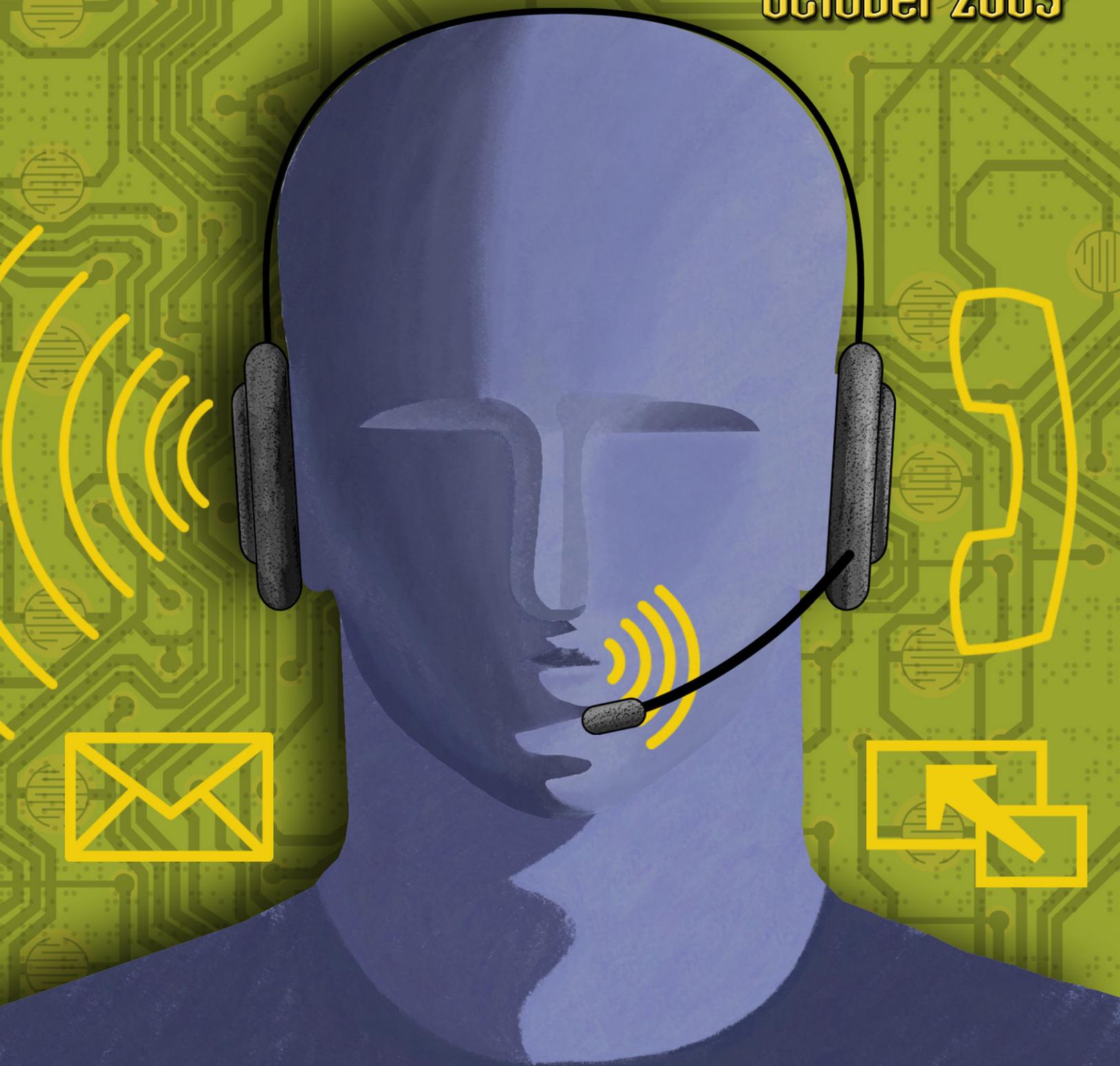


National Disability Employment Awareness Month

October 2003



Directorate of Research
Defense Equal Opportunity Management Institute
740 O'Malley Road
Patrick Air Force Base, Florida 32925-3399
Observance Series Pamphlet 03-5



Preface

Captain Christine Willett, U.S. Air Force, a staff member at the Defense Equal Opportunity Management Institute (DEOMI), served as a special participant in the organization's Topical Research Intern Program. She conducted the necessary research to prepare this report. The Institute thanks Captain Willett for her contributions to the research efforts of DEOMI.

Scope

The Topical Research Intern Program provides the opportunity for Service members and civilians of the Department of Defense (DoD) and U.S. Coast Guard to work on a diversity/equal opportunity project while on a 30-day tour of duty at the Institute. During their tour, the interns use a variety of primary and secondary source materials to compile research pertaining to an issue of importance to equal opportunity (EO) and equal employment opportunity (EEO) personnel, supervisors, and other leaders throughout the Services. The resulting publications (such as this one) are intended as resource and educational materials and do not represent official policy statements or endorsements by the DoD, U.S. Coast Guard or any of their agencies. The publications are distributed to EO/EEO personnel and senior officials to aid them in their duties. To reach the widest audience possible, the publications are posted on the Internet at: <https://www.patrick.af.mil/deomi/deomi.htm>.

Cover design by Mr. Pete Hemmer, Ki Corporation, contractor with the Defense Equal Opportunity Management Institute.

The opinions expressed in this report are those of the author and should not be construed to represent the official position of DEOMI, the military Services, Department of Defense, or U.S. Coast Guard.

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An Overview of the Computer/Electronics Accommodations Program

Introduction

Cap (noun), “a head covering especially with a visor and no brim.” To many people with disabilities, the word cap has an alternate meaning to this one listed in the *Merriam-Webster Dictionary* online. (4) The CAP, Computer/Electronics Accommodations Program, however, does supply them with a covering of a sort. It helps to cover the costs of providing assistive technologies and accommodations in the workplace to disabled employees in the Department of Defense (DoD) and other Federal government agencies.

