



Computer/Electronic  
Accommodations  
Program



Annual Stakeholders Report

**Taking Care of Our People**

2024



# Table of Contents

- Taking Care of Our People.....1
- Support, Equip, Empower: By the Numbers.....2
- FY 2024 Program Priorities.....3
  - Priority Highlight: DoD Employees with Disabilities.....4
  - Priority Highlight: DoD Wounded Service Members and Wounded Service Members Continuing on Active Duty.....5
  - Priority Highlight: Advancing Disability Employment Opportunities.....6
  - Priority Highlight: Engaging Military Treatment Facilities.....7
  - Priority Highlight: Advancing Employment Support Services.....8
  - Priority Highlight: Advancing Disability Program Management and Reasonable Accommodation Programs.....9
  - Priority Highlight: Advancing Program Accessibility and Communication.....10
  - Priority Highlight: Advancing Accessible Information Technology.....11
  - Priority Highlight: Advancing Executive Orders and Disabled Veterans Affirmative Action Program.....12
  - Priority Highlight: Prevention of Disabling Conditions.....13
- Customer Testimonials.....14
- The Future.....15
- Connect with CAP.....16

# Taking Care of Our People

The Computer/Electronic Accommodations Program (CAP) plays a crucial role in advancing Secretary of Defense Lloyd Austin’s theme of **“taking care of our people.”** By providing assistive technology (AT) and services to Department of Defense (DoD) civilian employees with disabilities and wounded, ill, and injured Service members, CAP ensures that all DoD personnel have the resources needed to preform their job effectively.

Through the CAP mission and vision, principles of equal access, non-discrimination, accessibility, and inclusion, fulfill the Rehabilitation Act of 1973 requirments and align with Secretary Austin’s focus.



CCAP staff in front of CAPTEC during July Open House

## MISSION

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.

## 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.

In FY 2024, CAP supported, equipped, and empowered DoD civilian employees with disabilities and wounded, ill, and injured Service members by providing the appropriate tools and accommodations for them to succeed. Through these resources, skills and talents are leveraged, increasing mission readiness, and DoD capabilities. As CAP looks to the future, we will continue to focus on our program priorities that reinforce Secretary Austin’s commitment to empowering the DoD’s most valuable resource, the people.

# Support, Equip, Empower: By the Numbers



CAP staff provide AT demonstrations



Service Member trying AT during an event



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

## 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 **1,884** individuals through the Computer/Electronic Accommodations Program Technology & Evaluation Center (CAPTEC). In FY 2024, CAP maintained a **95%** customer satisfaction percentage.

## EQUIP

In FY 2024, CAP equipped DoD civilian employees with disabilities and wounded, ill, and injured Service members by providing **11,497** accommodations. CAP conducted **82** Employment Support Services (ESS) and provided **6** AT demonstration kits to Military Treatment Facilities (MTF), **6** AT demonstration kits to Disability Program Managers (DPM) and Reasonable Accommodation (RA) 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 (WSM-COAD), **323** wounded Service members (WSM) and maintained a **93%** positive impact rating.

By these numbers, CAP continues its mission to support, equip, and empower and strategically aligns the efforts with the CAP program priorities to meet the evolving needs of DoD civilian employees with disabilities and wounded, ill, and injured Service members.

# Program Priorities

In FY 2023, CAP established a set of key priorities designed to advance the mission. As the program has progressed into FY 2024, these priorities have evolved to the changing needs of the DoD community.

## FY 2024 Program Priorities

- DoD Employees with Disabilities
- DoD Wounded Service Members and Wounded Service Members Continuing on Active Duty
- Advancing Disability Employment Opportunities
- Engaging Military Treatment Facilities
- Advancing Program Accessibility and Communication
- Advancing Accessible Information Technology
- Advancing Executive Orders and Disabled Veterans Affirmative Action Program
- Prevention of Disabling Conditions



CAP Team member provides AT training at the Defense Equal Opportunity Management Institute (DEOMI)

# DoD Employees with Disabilities

Proactively ensure DoD civilian employees with disabilities receive AT and ESS. CAP experts will conduct Workplace Disability Needs Assessments to ensure individuals receive support for accommodations. Proactively build stakeholder partnerships and anticipate emerging workplace needs to provide AT and ESS.

