



CAPtions

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News Bulletin of the Computer/Electronic Accommodations Program
Defense Human Resources Activity, U.S. Department of Defense

35 Years of Empowerment

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The Computer/Electronic Accommodations Program (CAP) is proud to celebrate its 35th anniversary under the theme: **“35 Years of Empowerment: Bridging the Past, Present, and Future of Disability Inclusion and Mission Readiness.”** Over the years, CAP has remained committed to breaking barriers, by enhancing accessibility through assistive technology (AT) and employment support services (ESS), for DoD civilian employees with disabilities and wounded, ill, and injured Service members.

As we mark this milestone, we have released our program priorities, to guide and drive our mission and vision forward into the next 35 years and beyond. These program priorities build upon the CAP legacy leveraging our focus on DoD civilian employees with disabilities and wounded, ill, and injured Service members.

CAP looks forward to celebrating another 35 years of service to support, equip, and empower the DoD community.



CAP staff exhibiting at an event in 1994



CAP staff at the Blind/Low Vision Open House October 2024

CAP Releases 2024 Annual Stakeholders Report

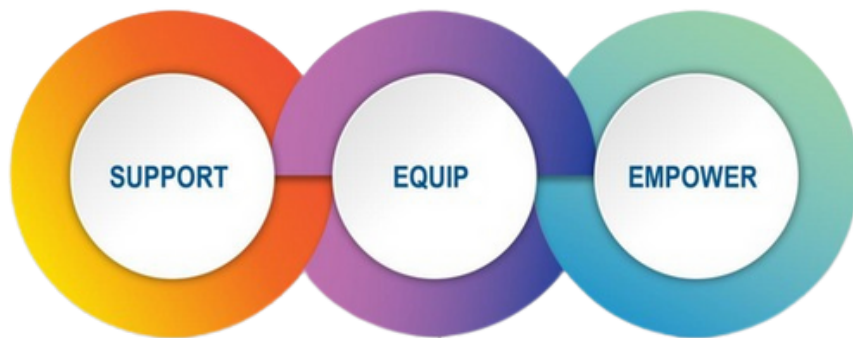
CAP is proud to announce the release of the 2024 Annual Stakeholders Report, “**Taking Care of Our People,**” highlighting key accomplishments, innovation in AT, and ongoing efforts to promote accessibility and inclusion. As we begin our celebration of 35 years, CAP will build upon the success of 2024.

Support: In FY 2024, CAP supported DoD civilian employees with disabilities and wounded, ill, and injured Service members. CAP conducted **473** workplace disability needs assessments, attended or presented at **108** events, responded to **822** emails and **604** customer calls, and connected with **2,085** individuals through the Computer/Electronic Accommodations Program Technology & Evaluation Center (CAPTEC). In FY 2024, CAP maintained a **95%** customer satisfaction percentage, which assesses how well CAP meets the needs and expectations of its customers.

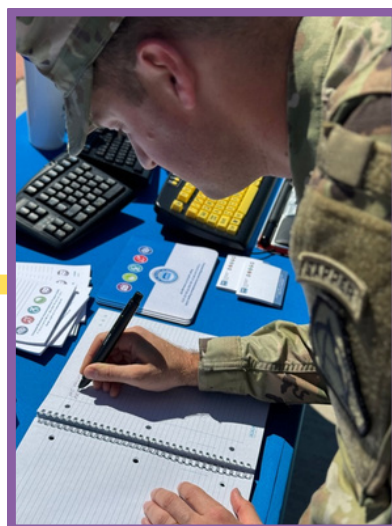
Equip: In FY 2024, CAP equipped DoD civilian employees with disabilities and wounded, ill, and injured Service members by providing **11,497** accommodations, **82** ESS, **6** AT demonstration kits to Military Treatment Facilities, **6** AT demonstration kits to Disability Program Managers and Reasonable Accommodation coordinators, and **1** Program Accessibility and Communication (PAC) kit to a DoD facility.

Empower: In FY 2024, CAP empowered **1,134** DoD civilian employees with disabilities, **1,526** wounded Service members continuing on active duty, **323** wounded Service members and maintained a **93%** positive impact rating, which assesses if products and services affect customer recovery, rehabilitation, and job performance.

