

THE WHITE HOUSE

WASHINGTON

July 17, 1996

MEMORANDUM FOR: Jack Lew

FROM: Carol H. Rasco *CHR*

SUBJECT: Expanding the Defense Department's CAP Program

Attached are some materials about a program at the Defense Department called "CAP". CAP buys equipment for Defense employees with disabilities that allows them to keep working after they suffer a disability or join the workforce in the first place. By using a central \$2 million fund for such purchases, individual agencies are not penalized for hiring a person with a disability. CAP also has a showroom to help employees and employers choose appropriate adaptive devices. It has provided over 9,000 accommodations since its inception in 1990.

This is a good example of how employers and employees are taking advantage of new (and increasingly cheap) technology, such as computers for the blind that talk and listen, and alternative computer keyboards for people with dexterity problems, that allow people with disabilities to work.

I am interested in expanding the CAP program to cover all Federal employees, not just those at Defense. Tony Coelho, chair of the President's Committee on Employment of People with Disabilities, has been pushing this idea, potentially as part of the celebration of the sixth anniversary of the ADA that is planned for next week.

The attached presentation from the Defense Department says it would cost \$8 million a year to expand CAP, but this seems quite overstated to me since CAP now serves the entire Defense Department for \$2 million a year. While it can be argued that such a fund is unnecessary since agencies are obligated under law (Section 504) to provide such accommodations today, the fact is that many do not, and a centralized fund has many advantages.

I would appreciate the opportunity to discuss this matter with you.

cc: Ken Apfel
Bill White
✓Diana Fortuna

7/17/96

Carol:

Here is a draft memo that I recommend you send if you are comfortable with it. It endorses the idea of expanding the Defense Department's CAP program government-wide, and asks OMB to vet it (sorry about that word). I continue to think this is a good idea.

It is still possible that CAP will figure into the ADA event, with equipment in the East Room demonstrating what can be done with computer accommodations, either focusing on the Federal government or, as Bill White and others seem to prefer, as part of a showcasing of both private and public sector accommodations initiatives. Some people (Tony Coelho, Liz Savage, me) continue to think that announcing the CAP expansion that day is a good idea. Bill White has also thrown into the mix of options the idea of doing the radio address on the ADA, with an audience present. He hopes to meet with Don Baer on this tomorrow; you and I will both be invited when it's scheduled.

On the merits of this proposal, Lisa Fairhall at OMB has objected to it using the argument that each agency is already supposed to provide accommodations as part of their compliance with Section 504. This seems like a classic budget answer to me. And clearly a CAP approach has the advantages of pooling expertise and buying power, and spreading the extra costs of accommodations widely.

(By the way, I think you know Judy Gilliam at Defense. I understand she is in the hospital and quite ill. I just met with her 3 weeks ago and she seemed fine.)

Diana

Jill/Julie: This memo is on the i-drive under "cap.mem" in case you want to edit it.

DRAFT

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I am interested in expanding the CAP program to cover all Federal employees, not just those at Defense. Tony Coelho, chair of the President's Committee on Employment of People with Disabilities, has been pushing this idea, potentially as part of the celebration of the sixth anniversary of the ADA that is planned for next week.

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I would be interested in your thoughts on this issue.

cc: Ken Apfel
Bill White

***Making the CAP
Government-wide***

Plot →
Non comp acc

CAP Background Information

- ☐ **DoD established the Computer/Electronic Accommodations Program (CAP) in 1990 with a budget of \$10.7 million for five years.**
- ☐ **Since its inception, CAP has filled over 9,000 requests for accommodation throughout DoD.**
- ☐ **CAP currently operates with an annual budget of \$2 million.**

CAP Objectives

- ☐ **Assist DoD components in providing adaptive equipment and services for individuals with disabilities.**
- ☐ **Support DoD programs and activities that are required to be accessible to the public.**
- ☐ **Support DoD goals of employing and retaining persons with disabilities.**
- ☐ **Comply with Federal laws on computer and communication accessibility.**

Benefits of a Centralized Accommodations Program

- ☐ **Bulk purchasing reduces cost of providing accommodations.**
- ☐ **Adaptive equipment experts review each accommodation request for appropriateness and computer compatibility.**
- ☐ **Acquisitions are processed efficiently because the program staff is knowledgeable about types and availability of adaptive technology and services.**

Accommodations Provided by CAP

- ☐ Computer input devices
- ☐ Computer output devices
- ☐ Telecommunication devices
- ☐ Magnification devices
- ☐ Assistive listening devices
- ☐ Alternative forms of documentation
- ☐ Captioning services
- ☐ Interpreter, reader, and personal assistant services
- ☐ Other technology and services to facilitate access

— part-time / short-term only

CAPTEC

*Aug 95 Perry
opened*

- ☐ **CAP Technology Evaluation Center (CAPTEC)**
- ☐ **Assist DoD supervisors and individuals in choosing appropriate computer and electronic accommodations**
- ☐ **Wide variety of adaptive technology**
- ☐ **Located in the Pentagon**

*GSA has had a showroom for longer, $\approx$ 88
but doesn't pay for accom*

Targeted Disabilities

Selected By EEOC for Emphasis in Affirmative Action Programs

- ☐ **Blindness ***
- ☐ **Deafness ***
- ☐ **Complete Paralysis ***
- ☐ **Partial Paralysis ***
- ☐ **Seizure Disorders ***
- ☐ **Mental Retardation**
- ☐ **Mental Illness**
- ☐ **Missing Extremities ***
- ☐ **Distortion of Limbs/Spine ***

*** Disabilities typically accommodated by CAP services**

Federal Disabled Population

☐ **Federal Disabled Population**

183,187 7%

☐ **DoD Disabled Population**

70,260 8.6%

probably understated

☐ **Federal Targeted Disabled Population**

32,327 1.24%

☐ **DoD Targeted Disabled Population**

11,220 1.3%

- ☐ **Additional potential beneficiaries, not included above, are individuals who become disabled on the job.**

get? [**Data from 1994 EEOC Annual Report on Employment of Minorities, Women, and People with Disabilities in the Federal Government**]

Cost of CAP Expansion

☐	Federal disabled population	183,187
☐	5% of the federal disabled population	9,159
☐	Average cost of an accommodation in FY 95	\$993
☐	Projected cost to accommodate	\$9,094,887
☐	Projected cost to manage program, disseminate information, and develop/operate technology centers (2)	\$905,113
☐	PROJECTED YEARLY COST	\$10 million

