



## Two Percent by 2010: Strategies for Increasing Employment of People with Disabilities



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Real Solutions for Real Needs



## Two Percent by 2010

Step 1: Evaluation

Step 2: Employment Plan

Step 3: Recruitment and Placement

Step 4: Reasonable Accommodations

Step 5: Training/Promotion and Retention

Step 6: Collaboration and Reporting



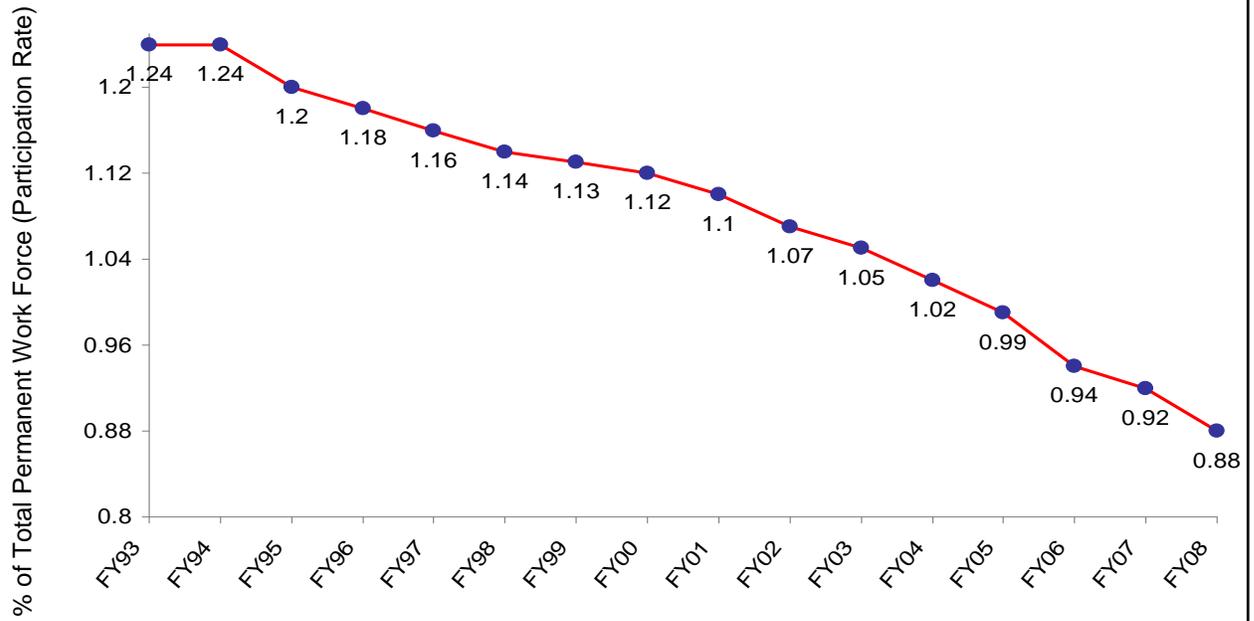
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Program



# Evaluation

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### Employees with Targeted Disabilities in the Federal Work Force



Source: EEOC Federal Sector Statistics

## The Latest Statistics Rank of the Cabinet Level Agencies by PWTD

The Top Three		The Bottom Three	
Treasury	1.73%	Homeland Security	0.42%
Veterans Affairs	1.49%	Justice	0.39%
Education	1.36%	State	0.36%



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# Employment Plan

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## EEOC's *LEAD* Initiative

- **Increase the awareness** of hiring officials about the declining numbers of people with disabilities in federal employment workforce planning and development
- **Reverse the trend of decreasing participation** in federal employment diversity and disability goals
- **Educate federal hiring officials** about how to use special hiring authorities to bring people with disabilities on board, particularly those with severe disabilities
- **Provide information and resources on reasonable accommodation**
- **2% by 2010 for all Agencies**





## Why Have the LEAD Initiative?

Because...

- The unemployment rate for working-age individuals with disabilities is estimated to be 60%;
- A focused effort to address this issue, and remind federal employers of their obligations under the Rehabilitation Act of 1973, is necessary; and
- **The Federal Government is not now, nor has it ever been, the Model Employer it is mandated to be.**



## Solutions

- Make this issues a priority
- Agencies must set a goal – every year!
- Share the goal with hiring managers
- Hold them accountable



# Recruitment & Placement



## Schedule A

### **Hiring authority to appoint persons with disabilities**

- 5 CFR § 213.3102 (u)

- “... mental retardation, severe physical disabilities, or psychiatric disabilities”
- Non-competitively appoint
- Permanent, temporary or time-limited appointments
- Appointments are in the excepted service
- Two-year probationary period mandatory



