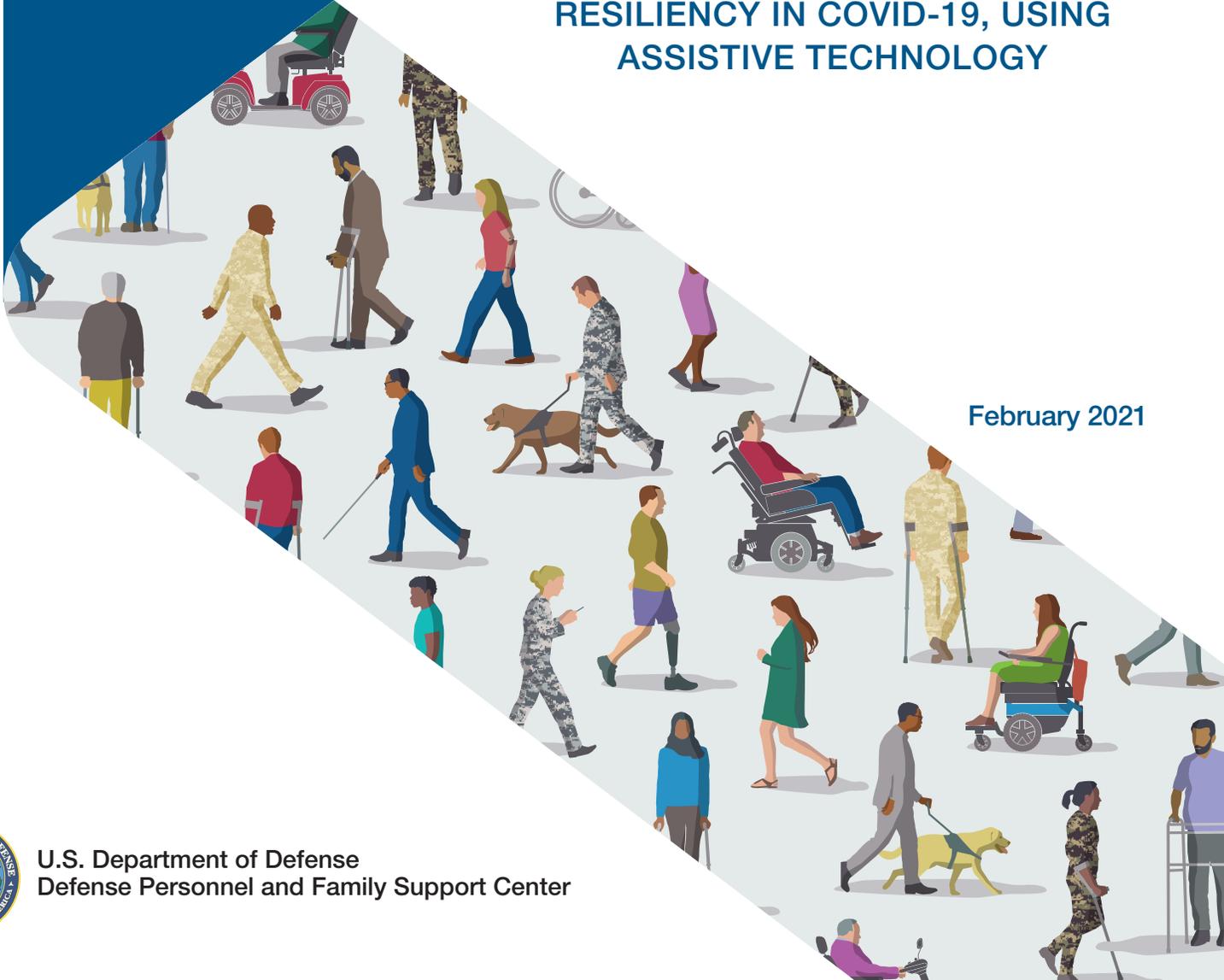




# 2020

Computer/Electronic Accommodations Program  
**ANNUAL STAKEHOLDERS REPORT**  
**RESILIENCY IN COVID-19, USING**  
**ASSISTIVE TECHNOLOGY**