CAP provides access to
Interns of PCEPD

Some accommodations
are facility-
based, not
people-based

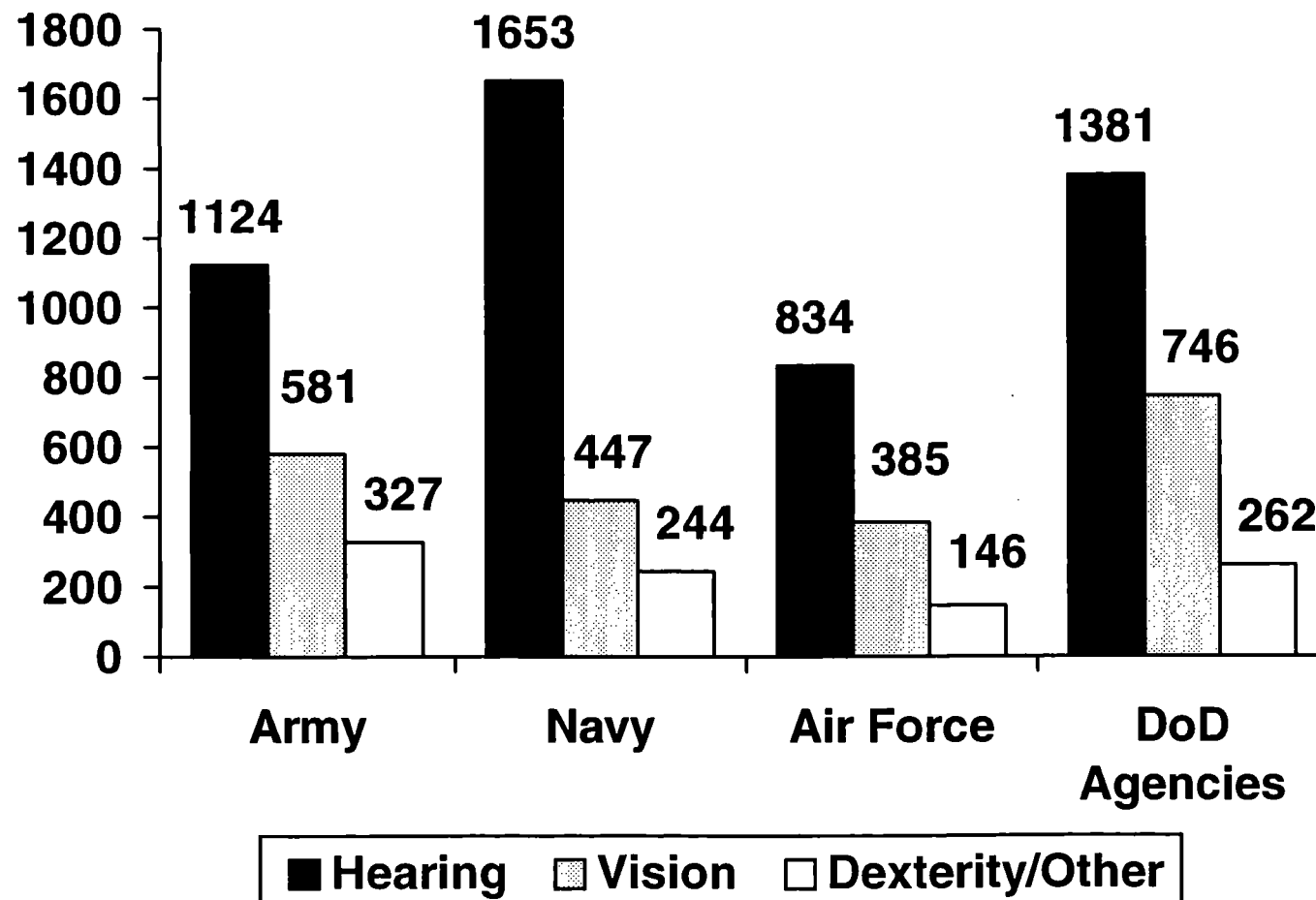
Outside of DC,
can use some
VR centers, tech centers

definitely
could be
less



CAP REQUESTS FILLED FY 90 - FY 95

CAP





" WORKING WITH YOU TO FIND THE RIGHT SOLUTION"

The Department of Defense (DoD) has a long-standing commitment to providing equal employment opportunities for people with disabilities. DoD's goal is to increase the representation of individuals with disabilities to two percent of its civilian work force. To support this goal, DoD established the Computer/Electronic Accommodations Program (CAP). The CAP Office serves the DoD community by:

- Buying accommodations to make computer and telecommunications systems accessible to employees with disabilities, as required by Public Laws 99-506 and 100-542.
- Funding sign language interpreters, readers, and personal assistants for employees attending long-term training (two days or more).
- Providing expertise in solving accessibility problems through the use of software, hardware, and other adaptive technology.
- Providing training and educational support.

CAP's services make DoD work environments more accessible to DoD employees with visual, hearing, dexterity, and cognitive impairments. In 1990, DoD programmed 10.7 million dollars for CAP through 1994, making it the largest and most innovative initiative in the Federal Government to accommodate people with disabilities. Additional funds have been programmed to support CAP through 1999. The Defense Medical Information Management (DMIM) Office serves as the executive agent for CAP.

Since its inception in October 1990, the CAP Office has provided over 7,000 accommodations throughout the DoD community. The CAP staff is here to assist DoD employees, supervisors, and managers. With the right accommodations, people with disabilities have the power to excel. For additional information, contact the CAP Office:

703-681-8811 (Voice/TTY)



CAP OFFICE
DEFENSE MEDICAL INFORMATION MANAGEMENT
5111 LEESBURG PIKE, SUITE 810
FALLS CHURCH, VA 22041-3206



" WORKING WITH YOU TO FIND THE RIGHT SOLUTION"

CAPTEC

What is CAPTEC?

The Computer/Electronic Accommodations Program Technology Evaluation Center (CAPTEC) is a facility dedicated to the evaluation of adaptive technology. CAPTEC contains several computer workstations equipped with a wide variety of equipment designed to accommodate persons with disabilities.

Equipment available for evaluation by CAPTEC visitors includes:

- ◆ voice recognition systems for Windows
- ◆ Braille displays that operate in Windows
- ◆ scanners with voice output
- ◆ amplified telephones
- ◆ screen readers
- ◆ teletypewriter (TTY) modems
- ◆ screen magnification software
- ◆ numerous alternative keyboards
- ◆ Braille printers
- ◆ many other accommodations for the work environment

Why Visit CAPTEC?

CAPTEC's mission is to facilitate the process of choosing adaptive equipment for people with disabilities. Because of the central Pentagon location and the variety of equipment available, CAPTEC simplifies choosing accommodations. People seeking solutions to access problems can visit CAPTEC to see the type of equipment that is available, compare different solutions, and ensure that adaptive equipment will be compatible with their current automated environment.

Using CAPTEC for Solutions

CAPTEC is located in the Pentagon, Room 2A259. CAPTEC is open to all employees with disabilities and their managers in DoD and other Federal agencies. To schedule a CAPTEC visit, call (703) 681-8812 (V/TTY), (703) 693-5160, or (703) 693-6189 (TTY).



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ACCOMMODATIONS FOR INDIVIDUALS WITH VISUAL IMPAIRMENTS

Scanner/Readers: A scanner/reader converts typewritten or typeset material into clearly spoken synthesized speech. Text can be read immediately, stored on computer disk, saved into a word processing application, or prepared for Braille production.

Screen Readers: Screen reading software operates a speech synthesizer, which voices the contents of a computer screen. Screen readers are compatible with word processing, spreadsheet, and database packages and can be used in conjunction with screen enlargement products.

Print Enlargers: These devices enlarge the contents of a computer screen or, by using a closed circuit television (CCTV), enlarge printed material, handwritten information, diagrams, and even wired circuitry. Images can be enlarged 4 to 60 times. The user controls print size, color contrast, and color selection.

Braille Terminals: Braille terminals provide Braille output of computer screens. The "refreshable" Braille appears one line at a time. These terminals are compatible with word processing, database, and spreadsheet applications.