The Americans with Disabilities Act of 1990 heightened the awareness of both private and government employers to the needs of their employees with disabilities. The DoD met this challenge by establishing the Computer/Electronic Accommodations Program (CAP) in 1990. The CAP seeks to “eliminate employment barriers for people with visual, hearing, dexterity and cognitive disabilities,” improve accessibility and cover costs associated with accommodations. The TRICARE Management Activity within the Office of the Assistant Secretary of Defense (Health Affairs) is the executive agent for CAP. (5) The National Defense Authorization Act for Fiscal Year 2001 expanded the CAP program to cover all Federal employees by authorizing the Secretary of Defense to provide assistive technology and services to DoD employees and those of “any other department or agency of the Federal government, upon the request of the head of that department or agency.” (1) This made CAP “the centrally funded program to accommodate people with disabilities in the Federal government.” (5)

In this capacity, CAP also helps Federal agencies meet Section 508 guidelines. Section 508, an amendment to the Rehabilitation Act, directs all Federal agencies to provide Federal employees and members of the general public with disabilities the same level of access to the use of information technology and data as that provided to people without disabilities. (2)

CAP Accommodation Process

The CAP employs a five-step accommodation process to assist Federal departments and agencies to meet these obligations. The first step is conducting a needs assessment. The capabilities and degrees of disabilities of each person vary. Therefore, accommodations are provided on a case-by-case basis after evaluation of the job requirements, the person’s skills and abilities and the existing computer and telecommunications systems. (13)

Once this needs assessment is complete, the second step is proposing an accommodation solution. This is based on a review of the job position and the potential barriers identified during the assessment. The CAP accommodation specialists assist the employee and his or her supervisor in the evaluation of the worksite and in identifying possible accommodations. They also work to ensure the employee is actively involved in

the accommodation solution process and in the completion of the application for assistive technology. (6)

Assistive technology accommodation solutions fall under one of five categories:

Blind/Low Vision: Blind/low vision solutions are varied. There are magnification systems that enlarge print on computer screens and hard copy documents. Scanner/readers convert typewritten material “into clearly spoken synthesized speech.” Screen readers translate data on a screen into synthesized speech. Available for people who are literate in braille are a variety of displays, notetaking devices, and embossers to produce hard copy output. (7)

Cognitive: Cognitive solutions include voice recognition software that permits the user to speak rather than typing on a keyboard. There are also cueing/memory aids that allow the user to organize his or her work assignments and other information. Assistive listening devices can help the user to focus on a speaker. (8)

Communications: People requiring communications accommodations can employ Symbol-based and dynamic display devices that use bright colorful symbols in place of written words. Voice amplifiers, as the name implies, amplify the voice of a speaker so others can better understand him or her. Speech impaired users can also use augmentative communications software to access Microsoft Windows and other computer programs. (11)

Deaf/Hard-of-Hearing: Deaf/hard-of-hearing persons have a variety of solutions available. Teletypewriters (TTYs) connect to telephone lines allowing the users telephone access. Personal computer TTYs and network TTYs use hardware and software to give users access to computers and networks. Hearing or speech amplification devices aid the hard-of-hearing in understanding telephone conversations. (9)

Dexterity: For those with dexterity disabilities, ergonomic keyboards, trackballs, touchpads, and ergonomic mice can replace standard keyboards and mice. Workers’ Compensation claimants with neck or back injuries may be provided with ergonomic chairs. People with cerebral palsy, polio, or other severe disabilities have speech recognition software and hardware available to allow them to use their computers. (10)

The solutions specified for the categories of disabilities listed above are just a few of the many available. Once the needs assessment is complete and the accommodation solution in one of the five categories is identified, the third step in the accommodation process involves submitting the accommodation request. There is a separate CAP Team for each of the five categories of disabilities. The completed CAP Request Form (Appendix A) is submitted to the appropriate team based on the accommodation requested. The CAP Team reviews the form for completeness and the appropriateness of the request for the person and his or her work environment. Those submitting the request should ensure that it addresses how the accommodation will aid the user or improve the

work environment. In some cases, additional information, such as medical documentation, may be requested. (14) The CAP Request Form may be completed online at the CAP website or downloaded from the website and submitted on paper.

Step four of the accommodation process, training, begins once the accommodation request is approved. The CAP covers the cost of both the assistive devices themselves and the training employees require to use them effectively. During training classes of two days or more, CAP provides DoD employees with support services such as sign language interpreters and Computer-Aided Real-Time (CART) notetaking services for the deaf and hard-of-hearing. The CAP also provides readers for those with visual impairments and personal assistants for those with mobility impairments. (15)

The fifth step of the accommodation process involves customer care. The CAP contacts the requester at various times to ensure customer satisfaction. Once an assistive technology or accommodation is ordered, CAP sends the customer an order confirmation by e-mail. One month from the order date there is a follow-up contact. Three months after the accommodation is received, CAP sends its satisfaction survey via e-mail to ensure the accommodation is meeting the needs of the customer. (12)

CAP Technology Evaluation Center (CAPTEC)

To assist customers in choosing appropriate assistive technology and accommodations, CAP created the CAP Technology Evaluation Center (CAPTEC) in 1994. This demonstration and assessment facility, located in the Pentagon, provides a variety of services. Customers can obtain information and points of contact concerning CAP or CAPTEC services. The CAPTEC supplies product information on technologies, pricing and vendors. It conducts assessments to review job requirements and employee capabilities. Customers may request tours to obtain overviews of CAP, CAPTEC, and demonstrations of the technologies available. The CAPTEC also provides evaluation of employees' worksites and workstations. It sponsors various seminars, demonstrations, and other training and informational events. The CAPTEC is very active in support of the survivors of the September 11, 2001, attack on the Pentagon. (19:9)

DoD and Federal employees, technology vendors, universities and other individuals and organizations increasingly turn to CAPTEC for services, support and information. In fiscal year 2002, CAPTEC assisted 1,542 customers. In just the first six months of fiscal year 2003, it has helped nearly 1,000 customers. (16:13; 19:9) These customers are comprised of the DoD and 53 Federal agencies that have signed interagency agreements with the DoD for access to CAP services. (Appendix B) Agencies signing agreements in the first half of fiscal year 2003 include the Departments of Agriculture, Energy and Justice, the Equal Employment Opportunity Commission, the Federal Deposit Insurance Corporation, the National Council on Disability, and the Peace Corps. (19:4)

Accommodation-Related Programs

Aside from assisting DoD and other Federal employees with disabilities through CAPTEC and its other services, CAP is involved in supporting several accommodation-related programs. The DoD and the Office of Disability Employment Policy (ODEP) in the Department of Labor coordinate the Workforce Recruitment Program (WRP). This program provides college students with disabilities with summer jobs, and, for some, offers of full time employment. Recruiters interview approximately 1,500 persons at colleges nationwide. The names and qualifications of each student are listed in a database. Both public and private sector employers have access to this database. (3) The CAP assists WRP students by providing assistive technology and accommodations that include services for blind/low vision, cognitive, deaf/hard-of-hearing, dexterity and sign language or reader services for student training sessions. (20)

The CAP also provides training via its education workshops in support of its Healthy Work Practices Program (HWPP). Through HWPP, CAP takes a proactive stance by supplying ergonomic evaluations and its *Workplace Ergonomics Reference Guide* to assist individuals in assessing their workplace needs. It provides persons with dexterity disabilities with assistive technologies such as alternative keyboards and pointing devices and speech recognition software. (17) The CAP assists Workers' Compensation claimants to return to work by ensuring they receive accommodations that will enhance their productivity such as ergonomic chairs. For those involved in telework under HWPP, CAP supplies assistive technologies to employees with disabilities such as personal computers, printers, and fax machines. (17; 18)

The CAP also helps employees and patients with disabilities seeking care at military treatment facilities through its initiative in support of the Military Health System (MHS). The CAP conducts training and awareness programs for MHS personnel and provides technologies and accommodations to its employees and patients. Additionally, it supports family members with disabilities through the Exceptional Family Member Program (EFMP) by working with EFMP coordinators within the MHS. (19:15-16)

At Appendix C are charts from current CAP stakeholders' reports that highlight the accomplishments and successes of the program.