## Schedule A

- **Noncompetitive conversion to the competitive service authorized by 5 CFR §315.709**
  - completion of 2 years of satisfactory service in a non-temporary appointment
- **ABC's of Schedule A brochures for:**
  - HR Specialists
  - Hiring Managers
  - Disability Program Managers / Selective Placement Coordinators
  - Service Providers
  - Applicants\*



## Schedule A

### **Provides maximum flexibility**

- Posting not required
  - If posted, qualified applicants are referred
- Certificate (of Eligibles) not required
- Can be utilized at all grade levels
- Qualification standards remain
- Performance standards remain
- Cut hiring process from 2 – 6 months to < 1



## Eligibility

### **Prior to appointment, must obtain:**

- Proof of disability; and
- Documentation of job-readiness
  - In lieu of, may offer temporary appointment

### **Schedule A certification/documentation from:**

- Licensed medical professional
- Licensed vocational rehabilitation specialist
- Federal, state, DC, U.S. territory agencies that provide disability benefits



## Keys to Increased Use

### Educate yourself...

- Graduate School, USDA
  - Basic Staffing and Placement
  - Qualification Standards
  - Processing Personnel Actions
- Code of Federal Regulations (CFR)
- Office of Personnel Management (OPM)
  - [www.opm.gov/disability](http://www.opm.gov/disability)
- The ABCs of Schedule A brochures

**... so you can educate others!**



## Keys to Increased Use

### Ask yourself (as DPM/SPC or HR Specialist):

- “Where are the roadblocks?”
  - Vacancy announcements
  - Application processes
- “What can I do?” “How can I get involved?”
  - Schedule A documentation
  - Offer letters
    - Accommodations?
    - Assist in coordinating EOD?
  - Conduct training
  - Raise awareness



## Keys to Increased Use

### Managers

- Flexibility and ease of use
  - Expedite hiring process
  - No need to post!
  - Permanent, temporary, or time-limited appointments
- Consider applicants who apply non-competitively
- Encourage managers to:
  - Share concerns
    - Non-threatening environment
    - Be visible... be available!



## Keys to Increased Use

### Access to qualified candidates

- Resume bank / applicant pool
- Career Opportunities for Students with Disabilities (COSD)
- State Vocational Rehabilitation
- Employer Assistance & Recruitment Network (EARN)
- Workforce Recruitment Program (WRP)
- Department of Veterans Affairs (VA)

## Workforce Recruitment Program

- Co-sponsored by the Departments of Labor and Defense
  - Federal agencies
  - Private sector
- Wide range of occupations
- Diverse workforce
- CAP covers the cost of accommodations for all WRP students participating in any Federal agency
- [www.wrp.gov](http://www.wrp.gov)





## WRP Schedule

- October: Locate and train recruiters
- January-February: Recruit managers/champions
- March: Student profiles released
- March-May: Select WRP interns
- May-September: Internships
- September: Transfer to full-time if possible



## WRP Case Study

### Amanda Clatterbaugh

- BA in Business (2004)
- hired by Census as GS 7 HR Specialist on a temporary basis via Schedule A – initial appointment 90 days
- assignments included assisting in development of vacancy announcements, answering applicant questions, reviewing applicant packages

Accommodations: Interpreting services and videophone\*  
(provided by CAP)



## WRP Case Study

### Amanda Clatterbaugh

- converted to permanent appointment via Schedule A
- converted to career conditional after two years
- obtained career status one year later

Today...

Recently promoted to a Supervisory GS-13 HR Specialist

- Considered the agency expert on Monster\* hiring system



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# Reasonable Accommodations

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## CAP: 19 Years of Accommodations

- CAP was established in 1990 as DoD's centrally funded program to provide accommodations
- Expanded by Congress in 2000 to support other Federal agencies
- Partnerships with 65 Federal agencies
- Over 76,000 accommodations

### CAP Mission

- To provide assistive technology and accommodations to ensure people with disabilities and wounded service members have equal access to the information environment and opportunities in the Department of Defense and throughout the Federal government

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## CAP Services

- Provide assistive technology and training
- Conduct needs assessments and technology demonstrations
- Provide installation and integration
- Provide training on disability management and on creating an accessible environment
- Support the compliance of federal regulations
- Assist in the recruitment, placement, promotion and retention of people with disabilities and Wounded Service Members

## Accommodations for Individuals Deaf or Hard of Hearing

- Teletypewriters (TTYs), PC-based TTY modems, networked TTYs
- Video communication devices for Video Relay Services
- Telephone ring signaler
- Amplified and voice carry over telephones
- Assistive listening and amplification devices
- Closed captioning equipment for in-house videotapes

 SoundSentry generates a visual warning simultaneously with a computer's audio output.