February 2021



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



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## MISSION

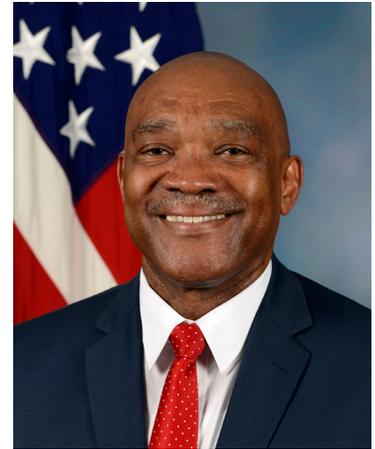
Provide assistive technology and accommodations to support individuals with disabilities and wounded, ill and injured Service members throughout the Department of Defense in accessing information and communication technology.

## 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, this year, due to the Coronavirus disease or COVID-19 pandemic, the Computer/Electronic Accommodations Program's (CAP) resiliency was challenged. In March 2020, the Office of Personnel Management (OPM) authorized maximum telework across the federal government to lessen the spread of COVID-19. The CAP team immediately sprang into action, adjusting our abilities and policies to support personnel with disabilities and limitations in the maximum, mandatory telework. Specifically, by: (a) shipping assistive technology (AT)/reasonable accommodations (RA) to telework locations and home addresses; (b) extending times for medical documentation receipt to 20 plus days; and (c) providing duplicate AT/RA to mirror in-office equipment on a case-by-case basis.



Changes to our operational policy and responses to COVID-19 ensured that eligible Department of Defense (DoD) federal civilians and Service members with disabilities received the appropriate assistance to accommodate their limitations in a telework situation. CAP rose to meet this challenge. I am proud of my team's quick thinking and immediate actions. The modified work environment affected nearly all federal employees, DoD civilians and Service members, especially those employees with disabilities and/or limitations.

CAP continues to be nimble adjusting to this “new norm” by significantly increasing our virtual outreach and awareness strategies. Our focus will center on providing exceptional customer service and providing timely AT to customers and stakeholders. Increasing awareness of the CAP program gains new customers and stakeholders allowing us to provide AT at no cost to agencies and employees. We are involved in virtual assessments, and responded to numerous requests for CAP informational briefings using Zoom, Microsoft Teams and Adobe Acrobat. We recently collaborated with Defense Media Agency, to reach customers around the world using the American Forces Network public service announcements.

CAP will continue to do its part to ensure assistive technology accommodations are provided and are available to personnel with disabilities and limitations to mitigate the effects of this pandemic. We will not hesitate to modify our policies or procedures to ensure we meet customer's needs. CAP, with the direct support of our DoD senior leadership, will adapt and remain innovative to support the efforts of the Department to be a model employer for persons with disabilities and limitations.

I am, honored to work with the CAP team, our customers, stakeholders and senior leaders that help sustain this vital program. We look forward to working with all of you, improving where we can, to ensure assistive technology and accommodations for information technology and networks continue to be readily accessible to persons with disabilities and limitations no matter their locations or mission.

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

Curtis D. Bell

Director

Computer/Electronic Accommodations Program



# Section 1: New Challenges and New Solutions

In FY20, like all agencies and organizations, CAP was and remains affected by the COVID-19 pandemic. With the shift to mass telework, the need for assistive technology (AT) changed as individuals learned they needed AT for their homes too. Throughout FY20, CAP's team, while in a new full telework status as well, provided 1,764 individuals with the tools needed to work efficiently, regardless of their work location. FY20 also presented CAP with opportunities to leverage new solutions and creatively adapt to the uncertain terrain due to the Pandemic.

CAP worked to adapt and adjust to this new reality at every level. The Acquisitions team worked to ship items to individuals' telework locations through an environment where shipping and delivery timeframes became hard to predict.