Conclusion

Through the EFMP and all of its other initiatives and programs, CAP furnishes the training, equipment, and funding required to provide people with disabilities the means to succeed in the workplace. For employees with disabilities, this success can produce greater job satisfaction, opportunities for promotion, and a better quality of life. For employers, it can result in greater productivity from employees and it enlarges the pool of intellectual capital, work experience, and job applicants. For the nation, CAP helps to ensure that all of its citizens can successfully contribute to the national enterprise with infinite dignity and worth.

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9. http://www.tricare.osd.mil/cap/acc_proc/acc_proc_assist_deaf.cfm
10. http://www.tricare.osd.mil/cap/acc_proc/acc_proc_assist_dexterity.cfm
11. http://www.tricare.osd.mil/cap/acc_proc/acc_proc_assist_other.cfm
12. http://www.tricare.osd.mil/cap/acc_proc/acc_proc_customer.cfm
13. http://www.tricare.osd.mil/cap/acc_proc/acc_proc_needs_assess.cfm
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19. U.S. Department of Defense, Office of the Assistant Secretary for Health Affairs TRICARE Management Activity. *Computer/ Electronic Communications Accommodations Program Semi-Annual Stakeholders Report First Half of Fiscal Year 2003 Real Solutions for Real Needs*. Retrieved September 15, 2003 from http://tricare.osd.mil/cap/about/about_reports.cfm
20. U.S. Department of Defense, Office of the Assistant Secretary for Health Affairs TRICARE Management Activity. *Computer/Electronic Accommodations Communications Program Workforce Recruitment Program (WRP)*. Handout received from Ms. Dinah Cohen on March 24, 2003 during EEO Specialist Training at Cocoa Beach, FL.

Appendix A

CAP Accommodation Request Form



CAP Office Use Only			
Received: _____	[] EFMP	[] Tele	
Completed: _____	[] DDESS	[] WC	
Approved: _____	[] DoDDS	[] CTRS	
Ordered: _____	[] MHS	[] DoD	
Declined: _____	[] Non-DoD	[] State	
Canceled: _____	Request #: _____		
Vendor: _____	Order #: _____		
Item Description: _____			

CAP Accommodation Request Form

Complete this form to request assistive technology and services. All information will be kept confidential. Please ensure completion of all contact information. Approval is required from requester's supervisor. Signature certifies that the accommodation is necessary for a person with a disabling condition to accomplish an essential job requirement. Signature also verifies that the item requested becomes the property of the receiving federal agency. Furthermore, equipment maintenance beyond initial warranty period and additional supplies after receipt of equipment is the responsibility of the federal agency. If you have any questions, please call CAP at 703-681-8813 (V) 703-681-0881 (TTY), or email CAP@tma.osd.mil. **Complete the form online at <http://www.tricare.osd.mil/cap/requests> or fax completed form to 703-681-9075** or send by US Mail to:

**DoD Computer/Electronic Accommodations Program Office
TRICARE Management Activity
5111 Leesburg Pike, Five Skyline Place, Suite 810
Falls Church, VA 22041-3206**

1. NAME OF PERSON OR OFFICE TO BE ACCOMMODATED (Please Print):

Grade Level: _____ Occupational Series: _____ Are you a new federal employee? _____
 Have you used CAP services before? [] Yes [] No
 Please include your **CUSTOMER ID #** (if known) _____

2. ADDRESS/CONTACT INFORMATION: (No P.O. Boxes - No acronyms)

If your agency is within **DoD** (specify): _____
 Organization: [] Army [] Navy [] Air Force

If your agency or department is **not a DoD Agency** (specify): _____

DELIVERY ADDRESS (Work Address):

Address1: _____
 Address2: _____
 City, State, Zip: _____
 Telephone/TTY#: (please indicate which) _____
 Fax #: _____ Email: _____

3. DISABILITY INFORMATION: Identify your disability (Deaf/Hard of Hearing, Blind/Low Vision, Cognitive, Dexterity*): Additional information/medical documentation may be required to support the need of an accommodation per the Rehabilitation Act)

Other (explain): _____
 *Dexterity Disability (explain): _____

If you are a Workers' Compensation claimant, include your Workers' Compensation Claim # and copy of Department of Labor Claim Acceptance Letter: _____

If you Telework, include your agency agreement form.

Please fax supporting documents to 703-681-9075.

4. SUPERVISOR/POINT OF CONTACT INFORMATION (Complete all fields):

Name: _____ Signature: _____

Telephone/TTY #: _____ Fax #: _____

Email: _____

T T T E Q U I P M E N T T T T

5. ITEM REQUESTED: Include brand name/model and attach any vendor information/brochures you may have. If requesting Speech Recognition Software, complete and fax the Speech Recognition Information Form, located under "News/Documents" on the CAP Website. Please fill out a separate request for each item being requested.

6. JUSTIFICATION: Please explain how this item will assist you in performing your essential job functions:

7. COMPUTER SYSTEM: In order to establish compatibility, identify:
Operating System: Win00____ Win98____ Win ME____ WinNT____ Win95____ Mac ____ Other____
Does your computer have a USB Port? Yes__No__ How much RAM does your computer have?_____

8. EMPLOYEE SIGNATURE: _____

T T T F U N D E D S E R V I C E T T T

Note: Complete this section only if you are a **DoD employee attending a training session lasting two or more days**. Mark your requested funded service: Interpreter* CART* Personal Assistant Reader

***Interpreter and CART Services are for DoD employees to attend information technology and computer-related training sessions.**

Submit a **fully completed request** (sections A and B) at least **15 days** prior to the start of the training or travel.