Portable Notetakers: Notetakers contain up to 640K of memory, operate comfortably on a desk or in your lap, can store more than 1,000 pages, and have built-in speech synthesizers that clearly speak text that is stored in memory. Notes can be edited, stored in text files, sent to a printer, downloaded to a computer, or uploaded from a computer. Notetakers are available with a standard seven key Braille keyboard or a standard keyboard.

Braille Embossers: Braille embossers produce hard copy Braille output from a computer. Embossers are used in conjunction with Braille translators, which control formatting and type of Braille produced. Braille embossers print from 20 to 50 characters per second.

For additional information call the CAP office (703) 681-8811 (Voice/TTY)
or write to:



**CAP OFFICE
DEFENSE MEDICAL INFORMATION MANAGEMENT
5111 LEESBURG PIKE, SUITE 810
FALLS CHURCH, VA 22041-3206**



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ACCOMMODATIONS FOR INDIVIDUALS WHO ARE DEAF OR HARD OF HEARING

Teletypewriters (TTYs): TTYs provide telephone access to people with hearing or speech impairments by allowing them to type and read messages on a typewriter-like device that is connected to a phone line. Some TTYs have answering machine functions and are compatible with PC modems. TTYs are available in desk and pocket sizes. To accommodate the public, pay phones can be equipped with TTYs.

TTY Modems: TTY modems allow computers to emulate TTYs to communicate with other TTYs and computers. TTY software provides users a full-screen view of TTY conversations and the ability to retrieve TTY messages from remote locations.

Amplification Devices: FM, infrared, and loop assistive listening devices are available to make conference rooms and auditoriums accessible. Telephone amplification devices are also available. These can be either part of the telephone system or portable.

Closed Caption Decoders and Captioning for Training Tapes: Captioning is necessary to make training videos and television broadcasts accessible. Equipment is available that can encode captions onto videotapes or can display closed captions. Financial support is also available for captioning videotapes.

Signaling Devices: Visual or vibrating signaling devices can be provided to indicate environmental auditory signals, such as telephone rings or computer beeps.

For additional information call the CAP office (703) 681-8811 (Voice/TTY)
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ACCOMMODATIONS FOR INDIVIDUALS WITH DEXTERITY IMPAIRMENTS

Voice Recognition Systems: Voice recognition systems allow users to type by speaking to their computers. These systems learn the user's voice and speaking style. Because the system learns the user's voice, it can accommodate individuals with accents and speech impairments. Compatible with a variety of software packages, voice recognition systems allow users to easily access spreadsheet applications, database management systems, and word processing applications.

Alternative Keyboards: Alternative keyboards can facilitate the use of personal computers. Miniature keyboards are available that can be operated by using either a hand-held wand or a mouth stick. Oversized keyboards and keyboards that can be positioned in varying angles are also available. Another alternative is a keyguard--a plastic template that fits over a keyboard and has holes corresponding to keys. The template improves keystroke accuracy.

Keyboard Enhancement Programs: There are a number of keyboard enhancement programs that allow users to reduce the number of required keystrokes through the use of macros and word prediction software. Other programs allow users to enter sequentially keystrokes that are usually entered simultaneously, adjust key repeat functions, and re-map keys to accommodate individuals who type with a single hand.

Alternative Input Systems: These systems allow users to "type" by pointing a lightweight device at the computer monitor. The pointing device can be mounted on the user's head, elbow, wrist, or other part of the body. A keyboard image is displayed on the screen and keys are selected by pointing at the screen. These systems work with many software application packages.

For additional information call the CAP office (703) 681-8811 (Voice/TTY)
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TRAINING SUPPORT PROVIDED TO INDIVIDUALS WITH DISABILITIES

Listed below are descriptions of services available through the CAP office to support long term training (two days or more) for individuals with disabilities. The service requester is responsible for arranging the services of the interpreter, reader, or assistant and should submit a Request Form to the CAP office four weeks prior to the beginning of the training session.

Sign Language Interpreters: CAP will cover the costs of sign language interpreters for individuals with hearing impairments who must attend long term training classes.

Readers: To support training for individuals with visual impairments, CAP will fund readers to assist during long term training sessions.

Personal Assistants: CAP will provide financial resources for personal assistants to support training requirements of individuals with mobility impairments. Personal assistants will be provided for class/training session times only. Requests must indicate the service provider.

Training: CAP will cover costs of training to help employees with disabilities learn to use adaptive equipment for access to computer and telecommunication systems. (The two day minimum requirement does not apply to this type of training.)

For additional information call the CAP office (703) 681-8811 (Voice/TTY)
or write to:



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CONSIDERATIONS FOR ACCOMMODATING PERSONS WITH DISABILITIES

Choosing appropriate accommodations is best done on a case-by-case basis. It is important to recognize that individuals with disabilities have different capabilities and varying degrees of disabling conditions. Accommodation needs must be evaluated in light of an individual's job responsibilities and technical environment (e.g., workstation configuration). For employees with disabilities and their supervisors, selecting accommodations can be challenging.

A needs assessment should be conducted to identify accommodations suitable to an individual's specific situation. It is very important to select the right team of people to conduct a needs assessment. **Employees with disabilities and their supervisors should always be involved.** Others who may make valuable contributions include personnel from human resources, computer support services, procurement, facilities management, and state and community organizations.

The following questions should be addressed when conducting a needs assessment.

- | | |
|-------------------|---|
| JOB | <ul style="list-style-type: none">■ What are the essential job requirements?■ What skills (physical and cognitive) are required for job performance? |
| INDIVIDUAL | <ul style="list-style-type: none">■ What are the individual's functional limitations to performing the job requirements?■ Are there alternate approaches to accomplishing the essential job requirements? |
| SOLUTIONS | <ul style="list-style-type: none">■ What accommodations, compatible with workstation, computer, and telecommunications systems, are available to meet the individual's needs? (See attached resource list for assistance in this area.)■ Which alternative approach or accommodation is most suitable for the individual in the specific work environment? |

When accommodations are required to provide access to computer or telecommunication systems, CAP is here to assist you in obtaining appropriate accommodations.



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INFORMATION RESOURCES for Reasonable Accommodations

The following resources are available to assist in conducting needs assessments. Those with an asterisk (*) will provide telephone consultations at no charge.