The Assessment team worked to provide remote needs assessments so that individuals could be sure they requested the right products needed whether stationed at home or abroad. The Outreach team worked to create a virtual CAP awareness and informational education campaign. CAP uses tools like Facebook Live and Microsoft Teams to engage and provide information to CAP's customers, partners, and all interested parties from a virtual environment.



## COVID-19

Many agencies saw sudden changes in how their employees worked over the course of the year and CAP was no different. Since early March 2020, CAP's team has adapted to this new environment. In order to provide an optimal level of customer service throughout this period, CAP adjusted its telework policies. Individuals who received accommodations at their office could request and likely receive duplicate tools for use in the telework location. CAP also began shipping accommodations to residential addresses with appropriate point of contact (POC) approval. Previously, CAP could ship accommodations to a civilian's agency delivery address only. This policy change reduced delivery times of AT to individuals in need of accommodations when access to many federal buildings was completely unavailable. In FY20, CAP provided 1,222 accommodations to individuals in new telework environments.

### 1,222 Telework Accommodations Provided



**“ This is a great program. Thank you for allowing a second issue for telework as a response to the COVID pandemic. It has made a significant difference in my telework environment. ”**

**Headquarters, U.S. Department of the Army (HQDA) CAP customer**

**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.**



## Acquisitions

Despite the pandemic impacts creating slow and hard to predict delivery time-frames, items on backorder and increased demand for specific products, CAP remained efficient in procuring and administering the delivery of thousands of accommodations. In FY20, CAP provided requested items to individuals within 21 days (on average)

from the day the request was received to its order date, compared to 42 days for the same process in FY19. With the majority of government employees on telework status, it was important that CAP provide the most up-to-date and timely technology to meet customers needed requirements. To keep up with the advances in technology, our blanket-purchase agreement (BPA) has been continually updated throughout the year to ensure the most appropriate products are readily available for procurement. CAP's BPA was updated 44 times through FY20 to keep up with the ever-changing demand.

The pandemic highlighted the importance of AT to create accessible workstations whether at home or in the office. As the world recovers from this pandemic, it is important to remember that no matter an employee's location – whether it be in the office or from a telework location – they need to be equipped with the right tools to perform their duties.

### Average Time From Request Received to Ordered

42 days FY19

21 days FY20

### Average Time From Request Approved to Ordered

34 days FY19

8 days FY20



**“ I appreciate the flexibility to have the items I requested for long-term telework (COVID-19) to be delivered to my home, saving weeks of delay for me. ”**

**Defense Counterintelligence and Security Agency (DCSA) CAP customer**



## Needs Assessments

CAP's Pentagon Technology and Evaluation Center (CAPTEC) was closed during half of FY20. CAP remained vigilant as a resource and assessment center through telephonic and virtual assessments. CAP conducted 613 needs assessments, 206 were done in person at CAPTEC and 67 were done remotely by CAPTEC staff. CAP's ability to be both an expert source for accommodation and assessment information has contributed to our successes.

Additionally, CAP helped identify assistive technology accommodations for 449 civilian employees and 164 Service members via needs assessments.

CAP works directly with the customer and the agency's reasonable accommodations program manager to identify a solution in an efficient and timely manner, saving federal funds and preventing or shortening the duration of work stoppages and interruptions.

### FY20 Needs Assessments

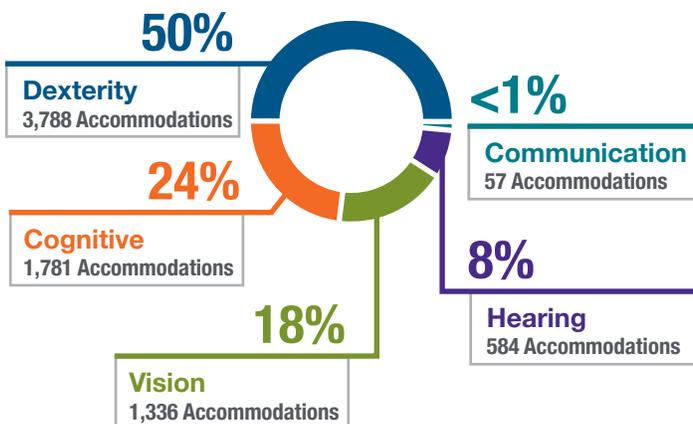
**613** Needs Assessments Conducted  
**\$613,000** DoD savings