A. TRAINING SESSION:

Name of the **DoD Agency** training sponsor? _____

Training/Course Title: _____

Course Location: _____

Course Dates: _____ Course Time: _____

Have you been officially registered for training? _____

B. INFORMATION ON SERVICE PROVIDER (INTERPRETERS, READERS, ETC.):

For interpreting service information refer to the CAP Interpreter Database, located under "Deaf Accommodation Services" on the Website, and for information on obtaining a personal assistant please refer to the CAP Personal Assistant Information Form, located under "News/Documents" on the website.

Agency/Service Provider Name, Point of Contact and Address:

Telephone/TTY #: _____ Fax #: _____

Cost/Quote (please attach): _____ Does service accept Credit Card Payment? _____

E-Mail: _____ Website: _____

Submitting this form signifies you agree to CAP terms and conditions.

Online Request Form

Accommodation Process

- Overview
- Needs Assessment
- Accommodation Solution
- Request Submission**
- Training
- Customer Care

STEP 1 → STEP 2 → **STEP 3** → STEP 4 → STEP 5

Request Submission

CAP uses a team approach in the request process. We are divided into disability teams - Deaf/Hard of Hearing, Dexterity, and the Blind/Low Vision/Cognitive and Communication team. Once you have completed the needs assessment and/or identified the appropriate accommodation, the CAP Request Form should be submitted to request the solution that is identified. The form is reviewed by the appropriate CAP Team for completeness and compatibility of the requested accommodation for a person and/or office environment. Please make sure you address how the accommodation will assist the user or increase access to an office. Additional information or medical documentation may be required. Examples of additional requirements include documentation for assistive technology for ergonomic related injuries or for the need of a larger monitor.

Information about Person or Office to be Accommodated:

First Name:

Middle Initial:

Last Name:

Grade Level:

Occupational Series:

Are you a new federal employee? Yes No

Have you used CAP services before? Yes No

Please include your **CUSTOMER ID #**

Address/Contact Information:
(No P.O. Boxes - No acronyms)

If your agency is within **DoD** (specify):

Organization: Army Navy Air Force None

If your agency or department is **not a DoD Agency** (specify name):

Delivery Address (Work Address):

Address 1:

Address 2:

City:

State:

Zip:

Telephone:

TTY#:

Fax #:

Email Address:

Disability Information:

Identify your disability (Deaf/Hard of Hearing, Blind/Low Vision, Cognitive, Dexterity):
Additional information/medical documentation may be required to support the need of an accommodation per the Rehabilitation Act)

Cognitive Dexterity Hearing Vision Other

Request Submission : CAP - Microsoft Internet Explorer

Address http://www.tricare.osd.mil/cap/acc_proc/acc_proc_request.cfm

Disability Information:

Identify your disability (Deaf/Hard of Hearing, Blind/Low Vision, Cognitive, Dexterity):
 Additional information/medical documentation may be required to support the need of an accommodation per the Rehabilitation Act)

Cognitive
 Dexterity
 Hearing
 Vision
 Other

Other (explain):

*Dexterity Disability (explain)

If you are a Workers' Compensation claimant, please include your Workers' Compensation Claim # and a copy of Department of Labor Claim Acceptance Letter:

If you Telework, include your agency agreement form.

Please fax supporting documents to 703-681-9075

Supervisor/Point of Contact Information:

(Please complete all fields):

First Name:

Middle Initial:

Last Name:

Telephone#:

TTY#:

Fax #:

Request Submission : CAP - Microsoft Internet Explorer

Address http://www.tricare.osd.mil/cap/acc_proc/acc_proc_request.cfm

Supervisor/Point of Contact Information:

(Please complete all fields):

First Name:

Middle Initial:

Last Name:

Telephone#:

TTY#:

Fax #:

Email:

Item Requested:

Include brand name/model and attach any vendor information/brochures you may have. If requesting Speech Recognition Software, complete and fax the [Speech Recognition Information Form](#). Please fill out a separate request for each item being requested.

Justification:

Please explain how this item will assist you in performing your essential job functions.

Request Submission : CAP - Microsoft Internet Explorer

Address http://www.tricare.osd.mil/cap/acc_proc/acc_proc_request.cfm

Justification:

Please explain how this item will assist you in performing your essential job functions.

Computer system:

In order to establish compatibility, identify:

Operating System: Win00 Win98 WinME WinNT
 Win95 Mac Other

Does your computer have a USB port? Yes No

How much RAM does your computer have? MB

Note: Complete the following section only if you are a DoD employee attending a training session lasting two or more days.

Mark your requested funded service: Interpreter* CART* Personal Assistant
 Reader None

* Interpreter and CART Services are for DoD employees to attend information technology and computer-related training sessions.

Done

Start | Inboxes - Microsoft... | RealOne Player: ... | Microsoft Excel | CAP Paper 2 - Mi... | Request Submi... | Appendix A for C... | 1:41 PM

Request Submission : CAP - Microsoft Internet Explorer

Address http://www.tricare.osd.mil/cap/acc_proc/acc_proc_request.cfm

Mark your requested funded service: Interpreter* CART* Personal Assistant
 Reader None

* Interpreter and CART Services are for DoD employees to attend information technology and computer-related training sessions.

Submit a **fully completed request** (sections A and B) at least 15 days prior to the start of the training or travel.

A. Training Session:

Name of the DoD Agency training sponsor?

Training/Course Title:

Course Location:

Course Start Date(mm/dd/yyyy):

Course End Date(mm/dd/yyyy):

Course Time:

Have you been officially registered for training? Yes No

B. Information on Service Provider (Interpreters, Readers, Ect):

For interpreting service information refer to the [CAP Interpreter Database](#) and for information on obtaining a personal assistant please refer to the [CAP Personal Assistant Information Form](#).

Agency/Service Provider Name, Point of Contact:

Agency/Service Provider Address:

Telephone#:

TTY#:

Done

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Request Submission : CAP - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://www.tricare.osd.mil/cap/acc_proc/acc_proc_request.cfm

Course Start Date(mm/dd/yyyy):

Course End Date(mm/dd/yyyy):

Course Time:

Have you been officially registered for training? Yes No

B. Information on Service Provider (Interpreters, Readers, Ect):

For interpreting service information refer to the [CAP Interpreter Database](#) and for information on obtaining a personal assistant please refer to the [CAP Personal Assistant Information Form](#).

Agency/Service Provider Name, Point of Contact:

Agency/Service Provider Address:

Telephone#:

TTY#:

Fax #:

Cost/Quote (please attach):

Does service accept Credit Card Payment?: Yes No

Email:

Website:

Submitting this form signifies you agree to CAP terms and conditions.

