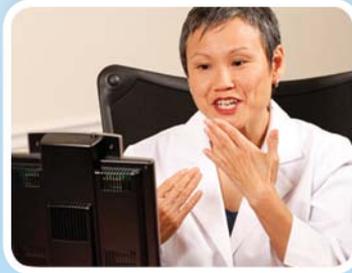




Computer/Electronic
Accommodations
Program



CAP 101

Understanding the Computer/Electronic Accommodations Program

Sharon Terrell-Lindsay
Derek Shields

Excel Conference
August 14, 2014

CAP Overview

- CAP was established in 1990 as the Department of Defense (DoD) centrally funded program to provide accommodations to DoD employees
- Today, CAP provides assistive technology and support services to ensure federal employees with disabilities at DoD, 68 partnering organizations and wounded, ill, and injured Service members have equal access to opportunity

Leadership Team:



Stephen M. King
Director



Sharon Terrell-Lindsay
Deputy Director

Assessment Team:

Mark Rew
Michael Young
Jeffrey Dallos
Jerome Lyons

Acquisitions Team:

Kameelah Montgomery
Ryan Heist

Outreach Team

Who are our CAP Customers?

- Federal employees with disabilities
- Federal managers ready to hire and accommodate
- Federal employees that develop a disabling condition
- Federal employees returning from a Workers' Compensation injury
- Teleworkers with disabilities
- Wounded, ill or injured Service members
- Individuals with disabilities accessing federal programs and services



CAP Services



- Conduct needs assessments and technology demonstrations
- Provide assistive technology and training
- Provide training on disability management and on creating an accessible environment
- Support the compliance of federal regulations

The Needs Assessment Process

The Job

- Identify the individual's job tasks and duties
- Discuss the diagnosis affecting the individual's ability to perform their job functions

The Individual

- Determine if it is an existing or newly acquired disability
- Discuss if it is progressive or temporary
- Discuss the individual's functional limitations

The Solution

- Define the procedures for installing software on your network to include security and integration
- Determine if the individual needs training on the proposed solutions



CAP Technology Evaluation Center (CAPTEC)



- Assist individuals and supervisors in choosing appropriate computer and electronic accommodations
- Wide variety of assistive technology
 - VTC Capability
 - Tours
- Located in the Pentagon (2D1049)
 - 703-693-5160 (V)
 - 703-693-6189 (TTY)

Assistive Technology

Dexterity Impairments

- Alternative keyboards, input devices and voice recognition software

Vision Impairments

- Screen readers, Braille terminals, magnification software and CCTV's

Hearing Loss

- Assistive listening devices (ALDs), TTYs, videophones and captioning services

Cognitive/TBIs Impairments

- Cueing and memory aids, literacy software, screen readers and ALDs

Embedded Technology

- Magnifier, Text to Speech Narrator, On Screen Keyboard



Public Accessibility & Communication (PAC)