### CAPTEC Assessments

**206** In Person Needs Assessments  
**67** Remote Needs Assessments



**7,546** Total Accommodations by Disability



*“The equipment enables me to function better and more comfortably when working on tasks and projects. It has made my 'outlook' so much clearer...pun intended. Thank you so very much.”*

**Air Force Audit Agency (AFAA) employee**



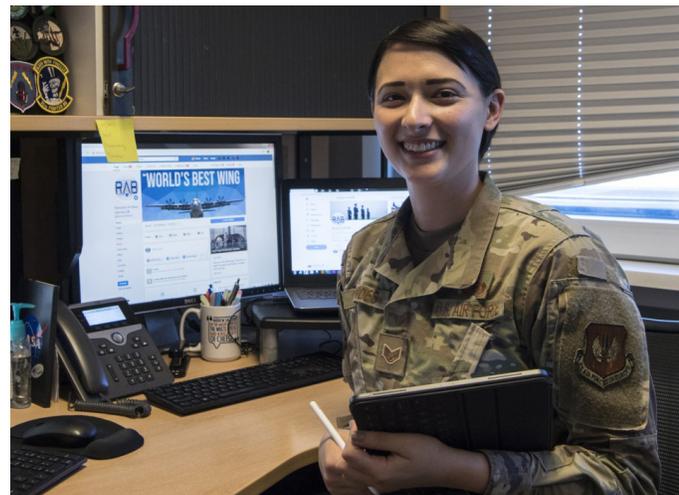
## Accommodations

In FY20, CAP provided 7,546 accommodations to 2,714 individuals, with most accommodations coming from the Cueing/MemoryAids (1,238) and Alternative Keyboard (929) categories. The most commonly provided accommodations were Livescribe Pulse Notebooks - 4 Pack (464), Livescribe 2GB Echo Smartpen (324), Andrea NC-181 V/M USB Headset (324), and Custom AIR Back Support (233). Of the accommodations provided 1,012 were provided to DoD civilian employees, 908 to Non-DoD employees of CAP partner agencies, and 794 to Service members.

As a funded DoD resource, CAP provides these assistive technology and reasonable accommodations at no cost to the employing component, field activity or the individual employee. In doing so, CAP supports the DoD in remaining compliant with the Rehabilitation Act of 1973, as amended. This enables DoD to hire, sustain, and maintain skilled employees and Service members with limitations or disabilities. Even with FY20 being unique, CAP's resiliency continued, providing critical technology to federal employees and wounded, ill, and injured Service members.

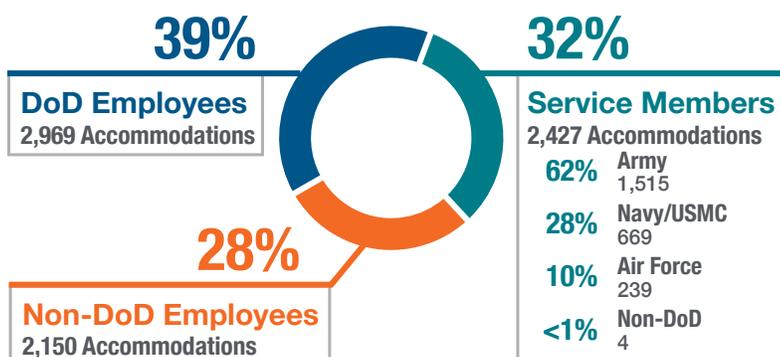
### The Department of Defense

**1,012** civilian employees accommodated  
**794** service members accommodated  
**1,806** individuals accommodated



**Through FY20, CAP's team, while in a new full telework status as well, was able to provide 1,688 individuals the tools needed to work efficiently, regardless of location.**