Start | Internet | 1:44 PM

Appendix B

Interagency Agreement between the
Department of Defense and other Federal Agencies

**Interagency Agreement between
the Department of Defense
and
(your agency here)**

This agreement is entered into pursuant to the National Defense Authorization Act, SEC. 1102. ASSISTIVE TECHNOLOGY ACCOMMODATIONS PROGRAM. This agreement will allow CAP to provide assistive technology, devices and services to your employees with disabilities at no cost to your agency, upon the request of the head of your agency. This agreement will be effective upon date of signature and will remain in effect based on availability of appropriated funds. Availability of funds will be determined annually. Either party may cancel this agreement with a thirty-day notification.

CAP, located in Falls Church, VA, provides a centrally funded process to increase accessibility of electronic and information technology systems. The CAP Technology Evaluation Center (CAPTEC), located at the Pentagon, conducts needs assessments and demonstrations of assistive technology in support of the CAP mission to *provide assistive technology and accommodations to ensure people with disabilities have equal access to information and opportunities.*

DEPARTMENT OF DEFENSE CONTACT INFORMATION:

DoD Computer/Electronic Accommodations Program
Ms. Dinah F. B. Cohen, Director
5111 Leesburg Pike, Suite 810
Falls Church, VA 22041
Voice: 703-681-3976
TTY: 703-681-0881
Fax: 703-681-9075
Email: dinah.cohen@tma.osd.mil

POC CONTACT INFORMATION:

NAME
ADDRESS
CITY, STATE, ZIP
VOICE
FAX
EMAIL

APPROVAL:

Signature

Print Name

Title

Date

Please fax or mail agreement to: Computer/Electronic Accommodations Program (CAP), 5111 Leesburg Pike, Suite 810, Falls Church, VA 22041-3206 or 703-681-9075 (Fax).

Federal Departments and Agencies with Interagency Agreements

Access Board	Federal Trade Commission
Agency for International Development	Federal Maritime Commission
American Battlefield Monuments Commission	Holocaust Memorial Museum
Consumer Product Safety Commission	Institute of Museum and Library Sciences
Corporation for National and Community Service	International Trade Commission
Commodity Futures Trading Commission	National Archives and Records Administration
Committee for Purchase	National Council on Disability
Court Services/Offender Supervision for DC	National Credit Union Administration
Department of Agriculture	National Endowment for the Humanities
Department of Commerce	National Gallery of Art
Department of Energy	National Labor Relations Board
Department of the Interior	National Science Foundation
Department of Justice	Nuclear Regulatory Commission
Department of Labor	Office of Government Ethics
Department of State	Office of Personnel Management
Department of the Treasury	Office of Special Council
Department of Veterans Affairs	Overseas Private Investment Corporation
Environmental Protection Agency	Peace Corps
Equal Employment Opportunity Commission	Pension Benefit Guaranty Corporation
Executive Office of the President	Railroad Retirement Board
Export Import Bank of the United States	Securities and Exchange Commission
Farm Credit Administration	Selective Service System
Federal Communications Commission	Small Business Administration
Federal Deposit Insurance Corporation	Smithsonian Institution
Federal Emergency Management Agency	Surface Transportation Board
Federal Energy Regulatory Commission	Trade and Development Agency
Federal Labor Relations Authority	

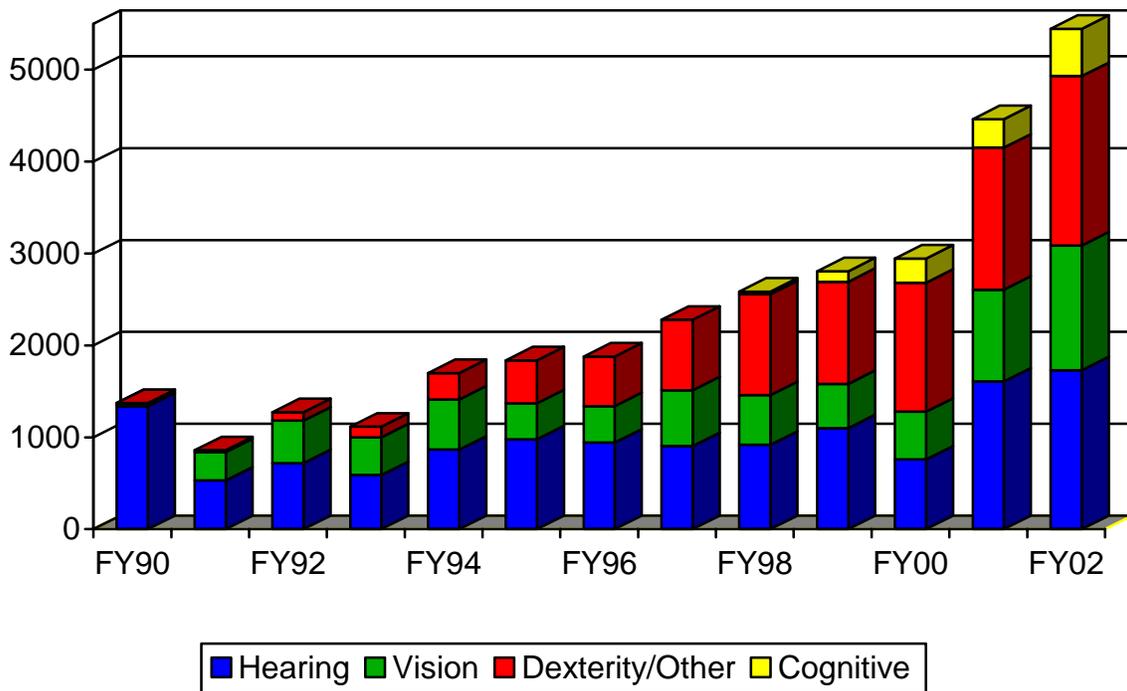
Source: *Computer/Electronic Accommodations Program Semi-Annual Stakeholders Report First Half of Fiscal Year 2003*. U.S. Department of Defense.

Appendix C

Accommodations Profiles

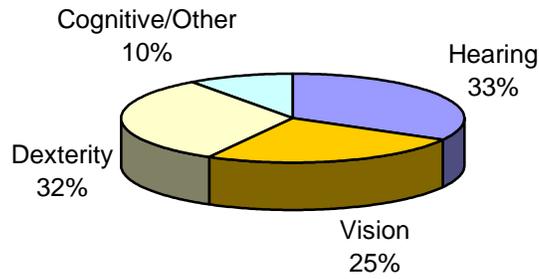
Sources: Unless otherwise indicated, all charts and graphs are from *Computer/Electronic Accommodations Program Annual Stakeholders Report Fiscal Year 2002* and *Computer/Electronic Accommodations Program Semi-Annual Stakeholders Report First Half of Fiscal Year 2003*. U.S. Department of Defense.

