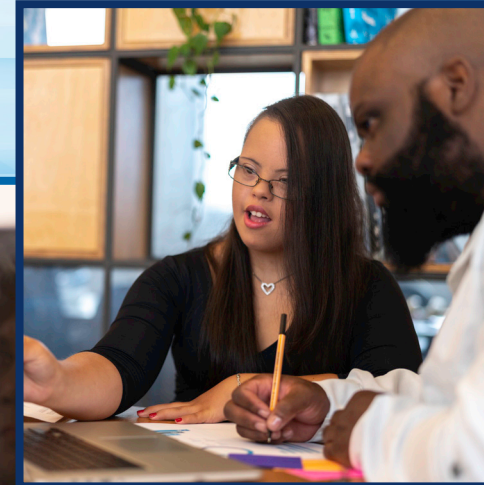




2023 Annual Stakeholders Report

# Taking Care of Our People

Computer/Electronic Accommodations Program (CAP)



U.S. Department of Defense  
Defense Support Service Center (DSSC)

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**MISSION**

Providing assistive technology (AT) and devices as reasonable accommodations (RA) to support individuals with disabilities and wounded, ill and injured Service members throughout the Department of Defense in accessing information and communication technology.

**VISION**

Empowering all people with disabilities throughout the Department of Defense to obtain equity, inclusion and accessibility to information and communication technology, positively impacting mission.



## Theme: “Taking Care of Our People”

The Rehabilitation Act of 1973, as amended, requires federal agencies to provide reasonable accommodations to applicants and employees with disabilities and to ensure equal access to employment opportunities, activities, events, and information. As technology has advanced, employment opportunities for qualified individuals with disabilities have increased.

Recognizing that the cost of technology often remained a barrier to employment, the Department of Defense (DoD) established the Computer/Electronic Accommodations Program (CAP) in 1990.

The CAP mission is to provide assistive technology (AT) and devices as reasonable accommodations (RA) to support individuals with disabilities and wounded, ill and injured Service Members throughout the Department of Defense in accessing information and communication technology.

The CAP vision is to empower all people with disabilities throughout the Department of Defense to obtain equity, inclusion and accessibility to information and communication technology, positively impacting the mission.

The CAP Mission supports the Department of Defense (DoD) affirmative strategies and programs to ensure DoD remains a model employer of individuals with disabilities. CAP supports, equips, and empowers individuals with disabilities throughout DoD to obtain equity, inclusion, and accessibility to information and communication technology.



*CAP staff showcasing assistive technology and giving a demonstration at Eglin Air Force Base.*

CAP provides assistive technology (AT) and employment support services to the Total Force, both DoD civilian employees and Service Members with disabilities. CAP conducts Workplace Disability Needs Assessments throughout the Federal workforce and partners with Federal agencies to attain disability workplace expertise and to identify model disability employment practices for implementation DoD-wide.

In FY 2023, CAP established program priorities. Through those priorities CAP proactively partnered with DoD Military Departments and Components to advance access, equity, and employment opportunities for individuals with disabilities and support wounded, ill and injured Service Members carry out the mission.



## Establishment of CAP Priorities

### Laws, Regulations, and Executive Orders

Laws, regulations, and executive orders shape the CAP mission and vision and guide CAP's priorities. These include the Rehabilitation Act of 1973, Department of Defense Instructions (DoDIs), and Executive Order 14035.

### Rehabilitation Act of 1973

The Rehabilitation Act of 1973 mandates that the benefits and privileges of employment must be made accessible. Accessibility to benefits and privileges may include training, services, and social functions sponsored by the agency. The Rehabilitation Act is expansive and covers all functions and activities undertaken by federal agencies.

Section 501 prohibits federal employment discrimination against individuals with disabilities and mandates affirmative actions and proactive steps taken to ensure Federal employment opportunities.

Section 504 prohibits discrimination in federally funded programs, activities, or services.

Section 508 established standards to ensure federal information communication technology is accessible and usable by both employees and the public.

### Department of Defense Instructions

There are two Department of Defense Instructions, or DoDIs, relative to CAP:

DoDI 1000.31 "Computer/Electronic Accommodations Program" was published on October 28, 2018. This issuance establishes policy, assigns responsibilities, and prescribes procedures for developing and implementing the CAP program. These procedures outline CAP's responsibility to manage and coordinate centralized AT, AT devices, and AT services; procure and provide AT, AT devices, and AT services to DoD employees and Service Members; provide training; and manage CAP's Technology & Evaluation Center (CAPTEC).