**7,546** Total Accommodations by Customer Group

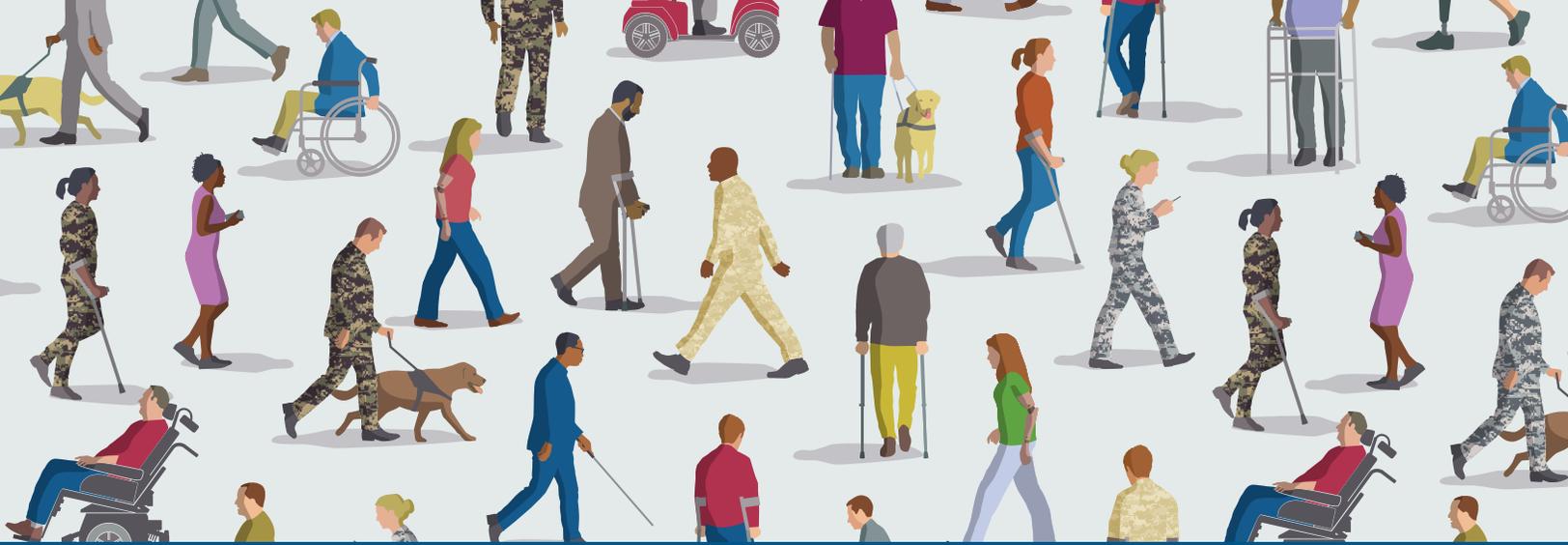




## Success Story: Why We Do What We Do...

**“ In 2002, a Medical Board told me I was 'no longer fit to wear the uniform.' Their poor choice of words, not mine. While recovering from my second surgery, I decided I wasn't going to sit around at 31 years old. I finished a masters degree while recovering and learning to walk again and start looking for a way to get back in the fight as a civilian through the Veterans Administration Vocational Rehabilitation program. I was hired back into the fight in 2004 by the Air Force. In 2008, I was given what I call a lifetime achievement award, #1 of 600+ Program Managers (Civilian of the Year) in the Aeronautical Systems Center (ASC) for my contributions as the MQ-9 Production PM. I switched over to the Army in 2016. CAP has been an integral part of my being able to stay in the fight since 2005. I am grateful and indebted to the CAP and the fine folks who make it work so very well for folks like me. That Medical Board got it wrong when they tried to dismiss me from the fight or maybe they just lit the fire that pushed me to prove them wrong. CAP gets it right every time they issue a piece of support equipment. They understand that as long as folks like me have the simple tools needed, we are still in the fight and can still make a difference. Hope you all are around for a long, long time. I'm finally within 30 years of Federal Service and won't hang around much longer. I will continue to lean on you all to help me stay in the fight until I decide to 'pull chocks' for my last sortie. God Bless each and every one of you. ”**

