded, ill and injured Service members throughout the Department of Defense in accessing information and communication technology.



CAP's commitment to customers and stakeholders:

- Improve customer service and stakeholder relationships
- Optimize outreach, engagement and sustain agency partnerships
- Improve operational performance



Computer/Electronic
Accommodations
Program

Computer/Electronic Accommodations Program (CAP)

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