CAP Accommodations Profile by Disability (FY90-FY02)



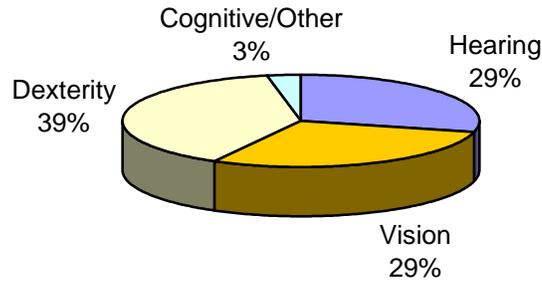
Source: Computer/Electronic Accommodation Program, *Accommodating Federal Employees with Disabilities*. Retrieved on July 10, 2003 from http://www.tricare.osd.mil/cap/about/about_pres_archive.cfm

FY02 Accomodations Profile by Disability - Overall

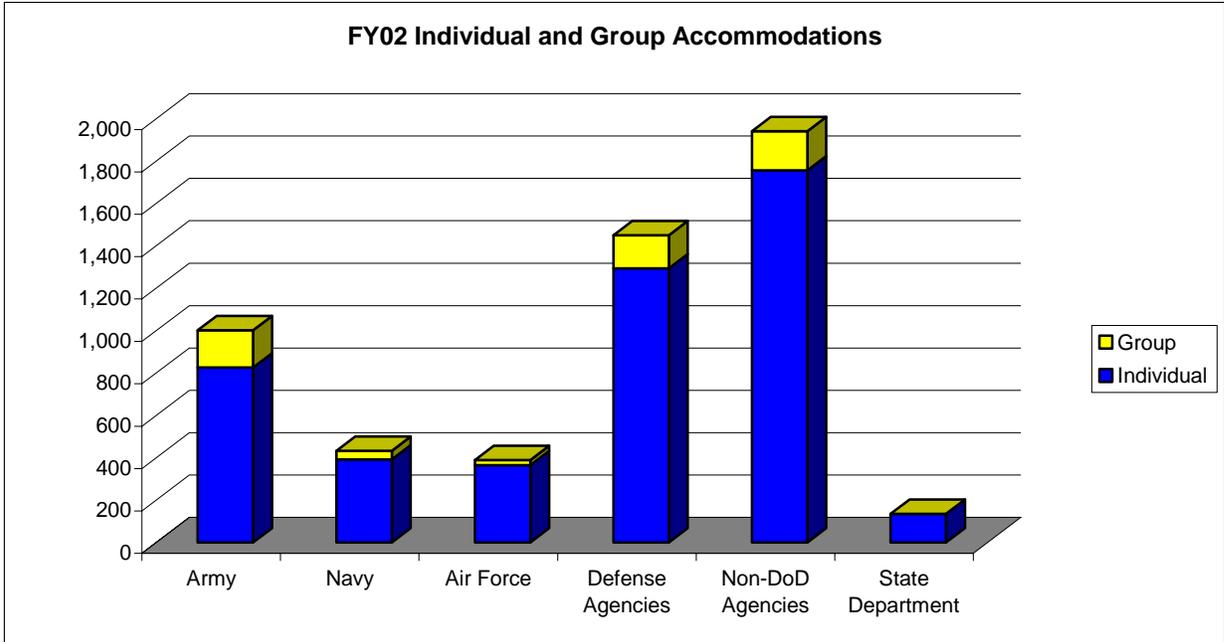


FY02	Individual	Group	Total
Hearing	1,300	459	1,759
Vision	1,322	17	1,339
Dexterity	1,695	4	1,699
Cognitive	403	102	505
Other	50	0	50
Total	4,770	582	5,352

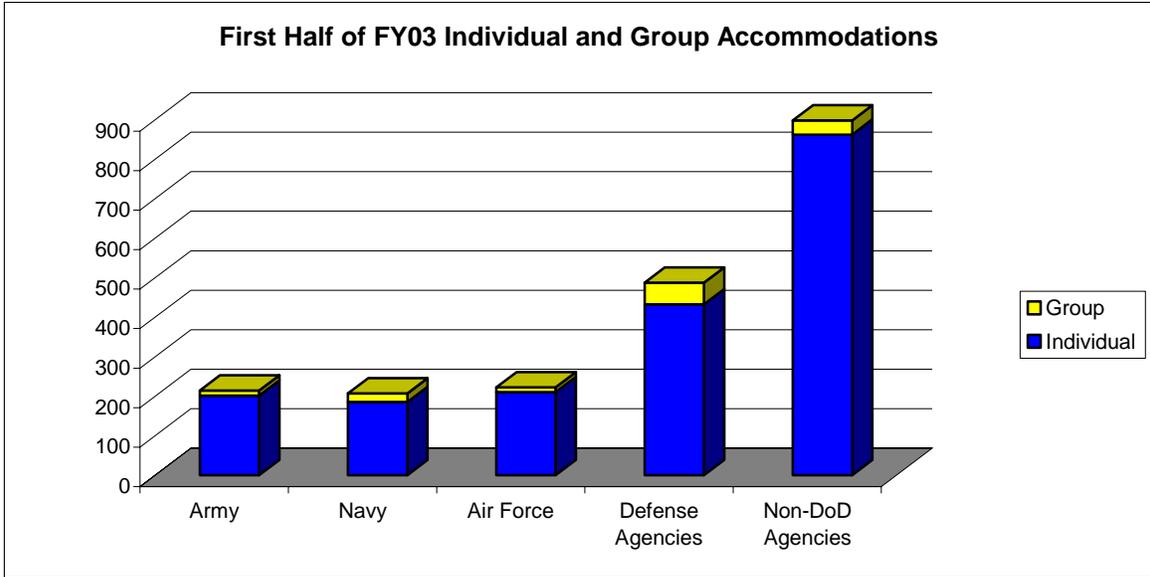
First Half of FY03 Accomodations Profile by Disability - Overall



FH FY03	Individual	Group	Total
Hearing	447	137	584
Vision	582	1	583
Dexterity	796	0	796
Cognitive	46	0	46
Other	19	0	19
Total	1,890	138	2,028