CAP plays a pivotal role in ensuring that the DoD complies with the requirements of the Rehabilitation Act by providing AT, accommodations, and resources to civilian employees with disabilities. As a centrally funded DoD program, CAP procures the appropriate tools and resources needed to support individuals and their ability to perform jobs effectively.

In FY 2024, CAP provided **49** presentations or trainings and attended **59** events to promote accessibility, leverage program awareness, and build customer impact. These efforts contributed to the **3,891** accommodations provided, **82** ESS delivered, and **238** workplace disability needs assessments provided to DoD civilian employees with disabilities. Each DoD civilian employee that was provided an accommodation also received a follow-up survey, which allows CAP to measure customer satisfaction and accommodation impact. Responses indicated a **95%** customer satisfaction percentage and **90%** accommodation impact rating for FY 2024.



CAP staff demonstrate an ergonomic keyboard to a DoD civilian employee

## Accommodations Provided by Disability Category



Total Accommodations **3,891**

## Customer Impact

**90%**

## Customer Satisfaction

**95%**

**“The CAP program deserves a gold star for providing tools and equipment for people with disabilities to function in the workforce. The entire process was easy and quick.”**

Defense Logistics Agency, DoD civilian employee

# DoD Wounded Service Members and Wounded Service Members Continuing on Active Duty

## Continuing on Active Duty

Proactively ensure Wounded Service Members and Wounded Service Members Continuing on Active Duty utilize CAP as a resource for Workplace Disability Needs Assessments, AT, and ESS. Proactively establish partnerships and identify emerging needs.

In a similar way to CAP’s support for DoD civilian employees with disabilities, CAP is also committed to ensuring mission readiness for wounded, ill, and injured Service members as they rehabilitate and reintegrate into their active duty service or, as they transition to civilian careers. CAP’s efforts focus on ensuring Service members have the accommodations needed to recover, return to duty, or successfully transition.

In FY 2024, CAP provided **130** workplace disability needs assessments and **6,828** accommodations to WSM and WSM-COAD. Accommodation follow up responses indicated a **95%** satisfaction percentage and **95%** impact rating.



Service member and DoD civilian employee visit CAP booth at an event

### Accommodations Provided by Disability Category

	Cognition	<b>3,918</b>
	Dexterity	<b>2,278</b>
	Deaf/Hard of Hearing	<b>381</b>
	Blind/Low Vision	<b>196</b>
	Communication	<b>55</b>

Total Accommodations **6,828**

**“Thank you for the outstanding support. You are making old folks like me able to contribute more to the fight.”**

U.S. Army Special Operations Command,  
WSM - Army

### Customer Impact

**95%**

Customer Satisfaction

**95%**

# Advancing Disability Employment Opportunities

Proactively ensure DoD civilian interns with disabilities receive AT and ESS. 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.

CAP extends the mission to support, equip, and empower DoD civilian interns in receiving AT and ESS. By providing workplace disability needs assessments, AT, and ESS, CAP enhances the intern's ability to fully participate and demonstrate their talents leading to valuable work experience.

In FY 2024, CAP hosted a CAPTEC Open House in conjunction with the WRP Annual Awards Ceremony held at the Pentagon Auditorium to engage with stakeholders, build partnerships, and promote accessibility for individuals with disabilities. This event provided an opportunity for DoD civilian employees, Service members, and WRP award ceremony attendees to visit CAPTEC and explore available AT, receive program information, and meet CAP staff.

To further promote our partnership with WRP, a WRP tab was added to the CAP website homepage to increase visibility of the program.