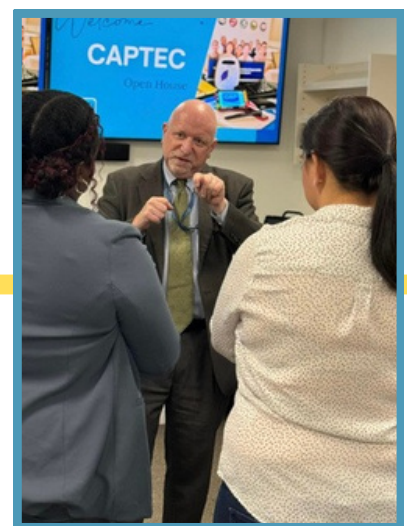
By these numbers, CAP continues its mission, to support, equip, and empower. If you would like to read the 2024 Annual Stakeholders Report, follow this link: <https://cap.mil/file/get/documents/dea17e36-159b-438f-a40f-411c6100956b.pdf>



CAP staff provide AT demonstrations



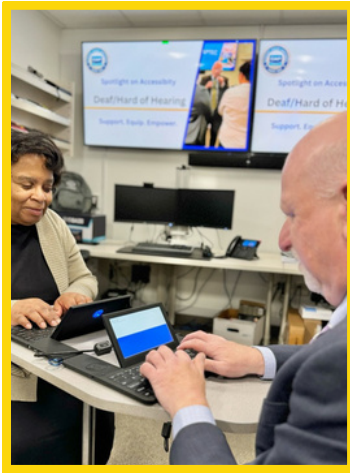
Service member trying AT during an event



CAP team member communicates with event attendees using American Sign Language (ASL)

National Disability Employment Awareness Month

CAP's National Disability Employment Awareness Month (NDEAM) Open House Series in October, themed "Access to Good Jobs for All," honored the contributions and skills that employees with disabilities bring to America's workplaces and economy. Throughout the month, CAP hosted a series of Open House events at CAPTEC, located in the Pentagon, to spotlight accessibility. Each Thursday focused on one of the five disability categories.



CAP team members communicate using a communication device



Spotlight on Accessibility schedule



CAP team member engages with Service member



CAP team member engages with event attendee



CAP team member provides braille device demonstration

First PAC Kit Delivered

CAP has taken a significant step forward by launching the first PAC kit to the Pentagon Library and Conference Center. This kit includes a range of assistive technologies, such as listening devices, communication tools, and voice amplification systems, all designed to enhance accessibility for everyone who visits the facility.

To ensure effective support, PLCC staff underwent training on how to use each AT device. This deployment not only raises awareness about the availability and advantages of these tools but also encourages individuals to discover how AT can assist them in overcoming accessibility challenges.

CAP is committed to making DoD offices and facilities more accessible. In FY 2025, CAP is excited to expand our reach by delivering PAC kits to additional locations throughout the National Capital Region.



CAP staff deliver first PAC kit to the PLCC

Request a Workplace Disability Needs Assessment

Are you a DoD civilian employee, Service member, or federal employee looking for the appropriate accommodations to enhance your workplace experience? You can request a workplace disability needs assessment. This tailored assessment will guide you in identifying the best AT solutions for your needs. Once you've completed the assessment, you'll receive a comprehensive summary detailing the recommended accommodations.

Three ways to request a workplace disability needs assessment:

1. Submit a request through our website: <https://cap.mil/Request-a-needs-assessment>.
2. Contact CAPTEC by phone: 703-693-5160, VP 571-384-5629, and/or email CAP.CAPTEC@mail.mil.
3. Visit CAPTEC, Pentagon, RM 2D1049, weekdays between the hours of 8:00 am - 4:00 pm EST.



CAP Team member provides a workplace disability needs assessment

Request CAP at Your Event!

Planning an agency event? Consider inviting CAP. CAP offers presentations on AT devices and strategies to improve accessibility and inclusion. To request CAP for your event, visit our website.

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