**U.S. Army Materiel Command (AMC) employee, CAP customer**



## Section 2: Looking to the Future

Even in the midst of a global pandemic, CAP's outreach efforts remained a priority. With travel and in-person meeting opportunities restricted, CAP implemented a virtual travel plan as a way to continue to fulfill outreach requirements.

This included coordinating virtual briefings, presentations, and needs assessments, both by teleconference and via email. Outreach efforts were primarily directed toward CONUS locations that seemed to be underutilizing CAP. These locations were measured and identified by comparing the number of federal employees in a region with its corresponding number of CAP requests. By providing these briefings, trainings, and assessments, CAP worked to ensure that employees and Service members in these locations would be able to use CAP as the resource that it exists to be.

Using this virtual travel plan, CAP attended 57 events that had 1,606 attendees. With future in-person travel still restricted, CAP plans to

continue using this strategy throughout FY21. Even when physical travel becomes an option again, CAP will continue to engage virtually with our customers and stakeholders, both to raise awareness of CAP's services, and to provide an optimal level of customer service.

CAP also 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. One highlight of these methods included a webinar providing tips on the tools CAP can provide to help accommodate individuals experiencing cognitive conditions such as anxiety and attention-deficit/hyperactivity disorder (ADHD), especially with COVID-19 disrupting many standard routines. While some CAP customers may find the additional stress and new telework environment difficult to manage, this webinar worked to aid in easing this transition by serving as a resource for tools and support.

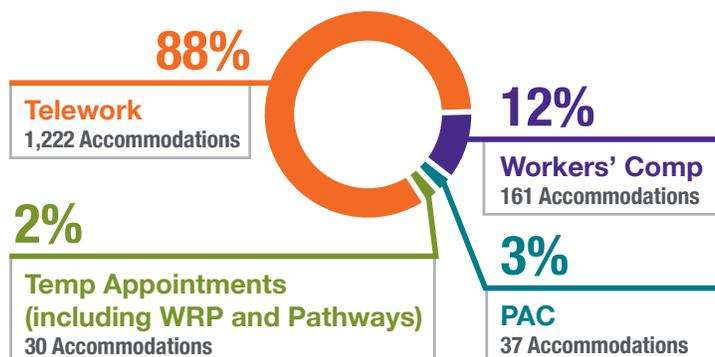


## CAP's Initiatives

To further CAP's mission of supporting the placement and retention of individuals with disabilities in the DoD, CAP has refined its implementation of a number of its employment initiatives. These initiatives support the employment lifecycle, helping individuals with disabilities and Service members with injuries come to work, stay at work, and return to work.

The CAP Service Member Initiative, established in 2004, works closely with Service members and Military Treatment Facilities (MTFs) to provide additional support for wounded, ill, and injured Service members. This initiative supports both Service members continuing on active duty (COAD) and those who plan to transition to civilian employment in obtaining needs assessments, accommodations, and training. CAP works with the Service member and their care team to introduce AT during the recovery process to help the Service

**1,390** Total Accommodations by CAP Initiative\*  
(Excluding Service Members)



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

### Virtual Travel Reach

**57** events attended

**1,606** attendees reached



*“I would be unable to work at my current level without the aide of the CAP items you have provided. My job is very intense and I spend every moment of my day (and most lunches) manipulating my keyboard or mouse. I am truly grateful.”*

**United States Marine Corps (USMC)**  
CAP customer



member return to active duty or smoothly transition to the civilian work force. In FY20, CAP provided 2,427 accommodations to 794 Service members under this initiative.