DoDI 6025.22 "Assistive Technology (AT) for Wounded, Ill, and Injured Service Members" was re-issued in January 2015. This issuance establishes policy and assigns responsibilities between CAP, Military Treatment Facilities (MTFs), Warrior Transition Units (WTUs), and Wounded Warrior Programs. It provides specific



Staff from CAP and the Workplace Recruitment Program (WRP) at CAP's booth for the M-Enabling Summit

guidance to military treatment facilities (MTFs) and wounded warrior programs to improve the delivery and quality of rehabilitative services to wounded, ill, and injured active-duty Service Members, to include National Guard and Reserve Service Members when serving on full-time active duty under Title 10. It also defines individuals and DoD Components that are eligible to receive AT and employment support services that CAP provides at no cost to the individual or organization.

A reissue of DoDI 1000.31 is in progress and will combine these two existing CAP DoDIs.

## Executive Orders

Executive Order 14035, titled “Diversity, Equity, Inclusion, and Accessibility in the Federal Workforce,” establishes that it is the policy of the Biden Administration to cultivate a workforce that draws from the full diversity of the Nation. As the Nation’s largest employer, the Federal Government must be a model for diversity, equity, inclusion, and accessibility, where all employees are treated with dignity and respect.

Section 2, Part A of EO 14035 defines “accessibility” as the design, construction, development, and maintenance of facilities, information and communication technology, programs, and services so that all people, including people with disabilities, can fully and independently use them. Accessibility includes the provision of accommodations and modifications to ensure equal access to employment and participation in activities for people with disabilities, the reduction or elimination of physical and attitudinal barriers to equitable opportunities, a commitment to ensuring that people with disabilities can independently access every outward-facing and

internal activity or electronic space, and the pursuit of best practices such as universal design.



*U.S. Government Accountability Office (GAO) auditors visiting with the CAP director and CAP staff at CAPTEC.*



## FY 2023 CAP Program Priorities

Through our program priorities, CAP supports the compliance of federal disability laws, rules, and regulations.

In January 2023, CAP identified the following priorities for advancement of the CAP mission to ensure equal access to AT and employment support services for DoD employees and Service Members with disabilities:

- DoD Employees with Disabilities (DoD EMP)
- DoD Wounded Service Members (WSM) and Wounded Service Members Continuing on Active Duty (WSM-COAD)
- DoD Internship Programs Advancing Disability Employment Opportunity
- DoD Military Treatment Facilities (MTF)
- DoD Section 501 Advancing Employment Support Services (ESS)
- DoD Section 501 Advancing Disability Reasonable Accommodation and Program Management (DPM/RA)
- DoD Section 504 Advancing Program Accessibility and Communication (PAC)
- DoD Section 508 and Digital Accessibility Advancing Accessible Information Technology (Digital Accessibility 508)
- DoD Diversity, Equity, Inclusion, and Accessibility Advancing Executive Orders and Disabled Veterans Affirmative Action Program (DEIA)
- DoD Prevention of Disabling Conditions (Prevention)



## Priority Highlight: DoD Employees with Disabilities (DoD EMP) and DoD Wounded Service Members (WSM) and Wounded Service Members Continuing on Active Duty (WSM-COAD)

Focus on DoD employees: Proactively ensure DoD civilian employees with disabilities received AT and employment support services. CAP experts will conduct Workplace Disability Needs Assessments to ensure individuals receive support for accommodations. Proactively built stakeholder partnerships and anticipate emerging workplace needs to provide AT and employment support services.

Focus on Service Members: Proactively ensure Wounded Service Members and Wounded Service Members Continuing on Active Duty utilized CAP as a resource for Workplace Disability Needs Assessments, AT, and employment support services. Proactively establish partnerships and identify emerging needs.

In FY 2023, CAP re-established relationships with approximately 16,000 customers. Through analyzing the AT and employment support services received by each DoD employee and Service Member in the past, CAP tailored each customer contact with recommendations for new AT, software upgrades, and/or options for employment support services specific to that employee's needs.

To accomplish this priority goal of contacting 100% of existing customers, CAP took the following actions:

1. CAP first located each existing customer using the Global Address List (GAL) to ensure that they are still existing employees or Service Members and updated contact information to reflect address and telephone numbers.
2. Once this list was complete, CAP conducted e-mail and telephone contacts with the approximately 16,000 existing CAP customers to recommend new and upgraded AT hardware and software devices and conducted workplace disability needs assessments for individuals when needed to help identify the most appropriate AT devices or employment support services.
3. CAP worked to add all existing CAP customer profiles into the new CAP database to streamline the process for future request submissions.