CAP and WRP team members at CAPTEC Open House

CAP and WRP partner for an event at Fort Belvoir, VA



# Engaging Military Treatment Facilities

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 ESS. Proactively educate stakeholders on the resources and services available for DoD employees with disabilities and wounded, ill, and 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 assessments and AT.

CAP has continued to build partnerships with MTFs fostering program awareness within the DoD medical community. A key component of engaging with MTFs is through AT demonstration kits. These kits include devices from five disability categories to provide a wide-range of AT solutions that may benefit wounded, ill, and injured Service members.



**In FY 2024, CAP provided AT demonstration kits to the following MTF locations:**

- Defense Health Agency, Bayne-Jones Army Community Hospital, Fort Johnson, LA
- Army Solider Recovery Unit, Fort Sam Houston, TX
- Fort Liberty Solider Recovery Unit, Fort Liberty, NC
- Intrepid Spirits Center, Fort Carson, CO

**In its ongoing commitment to support MTFs, CAP provided upgrades to existing resources at the following locations:**

- Walter Reed National Military Medical Center, Bethesda, MD
- Wilford Hall Ambulatory Surgical Center, Lackland Air Force Base, TX

CAP staff with Service member at the Defense Equal Opportunity Management Institute (DEOMI)

**“These accommodations will be used in the ergonomic laboratory. We are so excited to showcase these amazing accommodations to our clients.”**

Defense Health Agency, MTF provider

# Advancing Employment Support Services

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

CAP plays a key role in removing workplace barriers by providing ESS as accommodations. These services enhance accessibility, facilitate job performance, and ensure that all employees and Service members can thrive in the workforce. Services provided include Interpreters, Readers, Communication Access Realtime Translation (CART) services, Scripting/Captioning, Training, Personal Assistance Services (PAS), and others. As CAP continues to advance ESS, individuals with disabilities are able to fully engage in workplace activities, including meetings, trainings, and collaborative tasks, improving overall mission readiness.

## Employment Support Services

**Interpreters:** Professionals who translate spoken language into sign language for Deaf or hard of hearing individuals.

**Readers:** Professionals who read written language aloud to a blind or low vision individuals.

**CART:** Realtime translation of spoken language into written text for Deaf or hard of hearing individuals.

**Scripting/Captioning:** Converting audio content into text for Deaf or hard of hearing individuals.

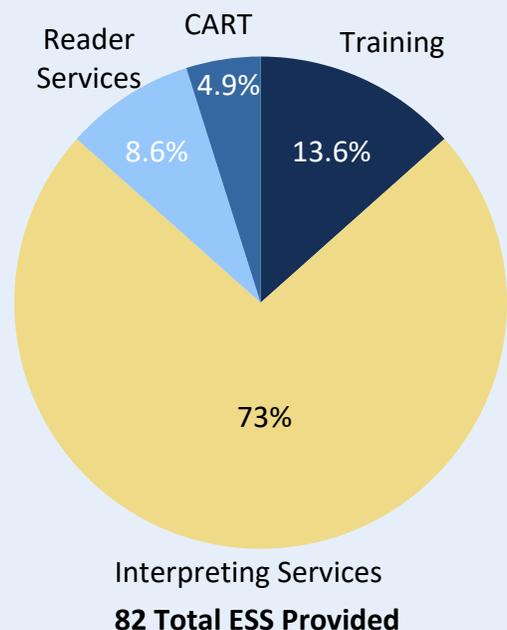
**Training:** Technical training services for assistive technology software.

**Personal Assistance Services (PAS):** Enables individuals with disabilities to travel and attend work-related trainings and events.

**“Team CAP responded quickly and was able to lock in two ASL specialists for the event. The process was simple and efficient. The ASL specialists were on time and extremely professional.”**

ESS CART Customer

**FY 2024 ESS Percentages Breakdown by Support Service Provided**



# Advancing Disability Program Management and Reasonable Accommodation Programs

Build stakeholder partnerships with Disability Program Managers and Reasonable Accommodation Coordinators across DoD and throughout the Federal workforce. Partner with DoD agencies to provide AT demonstration kits, training, and resources to ensure the delivery of comprehensive workplace accommodations.