RESOURCES	PHONE
DoD Computer/Electronic Accommodations Program (CAP) Office*	703-681-8811 (Voice/TTY) e-mail: cap@ha.osd.mil
GSA's Center on Information Technology Accommodation (CITA)*	202-501-4906 (Voice) 202-501-2010 (TTY) web: http://www.gsa.gov/coca/ BBS: 202-219-0132
Job Accommodations Network*	1-800-526-7234 (Voice/TTY) 1-800-ADA-WORK (Voice/TTY) web: http://janweb.icdi.wvu.edu
Veterans Administration Information Technology Center (ITC)	202-535-8922
State Vocational Rehabilitation Agencies	see local directory
U. S. Department of Veteran Affairs, Office of Vocational Rehabilitation	see local directory
"Managing Information Resources for Accessibility"	GSA, CITA 202-501-4906 (Voice) 202-501-2010 (TTY)
"Ready, Willing, and Available"	President's Committee on Employment of People with Disabilities 202-653-5044 (Voice) 202-653-5050 (TTY)
"The Workplace Workbook," by James Mueller (fee)	RESNA 202-857-1199



CAP OFFICE
DEFENSE MEDICAL INFORMATION MANAGEMENT
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CAP Office Use Only

ACCOUNT NUMBER: _____ Item description: _____
Request rec'd: _____
Req. ordered: _____
Req. filled/shipped: _____ Serial #: _____
Closed in CCS: _____

**DEPARTMENT OF DEFENSE
COMPUTER/ELECTRONIC ACCOMMODATIONS PROGRAM
REQUEST FORM**

Complete this form to request accommodations for employees with disabilities. Upon completion, including approval from first and second line supervisors (Item 19), mail to:

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

**A SEPARATE request form must be submitted for EACH accommodation requested.
Please respond to all questions on this form. Mark questions that do not apply "NA."**

1. **REQUESTING ORGANIZATION:** ☐ Army ☐ Navy ☐ Air Force
☐ Other (please specify): _____
2. **NAME OF PERSON, OFFICE, SCHOOL, OR HOSPITAL TO BE ACCOMMODATED:**

ADDRESS: (Please type in full - No acronyms)

AGENCY NAME _____
OFFICE SYMBOL _____
FULL ADDRESS _____
CITY, STATE, ZIP _____
TELEPHONE # (____) _____
DSN # _____ INTERNET _____
FAX # (____) _____

3. **DESCRIPTION OF DISABILITY:** (Please include disability code from Form 256)

Check if request is workers' comp. _____ or Flexiplace _____ or N/A _____

4. **GRADE LEVEL** _____ **OCCUPATIONAL SERIES** _____
5. **NUMBER OF YEARS EMPLOYED BY DEPARTMENT OF DEFENSE:**
☐ New Employee ☐ 1-5 Years ☐ More than 5 years
6. **HOW DID YOU HEAR ABOUT THE CAP OFFICE?** _____

7. **TYPE OF ACCOMMODATION REQUESTED:** (If requesting interpreting services, please go directly to Item 15.) **Include brand name and model, if known. Attach vendor information or brochures, if available. NOTE:** A specific brand may not be available.
-
8. **HAS THIS ACCOMMODATION BEEN TESTED OR USED?** ☐ Yes ☐ No
9. **IS TRAINING REQUIRED FOR ACCOMMODATION REQUESTED?** ☐ Yes ☐ No
10. **DOCUMENTATION FORMAT:** ☐ large print ☐ tape ☐ Braille ☐ diskette ☐ standard
11. **IF SOFTWARE IS REQUESTED, INDICATE DISK SIZE:** ☐ 3.5" ☐ 5.25" ☐ Either
12. **JUSTIFICATION:** Please describe how the item requested in Question 7 will be used to perform job duties.
13. **PLEASE DESCRIBE SPECIFIC FUNCTIONS OF ITEM REQUESTED IN QUESTION 7.** (For example, 20" screen, scans fax material, 6 dot and 8 dot Braille capacity, max weight 10 lbs., prints 20 characters per line, etc.)
14. **USER'S CURRENT ADP EQUIPMENT:** Please describe any hardware, software, and adaptive devices being used. This information is used to handle compatibility questions.

After completing Item 14, go directly to Item 18 if requesting **equipment** from CAP. Go to Item 17 if requesting a **MIPR** from CAP.

NOTE: **EQUIPMENT MAINTENANCE BEYOND INITIAL WARRANTY PERIOD AND ADDITIONAL SUPPLIES AFTER RECEIPT OF EQUIPMENT ARE THE RESPONSIBILITIES OF THE RECEIVING AGENCY/ORGANIZATION.**

15. **SIGN LANGUAGE INTERPRETER SERVICE REQUEST**

(NOTE: Training sessions must last two or more days in order to request interpreting services. Please submit request at least 30 days prior to the start of the class.)

TRAINING/COURSE TITLE: _____

SPONSORING ORGANIZATION: _____

COURSE DATES: _____

COURSE LOCATION: _____

INTERPRETER ORGANIZATION NAME: _____

INTERPRETER ORGANIZATION COST: _____

16. **JUSTIFICATION:** Please describe why this course is required. Attach additional information if necessary.

17. **REQUESTING AGENCY'S BUDGET POINT OF CONTACT:**

Funding may be provided through a reimbursable Military Interagency Purchase Request (MIPR) to pay for interpreting services or adaptive equipment. Please provide the requesting agency's budget point of contact for MIPRs. MARK "NA" IF MIPR IS NOT REQUESTED.

NAME _____
AGENCY _____
OFFICE SYMBOL _____
STREET ADDRESS _____

CITY, STATE, ZIP _____
TELEPHONE # (____) _____
DSN # _____
FAX # (____) _____

18. POINT OF CONTACT FOR THIS REQUEST

(Please type in full - No acronyms. NO P.O. BOXES ALLOWED, as accommodations will be mailed to this address.)

NAME _____
AGENCY NAME _____
OFFICE SYMBOL _____
STREET ADDRESS _____
(no P.O. boxes) _____
CITY, STATE, ZIP _____
TELEPHONE # (____) _____
DSN # _____ INTERNET _____
FAX # (____) _____

19. SUPERVISOR APPROVAL. Approval is required from first and second line supervisors. These approvals certify that the proposed user has a legitimate need for the accommodation requested.

First Line Supervisor:

Name: _____ Date: _____

Signature: _____ Telephone #: _____

Second Line Supervisor:

Name: _____ Date: _____

Signature: _____ Telephone #: _____

20. APPROVAL BY MANAGEMENT INFORMATION SYSTEM (MIS) OFFICIAL. Signature indicates that this request has been technically evaluated by the organization's MIS officials for equipment compatibility and interoperability with existing or planned systems (e.g., sufficient RAM, appropriate software format). Signature is not needed for items that will not be connected to other equipment.

Name: _____ Date: _____

Signature: _____ Telephone #: _____

21. AGENCY PROPERTY BOOK INFORMATION Signature verifies that you understand that the item requested becomes the property of your activity and is your responsibility as noted in item 14 of this form.

AGENCY PROPERTY BOOK ADMINISTRATOR:

Name: _____ Date: _____

Signature: _____ Telephone #: _____

Clinton Presidential Records Digital Records Marker

This is not a presidential record. This is used as an administrative marker by the William J. Clinton Presidential Library Staff.

This marker identifies the place of a publication.

Publications have not been scanned in their entirety for the purpose of digitization. To see the full publication please search online or visit the Clinton Presidential Library's Research Room.