These actions resulted in 8,936 total accommodations processed in FY 2023.



*Service Member checking out CAP's booth at the Fort Belvoir Career Fair.*





## Priority Highlight: DoD Internship Programs Advancing Disability Employment Opportunity (Internships)

DoD Internship Programs Advancing Disability Employment Opportunity. Proactively ensure DoD civilian interns with disabilities receive AT and employment support services. CAP experts will proactively conduct Workplace Disability Needs Assessments to ensure interns receive support for accommodations before starting their internship. CAP provides priority services to Workforce Recruitment Program (WRP), Pathways, and other DoD internship program participants to ensure they are empowered on the first day of work. Proactively establish partnerships with the WRP Team to advance DoD employment goals for individuals with disabilities.

In FY 2023, CAP provided few accommodations to individuals participating in DoD internship programs. This number is lower than expected, resulting in increased focus, outreach, and engagement activities in this priority area in FY 2024.



*CAP Staff demonstrating AT available to individuals with disabilities.*



## Priority Highlight: Military Treatment Facilities (MTF)

Military Treatment Facilities (MTFs). Proactively build a nation-wide program of partners and champions to ensure the DoD medical community has access to Workplace Disability Needs Assessments, AT, and employment support services. Proactively educate stakeholders on the resources and services available for DoD employees with disabilities and wounded, ill or injured Service Members. Provide AT demonstration kits, establish onsite inventories, and conduct device demonstrations and set-up. Expedite the process for Service Members to obtain workplace disability needs assessments and AT.

In FY 2023, CAP established relationships with 18 MTF locations, including:

### Florida Panhandle

- Army 7th Special Forces Group
- Tyndall Air Force Base
- Eglin Air Force Base (including the Neurology Clinic and the Intrepid Spirit Center)
- Navy Pensacola Joint Ambulatory Care Center
- Air Force Hurlburt Field Special Operations Medical Group
- The Mental Health and Physical Therapy Clinic

### San Antonio

- Brooke Army Medical Center – Brain Injury Rehab Services & Putnam Auditorium

- Soldier Recovery Unit, Center for the Intrepid, and Moreno Clinic
- Lackland Air Force Base and Wilford Hall Ambulatory Surgical Center

### Georgia

- Air Force Materials Command

CAP's efforts at these locations included increasing awareness of the CAP program, providing AT demonstrations, conducting Workplace Disability Needs Assessments, and providing MTF demonstration kits to select locations.

In FY 2024, CAP will continue to expand our outreach to additional MTFs throughout the United States.



CAP staff visiting with occupational therapists at Brooke Army Medical Center.



## Priority Highlight: DoD Section 501 Advancing Employment Support Services (ESS)

DoD Section 501 Advancing Employment Support Services (ESS). Strengthen partnerships with Federal agencies to build programmatic technical expertise and eliminate the gaps to provide employment support services. Proactively ensure DoD civilian employees with disabilities receive AT and employment support services. CAP experts will conduct Workplace Disability Needs Assessments to ensure individuals receive support for accommodations including complex employment support services such as Interpreters, Readers, Communication Access Realtime Translation (CART) providers, Scripting/Captioning, Training, Personal Assistance Services (PAS), and others.

In FY 2023, CAP provided 92 Interpreters, 1 Reader, 13 CART Providers, 0 Scripting/Captioning services, 25 Trainings, and 1 PAS accommodation.

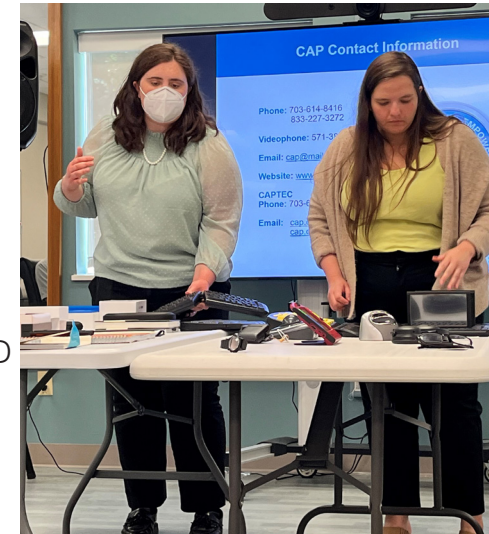
### FY 2023 Accommodations provided by CAP



## Priority Highlight: DoD Section 501 Advancing Disability Reasonable Accommodation and Program Management (DPM/RA)

DoD Section 501 Advancing Disability Reasonable Accommodation and Program Management (DPM/RA). Proactively build stakeholder partnerships with disability program managers and reasonable accommodation professionals across DoD and throughout the Federal workforce. Proactively partner with DoD agencies to provide AT demonstration kits, training, resources, and conduct device demonstrations and set-up to ensure comprehensive workplace accommodations.