CAP staff providing training during the Disability Program Management Course (DPMC) at DEOMI

In FY 2024, CAP provided:

CAP fosters an inclusive and supportive work environment within the DoD through collaboration with DPMs, RAs, and Equal Employment Opportunity Coordinators as part of its support for program managers focused on providing reasonable accommodations. These collaborations focus on providing AT demonstration kits, device demonstrations, and ESS promoting the mission to foster an inclusive and accessible workplace within the DoD. This understanding and knowledge, allows DPM/RA/EEOs to make informed recommendations and decisions when accessing the needs of employees, streamlining the accommodation process, and expanding program outreach.

## 6 TRAININGS

- Defense Logistics Agency (DLA) Symposium
- 4 Disability Program Management Course (DPMC), Defense Equal Opportunity Management Institute (DEOMI)
- Examining Conflicts in Employment Laws (EXCEL)

## 4 AT DEMONSTRATION KITS

- Defense Health Agency, Atlantic East Region, Portsmouth, VA
- United States Army South, Fort Sam Houston, TX
- United States Army Futures Command, Austin, TX
- Occupational Health Clinic - Evans Army Community Hospital, Fort Carson, CO

## 2 AT DEMONSTRATION KIT UPGRADES

- Industrial Hygiene Ergonomics Lab, Fort Sill, OK
- Defense Equal Opportunity Management Institute (DEOMI), Patrick Space Force Base, FL



# Advancing Program Accessibility and Communication

Proactively equip DoD programs and activities with the AT and ESS 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.

In FY 2024, CAP took an important step by deploying the first PAC kit to the Pentagon Library and Conference Center (PLCC). This kit consisted of assistive listening devices, communication devices, voice amplification devices, and more, ensuring accessibility and support for everyone who enters the facility. PLCC staff received training on each AT device to assist customers effectively. The deployment of the first kit builds awareness about the availability and benefits of AT, and encourages more individuals to explore the potential value of AT to overcome accessibility barriers.

As CAP looks to FY 2025, new PAC sites have been identified at the Pentagon, the Mark Center, a DoD facility in Alexandria, VA, and Arlington National Cemetery. CAP continues to lead the way in promoting accessibility across the DoD.



CAP Team members deliver first PAC kit to the PLCC



# Advancing Accessible Information Technology

Partner with DoD agencies to advance compliance with Section 508 and other accessibility requirements. Support CAP customers in obtaining appropriate network AT software license approvals. Expand accessibility testing tools and capabilities DoD-wide in support of Section 508 standards and digital accessibility compliance.

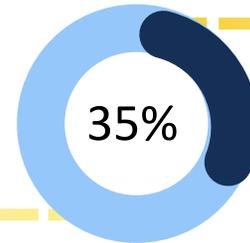
CAP advances accessible information by acquiring specialized software and tools designed to remediate documents, ensuring that digital content is accessible to individuals with disabilities. By leveraging these tools, CAP supports individuals with visual, cognitive, or mobility impairments to access and interact with information.

In FY 2024, CAP provided **62** accommodations in support of Section 508, **17** (35%) accessibility and compatibility testing software, **9** (20%) PDF remediation software to ensure digital documents are accessible, and **36** (58%) AT products purchased for risk assessment.

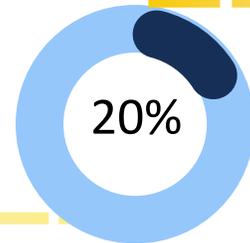
Portable magnifier on display at CAP booth

## FY 2024 Section 508 Percentage Breakdown by Item Provided

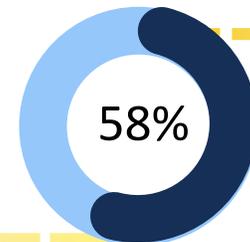
### Accessibility and Compatibility Testing Software



### PDF Remediation Software



### AT Provided for Risk Assessment



# Advancing Executive Orders and Disabled Veterans Affirmative Action Program

Proactively support the implementation of Executive Orders and Disabled Veterans Affirmative Action Program, and other initiatives to advance DoD strategic plans and guidance throughout the DoD workforce.