CAP Office Use Only

ACCOUNT NUMBER: _____ Item description: _____
Request rec'd: _____
Req. ordered: _____
Req. filled/shipped: _____ Serial #: _____
Closed in CCS: _____

**DEPARTMENT OF DEFENSE
COMPUTER/ELECTRONIC ACCOMMODATIONS PROGRAM
REQUEST FORM**

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

**A SEPARATE request form must be submitted for EACH accommodation requested.
Please respond to all questions on this form. Mark questions that do not apply "NA."**

1. **REQUESTING ORGANIZATION:** ☐ Army ☐ Navy ☐ Air Force
☐ Other (please specify): _____

2. **NAME OF PERSON, OFFICE, SCHOOL, OR HOSPITAL TO BE ACCOMMODATED:**

ADDRESS: (Please type in full - No acronyms)

AGENCY NAME _____
OFFICE SYMBOL _____
FULL ADDRESS _____
CITY, STATE, ZIP _____
TELEPHONE # (____) _____
DSN # _____ INTERNET _____
FAX # (____) _____

3. **DESCRIPTION OF DISABILITY:** (Please include disability code from Form 256)

Check if request is workers' comp. ____ or Flexiplace ____ or N/A ____

4. **GRADE LEVEL** _____ **OCCUPATIONAL SERIES** _____

5. **NUMBER OF YEARS EMPLOYED BY DEPARTMENT OF DEFENSE:**
☐ New Employee ☐ 1-5 Years ☐ More than 5 years

6. **HOW DID YOU HEAR ABOUT THE CAP OFFICE?** _____

TO: Lisa Fairhall
Janet Looney
Richard Green
Jack Smalligan

FROM: Diana Fortuna

DATE: July 17, 1996

Attached is some material from the Defense Department on how their "CAP" accommodations program could be expanded to serve non-Defense agencies. I think I have mentioned this idea to each of you. Lisa and Janet have expressed the concern that each agency's 504 responsibilities already obligate them to do this, which is true, but there are a lot of attractive features of a centralized fund. We may push this proposal.

8
This document pegs the cost of expanding CAP to the full government at ~~\$100~~ million, but I think that is clearly too high since CAP serves the whole Defense Dept. for \$2 million a year.

As you know, Tony Coelho of the President's Committee on Employment of People with Disabilities has been pushing for CAP to be expanded government-wide. Also, the White House ADA anniversary event is still taking shape (it appears we will probably have one), and one option is for it to showcase CAP in some way. Also a possibility is announcing the expansion of CAP at that time.

Anyway, I thought you would want to review these materials in the event this issue starts to move.

(By the way, the President's Committee is also working on an announcement for the ADA anniversary on an improvement in the employment rate among people with severe disabilities. They think it is the first evidence that the ADA is helping. The rate for all people with disabilities didn't change, just that for severe. Plus they have all this stuff on how SIPP data is better than CPS data for this purpose. Coelho will push to have the President refer to these numbers if we do a speech. I am looking at them and am asking Marie Strahan of Susan Daniels' office to do so as well, to make sure they are OK. But if you are interested in learning more, I can fax you draft material from the President's Committee.)

***Making the CAP
Government-wide***

CAP Background Information

- ☐ **DoD established the Computer/Electronic Accommodations Program (CAP) in 1990 with a budget of \$10.7 million for five years.**
- ☐ **Since its inception, CAP has filled over 9,000 requests for accommodation throughout DoD.**
- ☐ **CAP currently operates with an annual budget of \$2 million.**

CAP Objectives

- ☐ **Assist DoD components in providing adaptive equipment and services for individuals with disabilities.**
- ☐ **Support DoD programs and activities that are required to be accessible to the public.**
- ☐ **Support DoD goals of employing and retaining persons with disabilities.**
- ☐ **Comply with Federal laws on computer and communication accessibility.**

Benefits of a Centralized Accommodations Program

- ☐ **Bulk purchasing reduces cost of providing accommodations.**
- ☐ **Adaptive equipment experts review each accommodation request for appropriateness and computer compatibility.**
- ☐ **Acquisitions are processed efficiently because the program staff is knowledgeable about types and availability of adaptive technology and services.**

Accommodations Provided by CAP

- ☐ **Computer input devices**
- ☐ **Computer output devices**
- ☐ **Telecommunication devices**
- ☐ **Magnification devices**
- ☐ **Assistive listening devices**
- ☐ **Alternative forms of documentation**
- ☐ **Captioning services**
- ☐ **Interpreter, reader, and personal assistant services**
- ☐ **Other technology and services to facilitate access**

*— part-time/short-term
only*

CAPTEC

*Aug 95 Perry
opened*

- ☐ **CAP Technology Evaluation Center (CAPTEC)**
- ☐ **Assist DoD supervisors and individuals in choosing appropriate computer and electronic accommodations**
- ☐ **Wide variety of adaptive technology**
- ☐ **Located in the Pentagon**

*GSA has had a showroom for longer, $\approx$ '88
but doesn't pay for accoman*

Targeted Disabilities

Selected By EEOC for Emphasis in Affirmative Action Programs

- ☐ **Blindness ***
- ☐ **Deafness ***
- ☐ **Complete Paralysis ***
- ☐ **Partial Paralysis ***
- ☐ **Seizure Disorders ***
- ☐ **Mental Retardation**
- ☐ **Mental Illness**
- ☐ **Missing Extremities ***
- ☐ **Distortion of Limbs/Spine ***

*** Disabilities typically accommodated by CAP services**

Federal Disabled Population

☐ **Federal Disabled Population**

183,187 7%

☐ **DoD Disabled Population**

70,260 8.6%

probably understated

☐ **Federal Targeted Disabled Population**

32,327 1.24%

☐ **DoD Targeted Disabled Population**

11,220 1.3%

- ☐ **Additional potential beneficiaries, not included above, are individuals who become disabled on the job.**

get?

[**Data from 1994 EEOC Annual Report on Employment of Minorities, Women, and People with Disabilities in the Federal Government**

Cost of CAP Expansion

☐	Federal disabled population	183,187
☐	5% of the federal disabled population	9,159
☐	Average cost of an accommodation in FY 95	\$993
☐	Projected cost to accommodate	\$9,094,887
☐	Projected cost to manage program, disseminate information, and develop/operate technology centers (2)	\$905,113
☐	PROJECTED YEARLY COST	\$10 million

