



January 26, 2023

**Memorandum for Record: Computer/Electronic Accommodations Program (CAP)
Procedure Change Regarding Approving Officials and Medical Documentation as well as
clarification/expansion of Support Services**

This memorandum serves as notification of a change to CAP procedures regarding approving officials and medical documentation as well as changes to CAP procedures regarding the clarification/expansion of Support Services. Effective immediately, and for any requests requiring fiscal year 2023 (FY23) funding and subsequent budget years, Approving Official approvals and medical documentation are no longer required for the following scenarios:

- A DoD civilian employee or Service member with targeted disabilities or a former CAP customer, Public Access locations, individuals on a Term/Temporary appointment, or a Workforce Recruitment Program participant requesting assistive technology (AT) device/service in compliance with their organization's network requirements.
- A DoD civilian employee or contractor submitting a request on behalf of a DoD civilian employee with work responsibilities supporting IT infrastructure accessibility or IT software/hardware testing, i.e., Section 508 coordinators, IT managers, and/or accessibility technologists (to advance compliance with Executive Order 14035, advancing equity and accessibility).
- A customer requesting a replacement product comparable to a discontinued product. i.e., replacing a monitor with an alternate monitor regardless of the size of the replacement.
- An approving official submits the request on behalf of someone else and places the customer's home address as the delivery address.
- A customer submitting an additional product to be used in conjunction with the originally requested one, i.e., a headset to be used with Dragon or notebooks to be used with a smart pen.
- A customer requesting a replacement product to meet Agency Network requirements, i.e., wireless item is changed to wired item or network compatibility for Navy/Marine Corps Intranet, etc.
- A customer correcting a mistake for a previously submitted software upgrade or Software Maintenance Agreement (SMA) package, i.e., an incorrect number of software upgrades or incorrect SMA package.

Requests for assistive technology devices/services for DoD civilian employees or Service members who have not submitted a CAP request previously may need medical documentation. Individuals may request a waiver for providing medical documentation from the Director. The Director will review all requests before they are declined by CAP.



Effective immediately, CAP procedures for the Support Services are expanded to include:

- Accommodation resources to DoD deaf and hard of hearing employees requesting onsite and remote sign language interpreting and Communication Access Realtime Translation (CART) services who need to take job-related training lasting a minimum of eight (8) hours.
- Accommodation resources to support DoD deaf and hard of hearing employees, who require interpreting or CART services for virtual meetings, i.e., staff meetings or Town Hall meetings. Requests for these services must be submitted ten business days in advance and should first facilitate support through their existing agency.
- Accommodation resources for Reader Services to DoD employees who are blind and/or have a visual disability and require job related education and training, i.e., personally identifiable information (PII) training and Cyber Security, etc. This service can be provided in person or remote for up to 35 hours maximum (\$5,000.00), per fiscal year.
- Accommodation resources for Section 508 Coordinators and Accessibility Technologists for accessibility tools such as JAWS Inspect and JAWS scripting that will advance executive order 14035 to ensure equity and accessibility.

CAP requires customers to submit a request for the listed services no less than ten business days prior to the date the support service is needed to allow for processing time.

This memorandum supersedes prior guidance from CAP regarding the requirements for medical documentation and Approving Official approval.

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