## Accommodations for Individuals Dexterity Disabilities

- Alternative Keyboards & Pointing Devices
- Keyboard Enhancement Systems
- Keyboard Trays and Document Holders
- Speech Recognition Software and Training
- Headsets and handsets
-  Embedded technology includes an on-screen keyboard



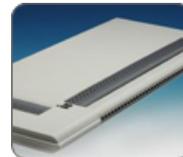


## Accommodations for Individuals Visual Disabilities

- Voice Output
  - Screen readers and training
  - Scanner-readers
- Braille devices
  - Terminals
  - Embossers
- Portable notetakers
- Print Enlargers
  - Closed Circuit TVs (CCTVs)
  - Screen magnification S/W



Embedded technology includes a screen magnifier similar to ZoomText and a screen reader comparable to JAWS.



## Accommodations for Individuals Other Disabilities

- Cognitive / Learning
  - Word prediction software
  - Literacy software
  - Speech recognition software
  - Screen readers
  - Cueing and memory aids (PDAs)
  - Assistive listening devices
- Communication
  - Amplifiers
  - Augmentative communication devices





## Other Embedded Assistive Technology

Available in the Control Panel

- **Speech:** Basic speech recognition/Speech to text capability
- **Display:** High-contrast mode, font and icon size
- **Mouse:** Pointer size, color, and speed
- **Keyboard:** Character repeat speed, change keyboard to Dvorak Layout
  - **StickyKeys** - Type commands by pressing one key at a time instead of pressing them simultaneously.
  - **FilterKeys** - Inadvertently repeated keystrokes are ignored, and can also slow the rate at which a key repeats when you hold it down.



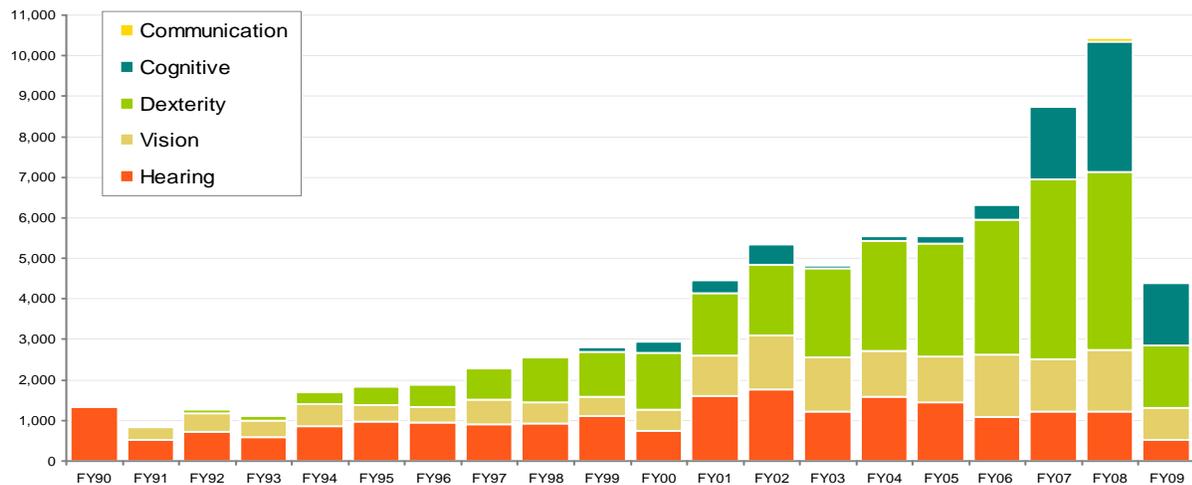
## Accommodation Services for Individuals with Disabilities

- Training on AT
  - Training on software
    - Dragon Naturally Speaking
    - Jaws
  - Training on hardware
    - PDAs
    - Braille Embossers



## CAP Accommodations Profile by Disability (FY90 - FY09 YTD)

76,313



## Needs Assessments / Tech Demo 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)





www.tricare.mil/cap

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Disabilities Accommodation Solutions Employment Needs News & Events

### Real Solutions For Real Needs

CAP provides assistive technology and services to people with disabilities, Federal managers, supervisors, IT professionals, and Wounded Services Members. "We buy it, we pay for it, we get it to the users, it's just that simple." — Dinah Cohen, CAP Director.  
[Learn More about what CAP can do for you>](#)



1 2 3 4 5 6

### Search

#### Complete Needs Assessment

Complete an [online needs assessment](#) in order to determine the most appropriate Assistive Technology (AT) solutions for you.