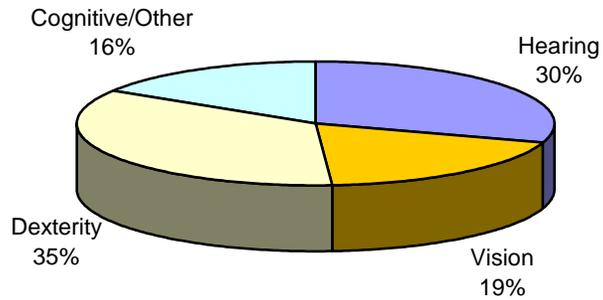
FY02	Individual	Group	Total
Army	826	176	1,002
Navy	392	41	433
Air Force	366	24	390
Defense Agencies	1,294	156	1,450
Non-DoD Agencies	1,757	184	1,941
State Department	135	1	136
Total	4,770	582	5,352



FH FY03	Individual	Group	Total
Army	201	13	214
Navy	185	22	207
Air Force	210	12	222
Defense Agencies	432	55	487
Non-DoD Agencies	862	36	898
Total	1,890	138	2,028

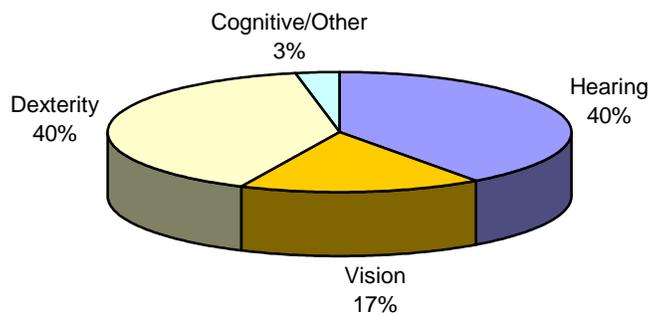
State Department statistics are not listed in the first half of fiscal year 2003 report.

**FY02 Accomodations Profile by Disability -
DoD Organization**

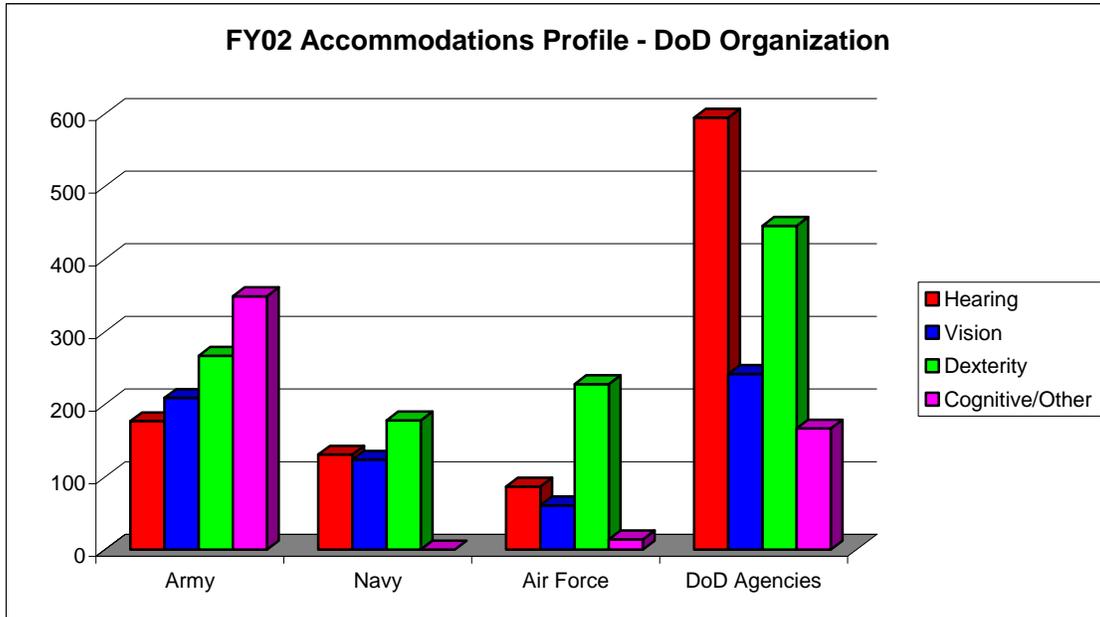


FY02	Individual	Group	Total
Hearing	714	276	990
Vision	621	15	636
Dexterity	1,115	4	1,119
Cognitive	386	102	488
Other	42	0	42
Total	2,878	397	3,275

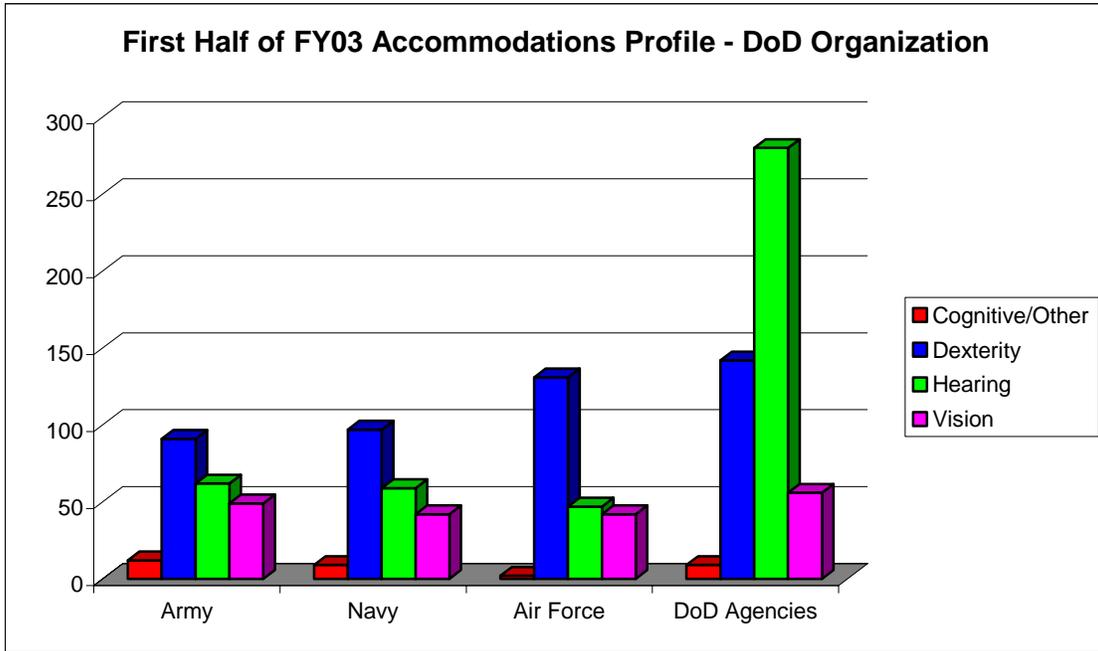
**First Half of FY03 Accomodations Profile by Disability -
DoD Organization**



