Providing **real solutions for real needs** to ensure people with disabilities have equal access to the information environment and opportunities in the Federal Government is the mission of the Computer/Electronic Accommodations Program (CAP). The National Defense Authorization Act granted CAP the authority to "provide assistive technology, devices, and services to any department or agency in the Federal Government upon the request of the head of the agency." All Federal agencies are eligible, at no cost to the agency. In order to establish a partnership with CAP, the head of the Federal agency must complete an Interagency Agreement.

BREAKING BARRIERS

The Department of Defense (DoD) established CAP in 1990 to eliminate employment barriers for its employees with disabilities. Since its inception, CAP has filled over 30,000 requests for accommodations for individuals with visual, hearing, dexterity, and cognitive disabilities within DoD and the Federal government. CAP is the Federal Government's centrally funded accommodations program. Much of CAP's success lies in the ability to provide reasonable accommodations to employees quickly, easily and in a cost efficient manner.

EMPLOYMENT INITIATIVES

CAP works with agencies to help ensure inclusion and productivity for employees with disabilities via Executive Orders. Executive Order 13163 focuses on the need to hire and advance individuals at all levels and occupations in the Federal workforce. CAP supports your plan for new employees by providing

accommodations eliminating the employment hiring barriers. CAP supports the implementation of Executive Order 13164, which requires Federal agencies to establish procedures to facilitate the provision of reasonable accommodations.

CAP also supports the Workforce Recruitment Program (WRP), co-sponsored by DoD and the Department of Labor, providing summer employment for college students with disabilities. CAP provides accommodations to all students who participate in the WRP.

CAP can also assist your agency by:

- Purchasing assistive technology and services
- Conducting needs assessments to identify appropriate assistive technology
- Assisting in technology integration
- Providing training on how to use assistive technology
- Advising agencies about creating accessible electronic environments
- Assisting in accommodating work-related injuries and supporting telework participants
- Conducting presentations about CAP services and other accessibility issues

THE TECHNOLOGY

CAP pays for a wide variety of assistive technology, devices and services for people with disabilities. CAP also provides training on the provided technology and purchases software upgrades. Frequently requested accommodation solutions include:

***Blind/Low Vision*:** Magnification systems, speech and Braille output systems, scanner/reader systems Braille embossers, Closed Circuit Televisions (CCTV's), and Braille notetakers

***Deaf/Hard of Hearing*:** Teletypewriters (TTYs), PC- TTY modems, telephone amplifiers, assistive listening systems, and visual signaling devices

Dexterity Disabilities: Alternative keyboards, alternative input devices, word prediction software, speech recognition systems, pointing devices, hands-free computer interface systems and keyguards

***Cognitive/Learning Disabilities*:** Talking dictionaries and scanner/reader systems

***Communication Disabilities*:** Electronic communication aids and speech output systems to augment communication

TECHNOLOGY EVALUATION CENTER

The CAP Technology Evaluation Center (CAPTEC) is a facility dedicated to the evaluation and demonstration of assistive technology. It was established to assist employees and supervisors in choosing appropriate assistive technology to create work environments that are accessible to persons with disabilities. CAPTEC also hosts open houses designed to highlight particular advances in assistive technology.

CAP Staff conduct needs assessments to help identify the most appropriate solution to meet individual requirements. CAPTEC consists of computer workstations configured with a wide variety of assistive technology. People in the process of

evaluating assistive technology who have questions about compatibility or functionality, or who need to compare several solutions, may visit CAPTEC to test and evaluate equipment.

CAPTEC is located at the Pentagon, Room 2A259, or you can contact CAPTEC at 703-693-5160 (V) or 703-693-6189 (TTY). Regular hours of operation are Monday –Thursday from 9:00 a.m. to 3:00 p.m. or by appointment.

CAP PROCESS

Conduct Needs Assessment: The purpose of the assessment is to identify barriers to performance and to identify possible assistive technology solutions. A needs assessment reviews the essential job functions that need to be accommodated.

The needs assessment can be conducted by a CAP Staff member and/or employee and supervisor, if needed. While all individuals with disabilities do not require assistance in identifying appropriate solutions, an important part of the needs assessment is identifying appropriate assistive technology tools.

Identify Appropriate Solutions: CAP customers work directly with staff experts within each disability team throughout the CAP process. The CAP disability team, employee, manager and/or computer systems personnel research available options by working with the person to be accommodated. Identifying appropriate solutions is a team effort in which outside resources may be used. The CAP Staff can assist in contacting resources such as the Job Accommodation Network (JAN), 800-526-7234, or other appropriate resources, as needed.

Complete Request Form: After identifying the most appropriate solution, the CAP Staff process each request. The CAP Request Form can be completed and submitted to the CAP Office via mail, fax, e-mail or Web.

Procurement Process: CAP procures the assistive technology using IMPAC VISA credit cards. Most customers receive the equipment approximately 7-10 days after submitting a properly completed request.

Customer Care: Each customer receives notifications after submitting a CAP request. Additionally, customers are surveyed monthly to ensure continuous improvements.

CAP encourages recruiting, hiring, and retaining people with disabilities within the Federal Government. In an effort to make the Federal Government a model employer for people with disabilities, it is important that you contact CAP to work together to provide **real solutions for real needs.**