*CAP provides accoms to
Interns of PCEPD*

*Some accoms
are facility-
based, not
people-based*

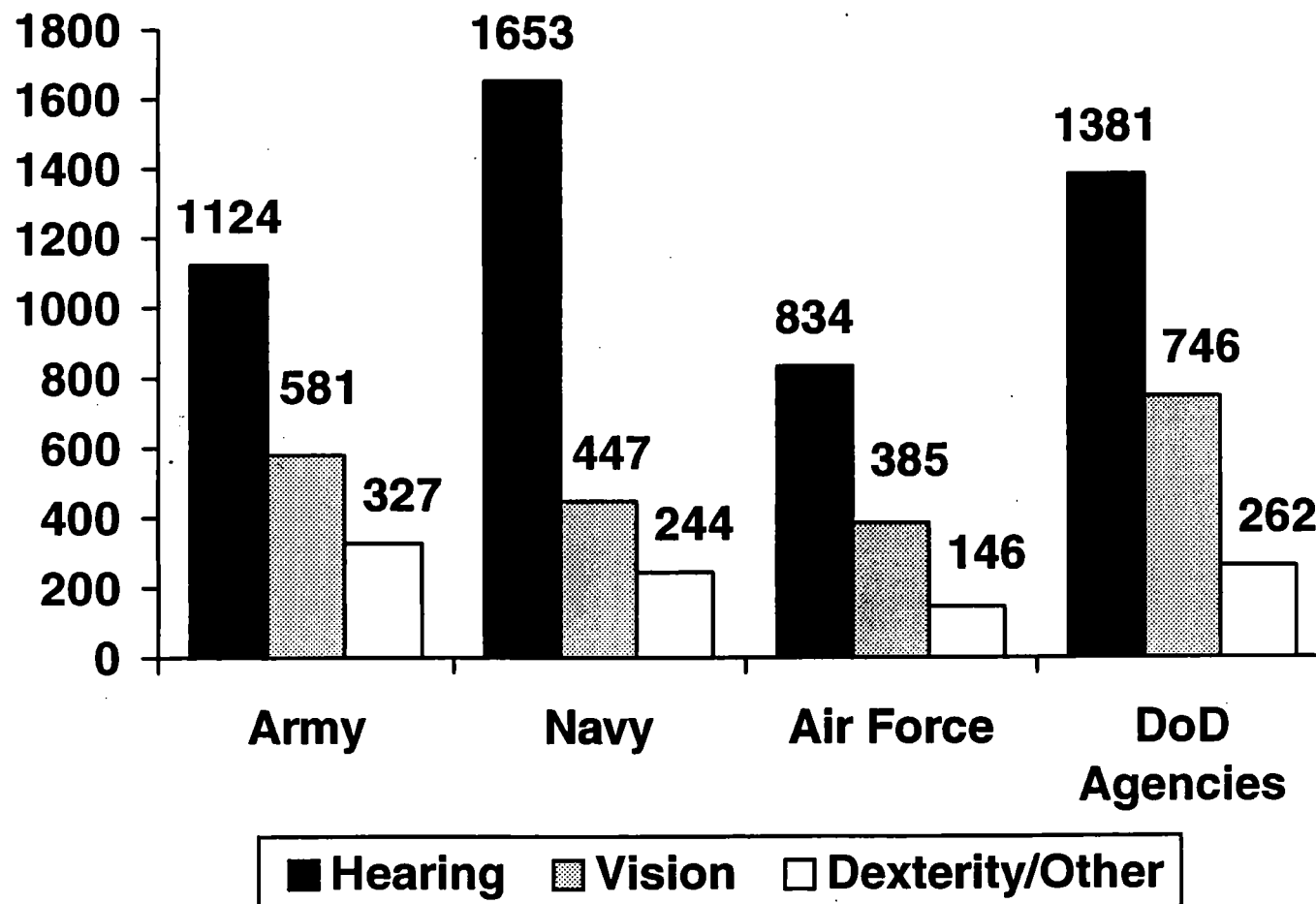
*Outside of DC,
can use some
VR centers, tech centers*

*definitely
could be
less*



CAP REQUESTS FILLED FY 90 - FY 95

CAP





" WORKING WITH YOU TO FIND THE RIGHT SOLUTION "

The Department of Defense (DoD) has a long-standing commitment to providing equal employment opportunities for people with disabilities. DoD's goal is to increase the representation of individuals with disabilities to two percent of its civilian work force. To support this goal, DoD established the Computer/Electronic Accommodations Program (CAP). The CAP Office serves the DoD community by:

- Buying accommodations to make computer and telecommunications systems accessible to employees with disabilities, as required by Public Laws 99-506 and 100-542.
- Funding sign language interpreters, readers, and personal assistants for employees attending long-term training (two days or more).
- Providing expertise in solving accessibility problems through the use of software, hardware, and other adaptive technology.
- Providing training and educational support.

CAP's services make DoD work environments more accessible to DoD employees with visual, hearing, dexterity, and cognitive impairments. In 1990, DoD programmed 10.7 million dollars for CAP through 1994, making it the largest and most innovative initiative in the Federal Government to accommodate people with disabilities. Additional funds have been programmed to support CAP through 1999. The Defense Medical Information Management (DMIM) Office serves as the executive agent for CAP.

Since its inception in October 1990, the CAP Office has provided over 7,000 accommodations throughout the DoD community. The CAP staff is here to assist DoD employees, supervisors, and managers. With the right accommodations, people with disabilities have the power to excel. For additional information, contact the CAP Office:

703-681-8811 (Voice/TTY)



CAP OFFICE
DEFENSE MEDICAL INFORMATION MANAGEMENT
5111 LEESBURG PIKE, SUITE 810
FALLS CHURCH, VA 22041-3206



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CAPTEC

What is CAPTEC?

The Computer/Electronic Accommodations Program Technology Evaluation Center (CAPTEC) is a facility dedicated to the evaluation of adaptive technology. CAPTEC contains several computer workstations equipped with a wide variety of equipment designed to accommodate persons with disabilities.

Equipment available for evaluation by CAPTEC visitors includes:

- ♦ voice recognition systems for Windows
- ♦ Braille displays that operate in Windows
- ♦ scanners with voice output
- ♦ amplified telephones
- ♦ screen readers
- ♦ teletypewriter (TTY) modems
- ♦ screen magnification software
- ♦ numerous alternative keyboards
- ♦ Braille printers
- ♦ many other accommodations for the work environment

Why Visit CAPTEC?

CAPTEC's mission is to facilitate the process of choosing adaptive equipment for people with disabilities. Because of the central Pentagon location and the variety of equipment available, CAPTEC simplifies choosing accommodations. People seeking solutions to access problems can visit CAPTEC to see the type of equipment that is available, compare different solutions, and ensure that adaptive equipment will be compatible with their current automated environment.

Using CAPTEC for Solutions

CAPTEC is located in the Pentagon, Room 2A259. CAPTEC is open to all employees with disabilities and their managers in DoD and other Federal agencies. To schedule a CAPTEC visit, call (703) 681-8812 (V/TTY), (703) 693-5160, or (703) 693-6189 (TTY).



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ACCOMMODATIONS FOR INDIVIDUALS WITH VISUAL IMPAIRMENTS

Scanner/Readers: A scanner/reader converts typewritten or typeset material into clearly spoken synthesized speech. Text can be read immediately, stored on computer disk, saved into a word processing application, or prepared for Braille production.

Screen Readers: Screen reading software operates a speech synthesizer, which voices the contents of a computer screen. Screen readers are compatible with word processing, spreadsheet, and database packages and can be used in conjunction with screen enlargement products.

Print Enlargers: These devices enlarge the contents of a computer screen or, by using a closed circuit television (CCTV), enlarge printed material, handwritten information, diagrams, and even wired circuitry. Images can be enlarged 4 to 60 times. The user controls print size, color contrast, and color selection.

Braille Terminals: Braille terminals provide Braille output of computer screens. The "refreshable" Braille appears one line at a time. These terminals are compatible with word processing, database, and spreadsheet applications.

Portable Notetakers: Notetakers contain up to 640K of memory, operate comfortably on a desk or in your lap, can store more than 1,000 pages, and have built-in speech synthesizers that clearly speak text that is stored in memory. Notes can be edited, stored in text files, sent to a printer, downloaded to a computer, or uploaded from a computer. Notetakers are available with a standard seven key Braille keyboard or a standard keyboard.

Braille Embossers: Braille embossers produce hard copy Braille output from a computer. Embossers are used in conjunction with Braille translators, which control formatting and type of Braille produced. Braille embossers print from 20 to 50 characters per second.