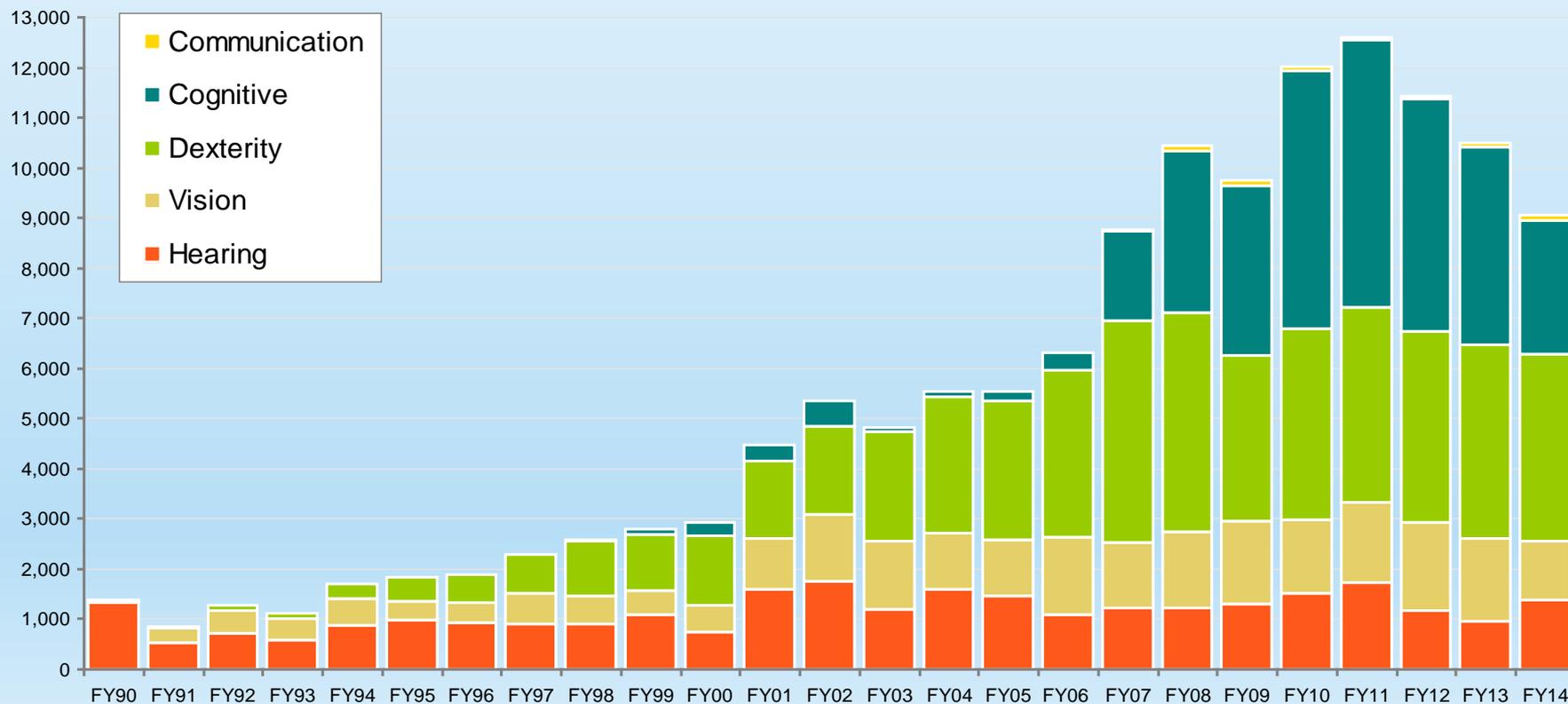
- The CAP PAC Initiative provides assistive technology to increase access to federal programs and services for members of the general public with disabilities
 - Members of the public have access to direct onsite services
 - Includes accommodations for federal employment and training centers to ensure access throughout the recruitment and employment experience



CAP Accommodations Profile by Disability

(FY90-FY14YTD)

137,245



What is the Average Cost of an Accommodation?

More than \$5000	1%
Between \$1000 - \$5000	11%
Between \$500 - \$1000	19%
Between \$1 - \$500	38%
No cost to employer	31%

The CAP Request Process

Step 1: Get Started Now!

The screenshot shows the CAP website homepage. At the top left is the CAP logo and the text "Computer/Electronic Accommodations Program". To the right is a search bar with the text "Search CAP" and a "Search" button. Further right, it says "Need larger text?" and "You have 0 selected solutions" with "Request Solutions" and "View" buttons. Below this is a navigation menu with links: "CAP Customers", "Accommodation Solutions", "Programs", "Publications/Forms", "News, Events & Training", and "About CAP".

The main content area features a large blue banner for "NEW CAP Online Training: Deaf or Hard of Hearing". The text reads: "New online training module, 'Providing Reasonable Accommodations for People Who are Deaf or Hard of Hearing.' This training addresses accommodation solutions for people who are deaf or hard of hearing and how CAP can help." Below this text is a numbered list from 1 to 5. To the right of the text is a video player with a play button and the text "What does it mean to be deaf or hard of hearing?".

Below the banner are four main sections:

- Request an Accommodation:** Contains the text "Ready to place a request for an accommodation? [Start here.](#) Need to [browse assistive technology.](#) or help to determine the appropriate accommodation to meet your needs? We can help!" and a prominent orange "Get Started NOW!" button. A large red arrow points to this button from the left.
- Explore CAP:** Features three icons: "FREE download on iTunes! CAP Mobile App", "View CAP Videos", and "Support WSM".
- Need Assistance?:** Contains contact information: "Contact us from 8am-5pm Eastern Time by phone at (703) 614-8416, (571) 384-5629 VP, or anytime by email at cap@mail.mil."
- Recent News & Upcoming Events:** Includes "Recent News" with a link to "Tell Us Your Story!" and "Upcoming Events" with links for "ATIA 2014 | 1/28/2014", "2014 JDVAC Audiology Conference | 3/10/2014", and "CSUN | 3/17/2014".