In FY 2023, CAP reestablished relationships and provided demonstration kits to DPMs across the DoD and Federal workforce. In addition, CAP provided a training for the DEOMI Disability Program Management Course on the CAP AT request process and employment support services options. The team conducted onsite outreach, AT device demonstrations, and education and training for 35 new DPMs. CAP provided onsite needs assessments and processed AT and employment support service requests for the DPM course participants.



*CAP staff provides assistive technology demonstrations to Service Members and staff at Eglin Air Force Base.*



## Priority Highlight: DoD Section 504 Advancing Program Accessibility and Communication (PAC)

DoD Section 504 Advancing Program Accessibility and Communication (PAC). Proactively equip DoD programs and activities with the AT and employment support services required to ensure effective and meaningful communication and information dissemination for individuals with disabilities. Proactively conduct virtual and onsite audits for DoD community and public programs and activities to ensure equal access.

CAP supported the accessibility of federally owned facilities through the provision of AT software and equipment installations, and by conducting site accessibility assessments to make modification recommendations for greater access to employees.

In FY 2023, CAP provided 438 PAC accommodations. These requests include:

- CAP provided DEOMI with captioning system technology after DEOMI lost access to media captioning capabilities.
- CAP equipped Eglin Air Force Base with noise cancelling headphones, Orcam MyEye, Ruby video magnifier, and the Ubi Duo portable communication device to enhance the accessibility of their emergency room.
- CAP procured several Ubi Duo communication devices for the Deaf and Hard of Hearing Center in the Mark Center.



## Priority Highlight: Section 508 and Digital Accessibility Advancing Accessible Information Technology (Digital Accessibility 508)

DoD Section 508 and Digital Accessibility Advancing Accessible Information Technology (Digital Accessibility 508). Proactively partner with DoD agencies to advance compliance with Section 508 and other accessibility requirements. Proactively attain Joint Service Provider (JSP) and other network AT software license approvals for CAP customers and inventory. Proactively expand accessibility testing tools and capabilities DoD-wide in support of Section 508 standards and digital accessibility compliance. Proactively provide DoD stakeholders with testing tools to eliminate inaccessibility of information technology.

In FY 2023, CAP provided 47 accommodations to support Section 508. Actions included:

- CAP took an active role in the DoD CIO Section 508 Working Group by providing copies of Job Access with Speech (JAWS) Inspect software to individuals responsible for 508 accessibility testing. CAP provided a total of 14 copies of JAWS inspect software to support this priority.



*CAP's booth showcasing assistive technology solutions at a Wounded Warrior Care Career Fair.*

- CAP provided copies of AT software for risk assessment and approval by agency IT departments.
- CAP worked with partner agencies to gain a strong understanding of best practices for obtaining enterprise wide AT licenses. This will allow better quality of service to CAP customers moving forward.

CAP team submitted sections of the [www.cap.mil](http://www.cap.mil) website to the DoD Chief Information Officer team for in-depth Section 508 analysis to ensure compliance with Section 508 standards and support continuous improvement as the CAP website continues to expand and new content is generated.



## Priority Highlight: DoD Diversity, Equity, Inclusion, and Accessibility Advancing Executive Orders and Disabled Veterans Affirmative Action Program (DEIA)

DoD Diversity, Equity, Inclusion, and Accessibility Advancing Executive Orders and Disabled Veterans Affirmative Action Program (DEIA). Proactively support the implementation of Executive Orders and Disabled Veterans Affirmative Action Programs, and other initiatives to advance DoD strategic plans and guidance throughout the DoD Workforce.

In FY 2023, CAP emphasized actions that align with the Disabled Veterans Affirmative Action Program (DVAAP), Executive Orders, and Memoranda to maintain Diversity, Equity, Inclusion, and Accessibility standards in the Federal Workforce and support the advancement of veterans with disabilities, including:

- Presidential Memorandum, “Promoting Diversity and Inclusion in the National Security Workforce,” October 5, 2016.
- Executive Order 13164, “Requiring Federal Agencies to Establish Procedures to Facilitate the Provision of Reasonable Accommodation,” July 28, 2000.
- Executive Order 14035, “Diversity, Equity, Inclusion, and Accessibility in the Federal Workforce,” June 25, 2021.