- ▶ [Browse Assistive Technology](#)
- ▶ [Submit Request Form](#)

### CAP Newsletters

Use the checkboxes below to select the newsletters you would like to subscribe to.

- CAPtions
- Wounded Service Members

### Recent News

CAP has won the Presidential Award for Management Excellence - the President's Quality Award for 2008. It was presented to Under Secretary of Defense for Personnel and Readiness, Dr. David S. C. Chu, at a ceremony in Washington, D.C., on Dec. 4, recognizing federal agencies that best achieve the objectives of the president's management agenda. [More >](#)

The U.S. Equal Employment Opportunity Commission (EEOC) issued a new question-and-answer guide aimed at promoting the hiring and advancement of individuals with disabilities in federal government employment. The new publication is available on the EEOC's web site at [www.eeoc.gov/federal/qanda/employment-with-disabilities.html](http://www.eeoc.gov/federal/qanda/employment-with-disabilities.html).

LEAD is the EEOC's Initiative to address the declining number of employees with targeted disabilities in the federal workforce. EEOC has created the ABC's of Schedule A which focuses on the [Hiring Manager](#), [the Disability Program Manager](#), and [the Human Resource Professional](#).

### Upcoming Events



[Road to Recovery Conference](#) | December 07, 2008

[Perspectives on the Employment of People with Disabilities Conference](#) | December 10, 2008

[CAP Training](#) - San Diego, CA | January 28, 2009



## CAP's Wounded Service Members Initiative

- “Support. Equip. Empower.”
  - Support: Recovery and Rehabilitation
  - Equip: Assistive Technology
  - Empower: Employment
- FY08 Accomplishments
  - DoDI 6025.22: Retention of assistive technology (AT) after separation or medical retirement from active service
  - Provided over 4,500 accommodations





## WSM Case Study

- CPT Scott Smiley
  - Loss vision in GWOT; introduction to assistive technology during rehabilitation
  - Stationed at Ft. Monroe
  - Graduate work at Duke University
  - Accommodations:  
Screen Reader, Scanner/Reader, Color Identifier/Light Detector, Easy Converter Higher Education Software, Training (4/06 to 5/08)
  - Future occupation: Instructor at West Point
- 1 of 302 accommodations to Service members that Continued on Activity Duty (COAD) or Returned to Work





## Empower Through Employment

- Provide services and resources for:
  - Employment internships
  - Public and private sector initiatives
- Participate in Hiring Heroes Career Fairs sponsored by Civilian Personnel Management Service [www.cpms.osd.mil](http://www.cpms.osd.mil)
- Other Recruitment Resources
  - Hire Heroes  
<http://www.hireheroesusa.org>
  - Wounded Warrior Project  
<http://www.woundedwarriorproject.org>
  - America's Heroes at Work  
<http://www.americasheroesatwork.gov>



# www.tricare.mil/cap/wsm

## Wounded Service Member Initiative

▶ [Submit WSM Needs Assessment](#)

▼ [Submit WSM Request](#)

Already know what you need? Please [submit an online request](#) for assistive technology products and training.

▶ [Browse Assistive Technology](#)

Support.  
Equip.  
Empower.



### CAP Supports Wounded Service Members



CAP works closely with service members across the nation to ensure they receive appropriate assistive technology for their needs. Accommodations are available for service members with vision or hearing loss, dexterity impairments, including

### WSM Materials



In recognition of the increased need to have documents available in Spanish, CAP has translated its [CAPFacts](#) (PDF) and [Wounded Service Member Fact Sheet](#) (PDF) into Spanish.



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# Training & Retention

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## Training & Retention

- Training
  - Training and leadership programs
  - Upward mobility programs
- Reduce Workers' Compensation costs
  - Accommodate Workers' Compensation claimants who obtain "on the job" injuries
- Increase Telework participation
  - Ensure policies are posted online
  - Provide Telework as a Form of Reasonable Accommodation
  - [www.telework.gov](http://www.telework.gov)
- Get health and safety staff involved





# Collaboration & Reporting



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## Resources

- Agency Disability Program Managers
- CAP Office
  - CAP@tma.osd.mil
- Department of Labor
  - Job Accommodation Network [www.jan.wvu.edu](http://www.jan.wvu.edu)
  - DisabilityInfo.Gov [www.disabilityinfo.gov](http://www.disabilityinfo.gov)
- U.S. Equal Employment Opportunity Commission  
[www.eeoc.gov](http://www.eeoc.gov)
- Federal Disability Workforce Consortium  
[www.fdwc.info](http://www.fdwc.info)

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## Resources

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