At the bottom, there is a "Stay Connected to CAP" section with social media icons for Facebook, Twitter, YouTube, CAP App, Email, Newsletter, Link to Us, and RSS Feeds. Below that is a "Tweets" section with a "Follow" button.

Step 2: Getting Started



Computer/Electronic
Accommodations
Program

[Need larger text?](#)

You have **0** selected solutions

[CAP Customers](#) | [Accommodation Solutions](#) | [Programs](#) | [Publications/Forms](#) | [News, Events & Training](#) | [About CAP](#)

Request an Accommodation from CAP

Getting Started

CAP will use the information in this form to ensure we get the correct information from you to best accommodate your individual needs. Questions about how CAP uses your information? See our [Privacy Policy](#) below.

Are you submitting this request for yourself or on behalf of someone else?

Myself Another Person

Is the person to be accommodated currently on Active Duty with the US Military?

Yes No

Privacy Act Statement

This statement serves to inform you of the purpose for collecting personal information required by the Computer/Electronic Accommodations Program (CAP) Portal and how it will be used.

Authority

10 U.S.C. 1582, Assistive technology, assistive technology devices, and assistive technology services; 29 U.S.C. 794d, Electronic and information technology; 42 U.S.C. Chapter 126, Equal opportunity for individuals with disabilities; and DoD Instruction 6025.22, Assistive Technology (AT) for Wounded Service Members.

Purpose

To collect information from an individual in order to determine whether that individual qualifies for the Computer/Electronic Accommodations Program (CAP) and what assistive technology is appropriate for that individual.

Routine Uses

Collected information may be disclosed to Federal Government agencies participating in CAP as necessary to permit the agency to carry out its responsibilities under the program. Information may be provided to commercial vendors to permit the vendor to identify and provide assistive technology solutions for individuals with disabilities. Information may also be used and disclosed in accordance with 5 U.S.C. 552a(b) of the Privacy Act of 1974, as amended, which incorporates the DoD "Blanket Routine Uses" published at: http://dpclo.defense.gov/privacy/SORNs/blanket_routine_uses.html.

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Step 3: How Can CAP Best Help You?



[Need larger text?](#)

Search



You have **0** selected solutions

Request Solutions

View

[CAP Customers](#)

[Accommodation Solutions](#)

[Programs](#)

[Publications/Forms](#)

[News, Events & Training](#)

[About CAP](#)

Request an Accommodation from CAP

Thank you for your interest in submitting a CAP request for accommodation. As the first step in the request process, please ensure your familiarity with your agency's reasonable accommodation procedures. [Check your agency's Point of Contact](#) on CAP's website to learn if you must follow a specific process for placing CAP Requests. By following your agency's process for working with CAP, we will support required agency procedures, help provide appropriate accommodation solution(s), and be able to expedite your request.

How can CAP best help you?

I know which solutions I need and just want to request them.

request an accommodation

I would like CAP to recommend solutions for me based on my limitation(s).

request an accommodation

I would like CAP to contact me to discuss possible solutions.

request an accommodation

Need Assistance?

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Back

Step 4: Tell Us Who You Are



[Need larger text?](#)

You have **0** selected solutions

CAP Customers	Accommodation Solutions	Programs	Publications/Forms	News, Events & Training	About CAP
-------------------------------	---	--------------------------	------------------------------------	---	---------------------------

Request an Accommodation from CAP

Getting Started

Tell us who you are:

- Full Time or Part Time Federal Employee
- Contractor to the Federal Government
- Student or Intern Participating in the Workforce Recruitment Program (WRP)
- Guest

Tell us who you work for:

What federal department do you work for?

Need Assistance?

Contact us from 8am-5pm Eastern Time by phone at (703) 614-8416, (571) 384-5629 VP, or anytime by email at cap@mail.mil.

Step 5: About Your Needs



[Need larger text?](#)

Search



You have 0 selected solutions

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Request an Accommodation from CAP

About Your Needs

What are the functional limitations related to your task(s) at work? Please select one to start.