For additional information call the CAP office (703) 681-8811 (Voice/TTY)
or write to:



**CAP OFFICE
DEFENSE MEDICAL INFORMATION MANAGEMENT
5111 LEESBURG PIKE, SUITE 810
FALLS CHURCH, VA 22041-3206**



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ACCOMMODATIONS FOR INDIVIDUALS WHO ARE DEAF OR HARD OF HEARING

Teletypewriters (TTYs): TTYs provide telephone access to people with hearing or speech impairments by allowing them to type and read messages on a typewriter-like device that is connected to a phone line. Some TTYs have answering machine functions and are compatible with PC modems. TTYs are available in desk and pocket sizes. To accommodate the public, pay phones can be equipped with TTYs.

TTY Modems: TTY modems allow computers to emulate TTYs to communicate with other TTYs and computers. TTY software provides users a full-screen view of TTY conversations and the ability to retrieve TTY messages from remote locations.

Amplification Devices: FM, infrared, and loop assistive listening devices are available to make conference rooms and auditoriums accessible. Telephone amplification devices are also available. These can be either part of the telephone system or portable.

Closed Caption Decoders and Captioning for Training Tapes: Captioning is necessary to make training videos and television broadcasts accessible. Equipment is available that can encode captions onto videotapes or can display closed captions. Financial support is also available for captioning videotapes.

Signaling Devices: Visual or vibrating signaling devices can be provided to indicate environmental auditory signals, such as telephone rings or computer beeps.

For additional information call the CAP office (703) 681-8811 (Voice/TTY)
or write to:



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FALLS CHURCH, VA 22041-3206**



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ACCOMMODATIONS FOR INDIVIDUALS WITH DEXTERITY IMPAIRMENTS

Voice Recognition Systems: Voice recognition systems allow users to type by speaking to their computers. These systems learn the user's voice and speaking style. Because the system learns the user's voice, it can accommodate individuals with accents and speech impairments. Compatible with a variety of software packages, voice recognition systems allow users to easily access spreadsheet applications, database management systems, and word processing applications.

Alternative Keyboards: Alternative keyboards can facilitate the use of personal computers. Miniature keyboards are available that can be operated by using either a hand-held wand or a mouth stick. Oversized keyboards and keyboards that can be positioned in varying angles are also available. Another alternative is a keyguard--a plastic template that fits over a keyboard and has holes corresponding to keys. The template improves keystroke accuracy.

Keyboard Enhancement Programs: There are a number of keyboard enhancement programs that allow users to reduce the number of required keystrokes through the use of macros and word prediction software. Other programs allow users to enter sequentially keystrokes that are usually entered simultaneously, adjust key repeat functions, and re-map keys to accommodate individuals who type with a single hand.

Alternative Input Systems: These systems allow users to "type" by pointing a lightweight device at the computer monitor. The pointing device can be mounted on the user's head, elbow, wrist, or other part of the body. A keyboard image is displayed on the screen and keys are selected by pointing at the screen. These systems work with many software application packages.

For additional information call the CAP office (703) 681-8811 (Voice/TTY)
or write to:



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TRAINING SUPPORT PROVIDED TO INDIVIDUALS WITH DISABILITIES

Listed below are descriptions of services available through the CAP office to support long term training (two days or more) for individuals with disabilities. The service requester is responsible for arranging the services of the interpreter, reader, or assistant and should submit a Request Form to the CAP office four weeks prior to the beginning of the training session.

Sign Language Interpreters: CAP will cover the costs of sign language interpreters for individuals with hearing impairments who must attend long term training classes.

Readers: To support training for individuals with visual impairments, CAP will fund readers to assist during long term training sessions.

Personal Assistants: CAP will provide financial resources for personal assistants to support training requirements of individuals with mobility impairments. Personal assistants will be provided for class/training session times only. Requests must indicate the service provider.

Training: CAP will cover costs of training to help employees with disabilities learn to use adaptive equipment for access to computer and telecommunication systems. (The two day minimum requirement does not apply to this type of training.)

For additional information call the CAP office (703) 681-8811 (Voice/TTY)
or write to:



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5111 LEESBURG PIKE, SUITE 810
FALLS CHURCH, VA 22041-3206**



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CONSIDERATIONS FOR ACCOMMODATING PERSONS WITH DISABILITIES

Choosing appropriate accommodations is best done on a case-by-case basis. It is important to recognize that individuals with disabilities have different capabilities and varying degrees of disabling conditions. Accommodation needs must be evaluated in light of an individual's job responsibilities and technical environment (e.g., workstation configuration). For employees with disabilities and their supervisors, selecting accommodations can be challenging.

A needs assessment should be conducted to identify accommodations suitable to an individual's specific situation. It is very important to select the right team of people to conduct a needs assessment. **Employees with disabilities and their supervisors should always be involved.** Others who may make valuable contributions include personnel from human resources, computer support services, procurement, facilities management, and state and community organizations.

The following questions should be addressed when conducting a needs assessment.

- JOB**
 - What are the **essential job requirements**?
 - What **skills** (physical and cognitive) are required for job performance?
- INDIVIDUAL**
 - What are the individual's **functional limitations** to performing the job requirements?
 - Are there **alternate approaches** to accomplishing the essential job requirements?
- SOLUTIONS**
 - What **accommodations**, compatible with workstation, computer, and telecommunications systems, are available to meet the individual's needs? (See attached resource list for assistance in this area.)
 - Which alternative approach or accommodation is **most suitable** for the individual in the specific work environment?

When accommodations are required to provide access to computer or telecommunication systems, CAP is here to assist you in obtaining appropriate accommodations.



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INFORMATION RESOURCES

for Reasonable Accommodations

The following resources are available to assist in conducting needs assessments. Those with an asterisk (*) will provide telephone consultations at no charge.

RESOURCES	PHONE
DoD Computer/Electronic Accommodations Program (CAP) Office*	703-681-8811 (Voice/TTY) e-mail: cap@ha.osd.mil
GSA's Center on Information Technology Accommodation (CITA)*	202-501-4906 (Voice) 202-501-2010 (TTY) web: http://www.gsa.gov/coca/ BBS: 202-219-0132
Job Accommodations Network*	1-800-526-7234 (Voice/TTY) 1-800-ADA-WORK (Voice/TTY) web: http://janweb.icdi.wvu.edu
Veterans Administration Information Technology Center (ITC)	202-535-8922
State Vocational Rehabilitation Agencies	see local directory
U. S. Department of Veteran Affairs, Office of Vocational Rehabilitation	see local directory
"Managing Information Resources for Accessibility"	GSA, CITA 202-501-4906 (Voice) 202-501-2010 (TTY)
"Ready, Willing, and Available"	President's Committee on Employment of People with Disabilities 202-653-5044 (Voice) 202-653-5050 (TTY)
"The Workplace Workbook," by James Mueller (fee)	RESNA 202-857-1199



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CAP Office Use Only

ACCOUNT NUMBER: _____ Item description: _____
Request rec'd: _____
Req. ordered: _____
Req. filled/shipped: _____ Serial #: _____
Closed in CCS: _____

**DEPARTMENT OF DEFENSE
COMPUTER/ELECTRONIC ACCOMMODATIONS PROGRAM
REQUEST FORM**

Complete this form to request accommodations for employees with disabilities. Upon completion, including approval from first and second line supervisors (Item 19), mail to:

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

**A SEPARATE request form must be submitted for EACH accommodation requested.
Please respond to all questions on this form. Mark questions that do not apply "NA."**

1. **REQUESTING ORGANIZATION:** ☐ Army ☐ Navy ☐ Air Force
☐ Other (please specify): _____
2. **NAME OF PERSON, OFFICE, SCHOOL, OR HOSPITAL TO BE ACCOMMODATED:**

ADDRESS: (Please type in full - No acronyms)

AGENCY NAME _____
OFFICE SYMBOL _____
FULL ADDRESS _____

CITY, STATE, ZIP _____
TELEPHONE # (____) _____
DSN # _____ **INTERNET** _____
FAX # (____) _____
3. **DESCRIPTION OF DISABILITY:** (Please include disability code from Form 256)

Check if request is workers' comp. _____ or Flexiplace _____ or N/A _____
4. **GRADE LEVEL** _____ **OCCUPATIONAL SERIES** _____
5. **NUMBER OF YEARS EMPLOYED BY DEPARTMENT OF DEFENSE:**
☐ New Employee ☐ 1-5 Years ☐ More than 5 years
6. **HOW DID YOU HEAR ABOUT THE CAP OFFICE?** _____

7. **TYPE OF ACCOMMODATION REQUESTED:** (If requesting interpreting services, please go directly to Item 15.) Include brand name and model, if known. Attach vendor information or brochures, if available. NOTE: A specific brand may not be available.
-

8. **HAS THIS ACCOMMODATION BEEN TESTED OR USED?** ☐ Yes ☐ No
9. **IS TRAINING REQUIRED FOR ACCOMMODATION REQUESTED?** ☐ Yes ☐ No
10. **DOCUMENTATION FORMAT:** ☐ large print ☐ tape ☐ Braille ☐ diskette ☐ standard
11. **IF SOFTWARE IS REQUESTED, INDICATE DISK SIZE:** ☐ 3.5" ☐ 5.25" ☐ Either
12. **JUSTIFICATION:** Please describe how the item requested in Question 7 will be used to perform job duties.

13. **PLEASE DESCRIBE SPECIFIC FUNCTIONS OF ITEM REQUESTED IN QUESTION 7.** (For example, 20" screen, scans fax material, 6 dot and 8 dot Braille capacity, max weight 10 lbs., prints 20 characters per line, etc.)

14. **USER'S CURRENT ADP EQUIPMENT:** Please describe any hardware, software, and adaptive devices being used. This information is used to handle compatibility questions.

After completing Item 14, go directly to Item 18 if requesting equipment from CAP. Go to Item 17 if requesting a MIPR from CAP.

NOTE: EQUIPMENT MAINTENANCE BEYOND INITIAL WARRANTY PERIOD AND ADDITIONAL SUPPLIES AFTER RECEIPT OF EQUIPMENT ARE THE RESPONSIBILITIES OF THE RECEIVING AGENCY/ORGANIZATION.

15. SIGN LANGUAGE INTERPRETER SERVICE REQUEST

(NOTE: Training sessions must last two or more days in order to request interpreting services. Please submit request at least 30 days prior to the start of the class.)

TRAINING/COURSE TITLE: _____

SPONSORING ORGANIZATION: _____

COURSE DATES: _____

COURSE LOCATION: _____

INTERPRETER ORGANIZATION NAME: _____

INTERPRETER ORGANIZATION COST: _____

16. JUSTIFICATION: Please describe why this course is required. Attach additional information if necessary.

17. REQUESTING AGENCY'S BUDGET POINT OF CONTACT:

Funding may be provided through a reimbursable Military Interagency Purchase Request (MIPR) to pay for interpreting services or adaptive equipment. Please provide the requesting agency's budget point of contact for MIPRs. MARK "NA" IF MIPR IS NOT REQUESTED.

NAME _____
AGENCY _____
OFFICE SYMBOL _____
STREET ADDRESS _____
CITY, STATE, ZIP _____
TELEPHONE # (____) _____
DSN # _____
FAX # (____) _____

18. POINT OF CONTACT FOR THIS REQUEST

(Please type in full - No acronyms. NO P.O. BOXES ALLOWED, as accommodations will be mailed to this address.)

NAME _____
AGENCY NAME _____
OFFICE SYMBOL _____
STREET ADDRESS _____
(no P.O. boxes) _____
CITY, STATE, ZIP _____
TELEPHONE # (____) _____
DSN # _____ INTERNET _____
FAX # (____) _____

19. SUPERVISOR APPROVAL. Approval is required from first and second line supervisors. These approvals certify that the proposed user has a legitimate need for the accommodation requested.

First Line Supervisor:

Name: _____ Date: _____

Signature: _____ Telephone #: _____

Second Line Supervisor:

Name: _____ Date: _____

Signature: _____ Telephone #: _____

20. APPROVAL BY MANAGEMENT INFORMATION SYSTEM (MIS) OFFICIAL. Signature indicates that this request has been technically evaluated by the organization's MIS officials for equipment compatibility and interoperability with existing or planned systems (e.g., sufficient RAM, appropriate software format). Signature is not needed for items that will not be connected to other equipment.

Name: _____ Date: _____

Signature: _____ Telephone #: _____

21. AGENCY PROPERTY BOOK INFORMATION Signature verifies that you understand that the item requested becomes the property of your activity and is your responsibility as noted in item 14 of this form.

AGENCY PROPERTY BOOK ADMINISTRATOR:

Name: _____ Date: _____

Signature: _____ Telephone #: _____

OMB?

Buys for families, etc.

Interns @ WH - Fed Rec.

- Chall Bill on 7/26

MEETING ON CAP EXPANSION

June 28, 1996, Friday

10:00 am - 12:00 pm

Office of the Deputy Assistant Secretary of Defense

(Equal Opportunity)

The Pentagon, Room 3A272

4000 Defense Pentagon

Washington, DC 20301-4000

* 4 types 9,000 accomms

* private sector analogies?

- GSA is as fancy older

* How similar is FCC eq't idea?

% to med down -

• Welcome: Mr. William E. Leftwich, III

Deputy Assistant Secretary of Defense

(Equal Opportunity)

• Self-introductions (ALL)

• Purpose: Ms. Diana Fortuna, Senior Policy Analyst

Domestic Policy Council

• Discussion (ALL)

• CAP Briefing: Ms. Dinah Cohen, CAP Director

• Tour of Technology Evaluation Center (CAPTEC)

Few agencies have
- JRS

- SSA

DARPA - must have defense
mission

Agency opt-out?

Celso has spoken to Dorn, DCD

only outside scope
Don't do bid back chairs, AC



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INFORMATION REQUEST FORM

Name: _____

Title: _____

Organization: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

DSN (if appropriate): _____

Check here to be added to the CAP mailing list _____

To receive additional copies of CAP information, check below:
(Indicate quantity required.)

- CAP Information Packet: _____
(includes general information, brochure, and request form*)
- Additional CAP Brochures: _____ CAP Poster: _____
- CAP Video "The Power to Excel": VHS _____ 3/4" _____

*photocopies of request form accepted by CAP office

If requesting 10 or more CAP Packets, please attach a distribution
for CAP Office records.



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THE POWER TO EXCEL



CAP

**COMPUTER/ELECTRONIC
ACCOMMODATIONS
PROGRAM**