In FY 2023, CAP provided 366 accommodations to support DEIA and looks to increase this number in FY 2024.



## Priority Highlight: DoD Prevention of Disabling Conditions (Prevention)

DoD Prevention of Disabling Conditions (Prevention) – Requests submitted to prevent disabling conditions required CAP Director approval.



CAP's booth at the DEOMI (EEO) Disability Program Management Course.



Elizabeth Sadler, CAP Deputy Director, presenting to Service Members and staff at Eglin Air Force Base.



## FY 2023 Year End Review: CAP Program Highlights

In FY 2023, CAP began considering the provision of AT devices to support the prevention of disabling conditions and established guidelines to open eligibility. In FY 2024, CAP will begin accepting requests for prevention on a case-by-case basis with CAP Director approval.

In FY 2018, CAP provided 16,490 accommodations, this has been on a decline each year, bottoming at 3,932 accommodations provided in FY 2022. In FY 2023, CAP provided 10,986 accommodations, reflecting a positive trend.

In FY 2018, CAP had 1,928 CAPTEC contacts (including calls, emails, and in-person tours, walk-ins, and assessments), this has been on a decline each year, bottoming at 583 contacts in FY 2022. In FY 2023, CAP has had 1,100 CAPTEC contacts, reflecting a positive trend.

In FY 2018, CAP had 113,141 website visits, this has been on a decline each year, bottoming at 26,095 website visits in FY 2022. In FY 2023, CAP had 68,129 website visits, reflecting a positive trend.

### CAPTEC Facility Modernization and Assistive Technology Enhancement.

In FY 2023, CAP modernized the CAP Technology & Evaluation Center (CAPTEC, Pentagon Room 2D1049) and broadened the scope of available AT. CAPTEC is a DoD-wide repository of resources, AT, and support services that support, equip, and empower individuals with disabilities. Live AT demonstrations and

Workplace Disability Needs Assessments are available at CAPTEC for employees, supervisors, and leaders.

Steps toward CAPTEC facility modernization and AT enhancement:

- CAPTEC became fully operational in early FY 2023 and reopened 5 days a week to better serve customers.
- Renovating CAPTEC with designs for remodeling and enhancing use of the workspace.
- Upgrade dated AT with the latest emerging technology.
- In FY 2024, CAP will continue this proactive approach for DoD employees with disabilities by staying up to date with the latest advances in AT and ESS to ensure DoD employees with disabilities have access to the latest AT and resources available. CAP will collaborate with DoD agency stakeholders and workgroups; enhance outreach and engagement through listserv updates, targeted email blasts, CAPtions newsletter, website updates, and social media updates; and refresh our resources by producing a series of AT demonstrations and training videos.



## CAP Customer Testimonials

*“The iPad, noise cancelling headphones, and Endeavor application, combined, are amazing. I am much more productive with these accommodations. CAP is such a valuable program. I am sincerely grateful for CAP’s support team.”*

**- CAP Customer, Marine Corps Community Services**



*“I would like to send a note of appreciation to CAP for providing two sign language interpreters and a captioner, which made my interactive learning fully accessible with my teachers and classmates at the Defense Equal Opportunity Management Institute. With all of these accommodations, I successfully passed the course, which will [help me] become a greater asset to my agency. I cannot thank you enough for all of the past and recent accommodations.”*

**- CAP Customer, Defense Logistics Agency**





## The Future of CAP, FY 2024 and Beyond

Through its program priorities, CAP will achieve its mission to support the Department of Defense (DoD) affirmative strategies and programs to ensure DoD remains a model employer of individuals with disabilities. CAP will continue to equip individuals with disabilities and wounded, ill and injured Service Members throughout the DoD by providing AT devices and employment support services. CAP will empower all people with disabilities throughout the DoD to obtain equity, inclusion, and accessibility.

CAP's work is dynamic, we need to connect and collaborate with our federal partners and leverage disability expertise across the government to build the future of accessibility in the federal space in support of DoD civilians, active-duty Service Members, and non-DoD partners.

Through these actions, CAP will continue to support, equip, and empower individuals with disabilities throughout DoD to obtain equity, inclusion, and accessibility to information and communication technology.

CAP ended FY 2023 strong, and momentum continues into FY 2024. The 10 Program Priorities will transition into permanent programs driving the CAP Mission and Vision.



*CAP director and CAP staff attending the Workplace Recruitment Program's (WRP) Awards Ceremony.*



## Connect with CAP

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