- Blind (e.g. Legally blind)
- Low Vision (e.g., difficulty seeing characters on a screen or printed page)
- Cognitive (e.g., difficulty focusing on printed or spoken information, expressing information, remembering things)
- Communication (e.g., difficulty communicating)
- Deaf / Hard of Hearing (all degrees of hearing loss)
- Dexterity (e.g., wrist, hand, neck, back or leg discomfort, paralysis, fine motor skill problems)

Back

Continue

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Step 6: Suggested Solutions



[Need larger text?](#)

Search



You have 0 selected solutions

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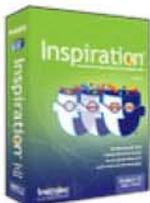
Suggestions

Based on your responses, CAP has recommended products in the following categories as potential accommodation solutions. Below are the most frequently requested assistive technology items and services based on what you've told us about yourself. Please carefully review the product or service descriptions and then choose the items that you feel would best accommodate your needs. If you feel that these suggestions do not match your needs, please use the "Tell Us More" link to let us know specifics about your situation.

[Back](#) | [I am not sure or none of these apply to me >](#)

Educational Software (4)

Word prediction software (2)



Inspiration Software



Build a strong foundation for thinking, comprehension and communication skills Inspiration makes it easy to create webs, idea maps, mind maps, concept maps, graphic organizers, process flows, a...

Add to My Solutions



Wynn Wizard



Search by Product

Search

Still can't find what you are looking for?

You can type in a product and submit a request for it.

Type in a product

Or, review solutions that are outside of CAP's scope.

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How CAP Conducts Business

How CAP Conducts Business

- **CAP adheres to:**
 - Federal Acquisition Regulation – FAR
 - FAR Part 6 – Competition Requirements
 - FAR Part 7 – Acquisition Planning
 - FAR Part 8 – Required Sources of Supplies and Services
 - FAR Part 13 – Simplified Acquisition Procedures
 - Any other additional limitations set by the Defense Human Resource Activity (DHRA) Procurement Support Office (PSO)
 - Memo Cut Off Dates (Internal)

How CAP Conducts Business

- **Mandatory Sources - (FAR Part 8)**
 - CAP's Blanket Purchase Agreements (BPAs)
 - AbilityOne
 - GSA Advantage or DoD EMALL
 - Other existing contracts
 - General Service Administration (GSA) Schedule
 - Other Contracts/or procurement vehicles

Procurement Method and Payment Process

Procurement Method

- **Purchase Orders (PO)**

- Contracting Office verify Quotes and Post if necessary
- Review Award documents thoroughly
- Contract number should start with H98210-XX-X-XXXX
 - Includes fiscal year, type of contract and unique number
- Ensure instructions and prices are what you agreed to in bid or quote
- Once awarded, contact CAP POC to review requirements
- If Modification is required, contact Contracting Officer
- Inform CAP of any delays
- Deliver item(s) and provide confirmation of delivery (tracking info, signed delivery receipt)
- Bill in accordance with Award document