CAP was instrumental in advancing the goals set forth by Executive Order (EO) 14035, signed by President Biden to strengthen diversity, equity, inclusion, and accessibility (DEIA) throughout the Federal government. EO 14035 highlights the importance of creating a federal workforce reflective of our diverse nation ensuring that all employees, regardless of their ability or background, have the opportunity and tools to succeed. This EO provides a strategic framework that guides CAP's ongoing efforts to continuously evaluate and integrate the latest AT to meet the needs of our customers.

## In FY 2024, CAP attended the following conferences to learn about emerging technologies and innovative solutions to enhance services:

- The Assistive Technology Industry Association (ATIA) Conference
- California State University Northridge (CSUN), Assistive Technology Conference
- Global Initiative for Inclusive Information and Communication Technologies, M-Enabling Summit
- National Ergo Conference, ErgoExpo

These educational and networking opportunities provide a critical resource for CAP personnel to remain informed about the latest technology and policies surrounding workplace accommodations.



Assistive Technology

## Breakdown of New AT Devices Available for Demonstration by Disability Category

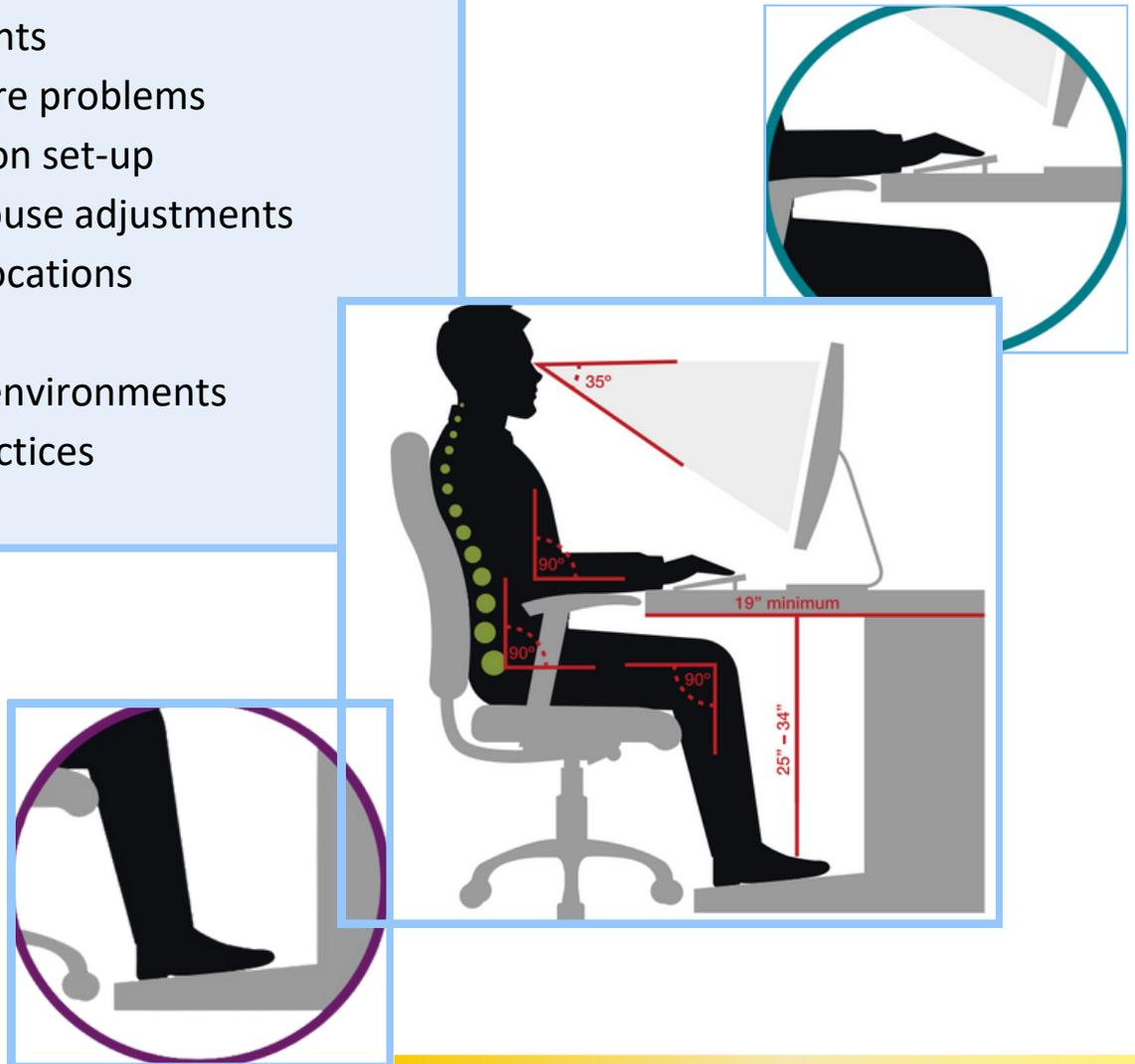
	Dexterity	28
	Blind/Low Vision	19
	Cognition	16
	Deaf/Hard of Hearing	13
	Communication	6
Total Accommodations		82