FH FY03	Individual	Group	Total
Hearing	346	102	448
Vision	189	0	189
Dexterity	461	0	461
Cognitive	23	0	23
Other	9	0	9
Total	1,028	102	1,130

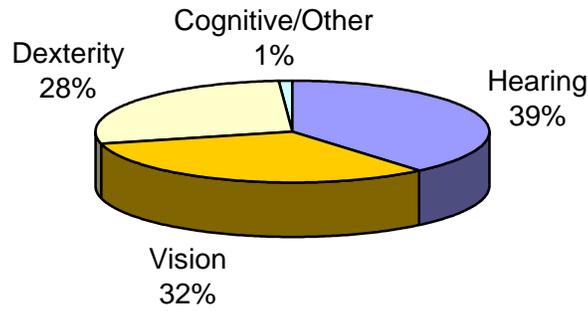


FY02	Army	Navy	Air Force	DoD Agencies	Total
Hearing	177	131	87	595	990
Vision	209	124	61	242	636
Dexterity	267	178	228	446	1,119
Cognitive/Other	349	0	14	167	530
Total	1,002	433	390	1,450	3,275



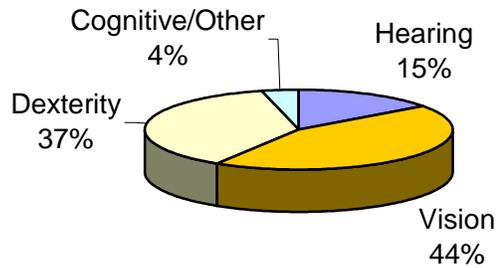
FH FY03	Army	Navy	Air Force	DoD Agencies	Total
Hearing	62	59	47	280	448
Vision	49	42	42	56	189
Dexterity	91	97	131	142	461
Cognitive/Other	12	9	2	9	32
Total	214	207	222	487	1,130

FY02 Accommodations Profile by Disability - Non-DoD



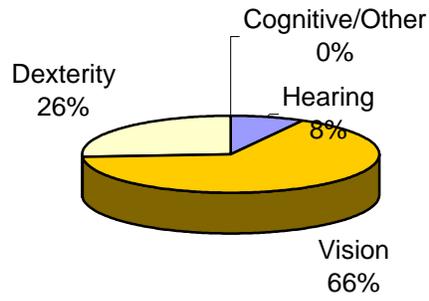
FY02	Individual	Group	Total
Hearing	576	183	759
Vision	612	1	613
Dexterity	544	0	544
Cognitive	17	0	17
Other	8	0	8
Total	1,757	184	1,941

First Half of FY03 Accommodations Profile by Disability - Non-DoD



FH FY03	Individual	Group	Total
Hearing	101	35	136
Vision	393	1	394
Dexterity	335	0	335
Cognitive	23	0	23
Other	10	0	10
Total	862	36	898

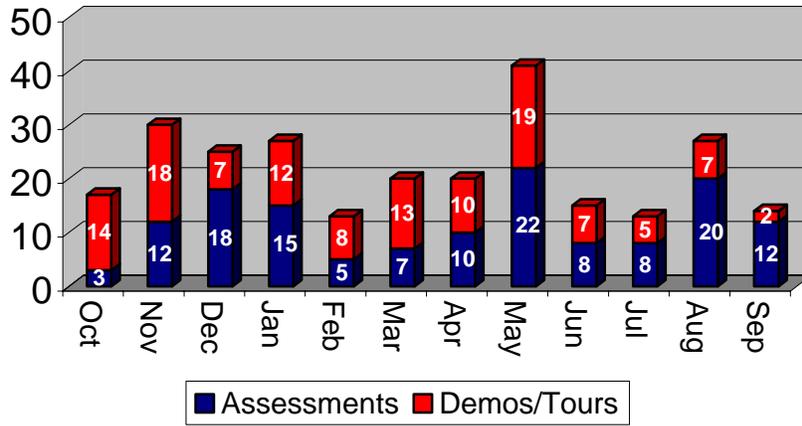
**FY02 Accommodations Profile by Disability -
State Department**



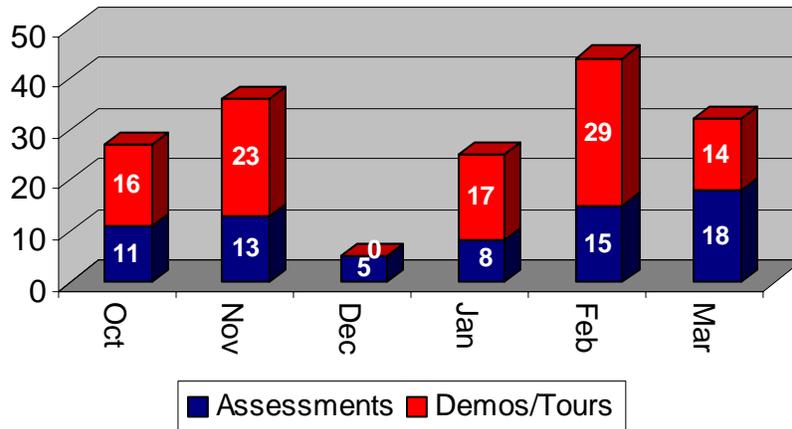
FY02	Individual	Group	Total
Hearing	11	0	11
Vision	89	1	90
Dexterity	35	0	35
Cognitive	0	0	0
Other	0	0	0
Total	135	1	136

There is no State Department data for the first half of FY03 for comparison.

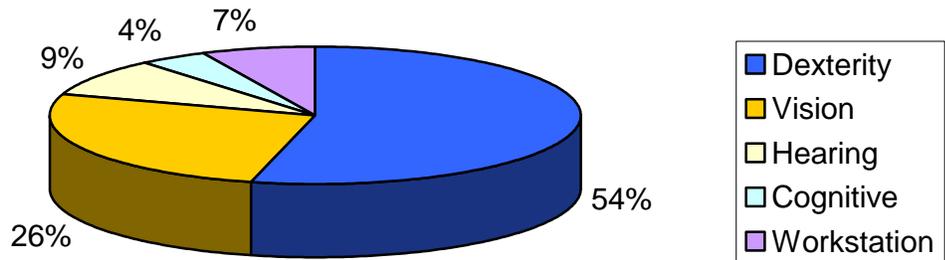
FY02 CAPTEC Services Provided



First Half of FY03 CAPTEC Services Provided



FY02 CAPTEC Assessments Performed by Type



First Half of FY03 CAPTEC Assessments Performed by Type