CAP is also able to assist employees who have filed a Workers' compensation claim, empowering these customers to return to work faster without compromising their recovery. The CAP assessment team works with these employees to determine which solutions may help them complete their essential job tasks without causing further injury, providing AT options in a time-efficient manner. During FY20, CAP assisted 26 individuals in completing their workers compensation requests.

CAP's Partner Accessibility & Communications (PAC) Initiative supports DoD agencies in adhering to Section 504 of the Rehabilitation Act, which prohibits discrimination based on disability in federally funded

**CAP Service Member Initiative**  
**2,427 Accommodations**  
**794 Service Members**  
**164 Needs Assessments Provided**

and conducted programs. This includes employment programs, agency libraries, customer service centers, and federal employment and training centers. In FY20, CAP provided 37 PAC accommodations.

The Workforce Recruitment Program (WRP) is an internship program that works with federal agencies in hiring full-time college students and recent graduates with disabilities. These appointments can be temporary or permanent and can provide a pathway for individuals with disabilities to gain full-time positions with a federal agency. In FY20, CAP was able to provide nine accommodations for WRP interns.

Moving forward, CAP will continue to support WRP interns for DoD agencies alongside our core base of DoD civilian employees with disabilities and wounded, ill, and injured Service members.

**2,427 Total Accommodations for Service Member and Service Member-COAD**



**Even in the midst of a global pandemic, CAP's outreach efforts remained a priority.**

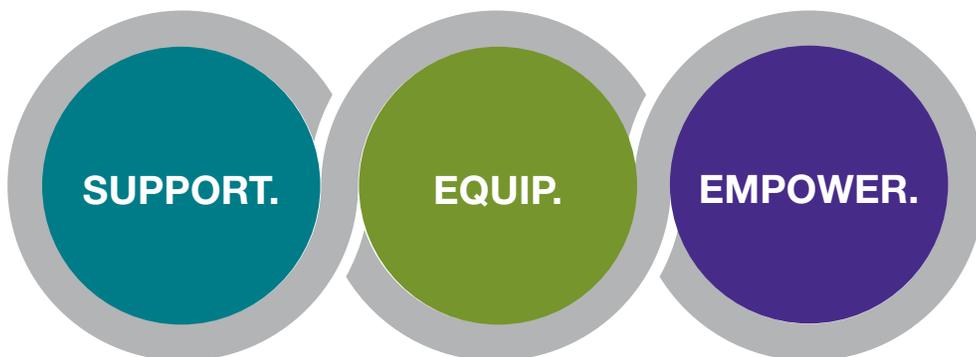


## In Closing

FY21 will mark a new change in CAP's policy to no longer provide assistive technology equipment or tools to the 70 non-DoD federal partner agencies. However, CAP will continue to support these non-DoD agencies by providing needs assessments and expert advice to aid in assessing AT solutions for procurement and as a resource for how to obtain specific AT equipment for their employee's needs. CAP has built upon the long historical experience and knowledge gained serving our federal partners as a centrally funded program, and will continue to use this experience to better the program.

CAP enters FY21 with a renewed focus on DoD civilian employees and Service members, CAP

will seek to build on the lessons learned from FY20 while adjusting to a new normal or new future. CAP remains an expert resource for AT and accommodation information to all federal agencies. CAP has gained a great deal of knowledge in the assistive technology arena and reasonable accommodations world that we will gladly share across the federal government. Barring any additional unforeseen worldly anomalies, you can be certain that CAP will continue to provide AT and as a reasonable accommodation to all of DoD to support the strategic and tactical missions, no matter the location.



**CAP enters FY21 with a renewed focus on its original customer base of DoD civilian employees and Service members while continuing to serve as a resource of knowledge and expertise for other federal agencies.**



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**February 2021**



**Computer/Electronic  
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