# Prevention of Disabling Conditions

While CAP's focus is to provide AT devices and services to accommodate individuals with disabling conditions, CAP educates stakeholders on the prevention of repetitive stress injuries that can result from workstations that lack proper ergonomic configuration.

In FY 2024, CAP released the latest version of the Workplace Ergonomics Reference Guide which provides information on topics such as:

- Workstation ergonomics checklist
- Features of an ergonomic chair and proper seating adjustments
- Preventing posture problems
- Proper workstation set-up
- Keyboard and mouse adjustments
- Peripheral item locations
- Lighting
- Accessible work environments
- Healthy work practices



The CAP Workplace Ergonomics Reference Guide is available on the CAP website for download.

**“I think all of you at CAP are AMAZING! I'm grateful for your assistance, support and your continuous quick responses to our soldiers' and civilians' needs.”**

Defense Health Agency, Civilian Employee



**“Thank you CAP because of this service I am now able to complete tasks faster and more accurately. Thank you for improving the quality of my life.”**

WSM - Army

**“CAP has been a life changing resource for me. The assistive technology I received has significantly improved my work quality of life, and I will absolutely be spreading the word!”**

WSM-COAD - Navy



## The Future

In FY 2025, CAP will proudly celebrate 35 years of empowering DoD employees with disabilities and wounded, ill, and injured Service members as the DoD's centrally funded reasonable accommodations program. Our theme for FY 2025 is, **"35 Years of Empowerment: Bridging the Past, Present, and Future of Disability Inclusion and Mission Readiness,"** honoring CAP's legacy and success as an accessibility leader while embracing the future. CAP will build upon the success of FY 2024 by refining our program priorities to drive the mission and vision forward. Through continued focus on key areas, CAP will continue to be a leader in disability inclusion and mission readiness in FY 2025.

CAP will do this by focusing on DoD civilian employees, interns with disabilities and wounded, ill, and injured Service members. CAP will enhance outreach and engagement with stakeholders, expand access to accommodations by deploying MTF and DPM/RA/EEO AT demonstration kits, advance Section 508 compliance, and proactively support the implementation of Executive Orders and Disabled Veterans Affirmative Action Program.

CAP looks forward to celebrating 35 years of empowering the DoD community by striving to promote workplace accessibility and inclusion for years to come. Contact us or visit CAPTEC to learn how CAP can serve you.



CAP Team member provides a workplace disability needs assessment at CAPTEC

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