Procurements Method

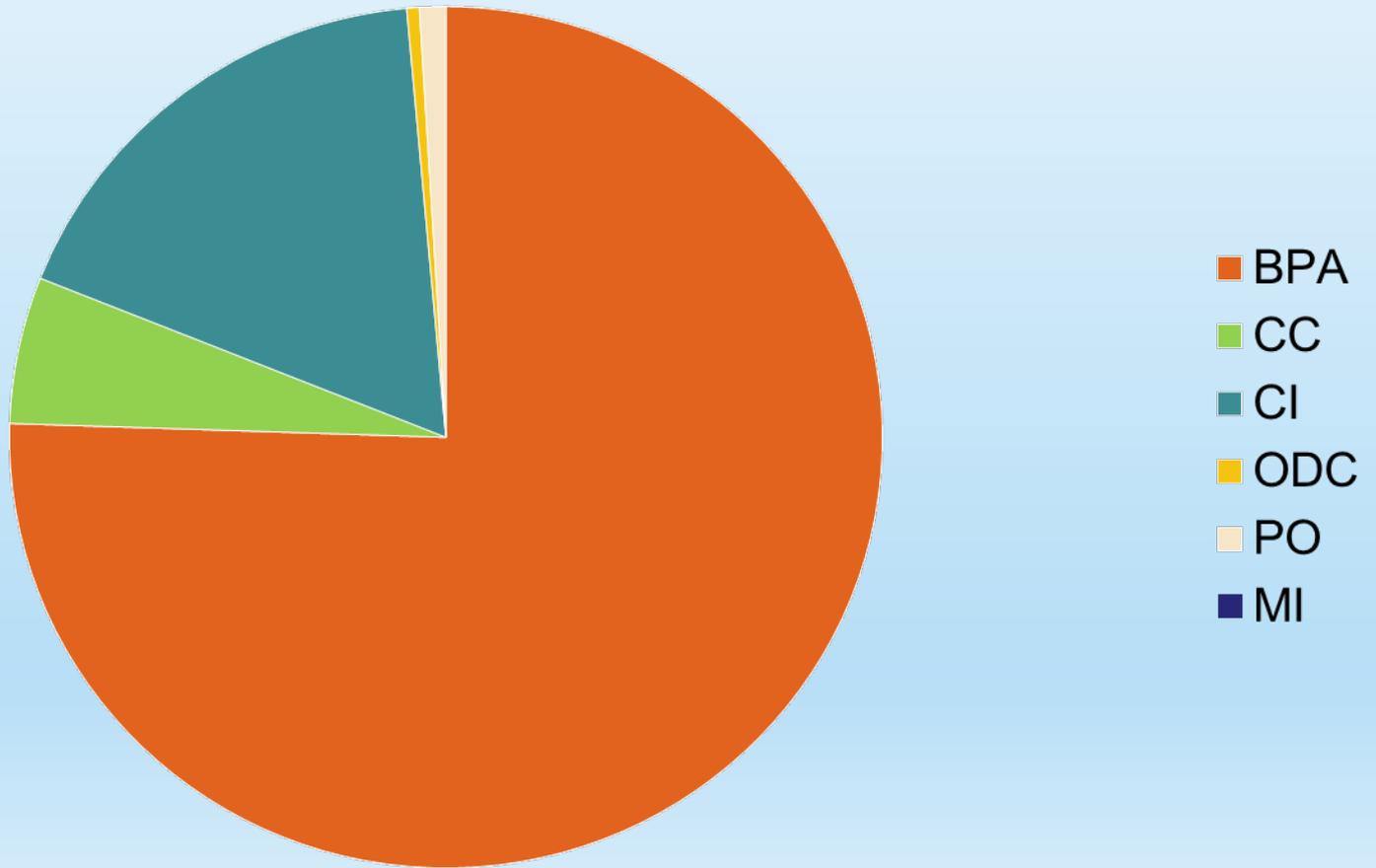
- **Blanket Purchase Agreement (BPA)**
 - Currently have 51 BPAs
 - <\$150k BPA Calls are made by CAP directly to the Vendor
 - >\$150k BPA Calls are made by the Contracting Officer
 - Vendor deliver item(s) within 5 days and provide confirmation of delivery (tracking info, signed delivery receipt)
 - CAP maintains Call Log to reconcile with Vendor on 19th of the month
 - Vendor provides Certificate of Conformance providing tracking info & confirming requirements were met

Procurements Method

- **Micro-Purchases**

- Authorized to make non-contract micro-purchases under \$3K
- If product is on GSA schedule, provide contract number & pricing when pricing information is requested by CAP
- CAP must rotate amongst vendors
- Vendor needs to be able to process orders via GPC
- Process order as one transaction after items have shipped, regardless of shipping addresses

FYTD Accommodations by Order Type



NEW

What's New?

CAP's Online Training Modules

We have developed and are continuing to add to a series of online training modules. Learn about accommodations for the different disability areas and how CAP can assist your organization in providing reasonable accommodation solutions!



CAP's Flipbook

CAP has created a NEW flipbook, "Accommodating Federal Employees with Disabilities and Wounded Service Members." This educational tool contains information about CAP programs, initiatives, online tools and more!



CAP's Mobile Website

CAP has enhanced its website site for mobile devices. Requesting accommodation solutions and needs assessments is easier than ever before. Browse AT on the go and start hiring and accommodating employees with disabilities today!



CAP Computer/Electronic Accommodations Program

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You have 0 selected solutions

Request Solutions View

Search CAP Search

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1 2 3 4 5



What does deaf or hard of hearing?

Request an Accommodation

Ready to place a request for an accommodation? [Start here](#). Need to [browse assistive technology](#), or help to determine the appropriate accommodation to meet your needs? We can help!

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View CAP Videos

Support WSM

Need Assistance?

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Recent News & Upcoming Events

Recent News

- ▶ [Tell Us Your Story!](#): Help us reach out to other Federal employees and wounded Service members by telling your story.

Upcoming Events

- ▶ [ATIA 2014](#) | 1/28/2014
- ▶ [2014 JDVAC Audiology Conference](#) | 3/10/2014
- ▶ [CSUN](#) | 3/17/2014

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Tweets Follow

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CAP Mailing List

<http://cap.mil/subscribe.aspx>



Facebook

www.facebook.com/DoDCAP



Twitter

www.twitter.com/DoDCAP



YouTube

www.youtube.com/TheDoDCAP