

CAP 

**Call to Action:
Employment of People
with Disabilities**



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CAP 

Employment Needs

- Make the federal government a model employer
- Reverse the trend of decreasing participation of employees with disabilities
- Educate federal hiring officials on how to use special hiring authorities
- Educate applicants about how to apply using the special hiring authorities
- Provide information and resources on reasonable accommodation

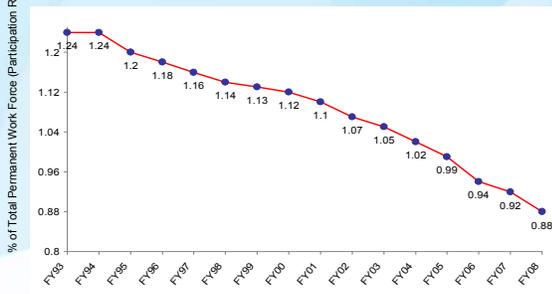
Support



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



Fiscal Year	Participation Rate (%)
FY93	1.24
FY94	1.24
FY95	1.2
FY96	1.18
FY97	1.16
FY98	1.14
FY99	1.13
FY00	1.12
FY01	1.1
FY02	1.07
FY03	1.05
FY04	1.02
FY05	0.99
FY06	0.94
FY07	0.92
FY08	0.88

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CAP **White House Initiatives**

- Federal Government and its contractors should lead the way in implementing effective employment policies and practices
 - OPM and ODEP sponsored hiring event on April 26th
 - OPM created Schedule A training for hiring managers
 - EEOC and DOJ held four Town Halls meetings
 - DOJ released a “common myths” video
 - OPM is leading a task force to report on innovative practices for outreach, recruiting, hiring, accommodating and providing career advancement at all levels

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CAP **Call to Action / Federal Hiring**

- Federal Agency Training Event
March 5, 2010 - Washington, DC
 - Co-sponsors: DoD CAP, OPM, ODEP
 - 450 attendees to prepare for April 26th hiring event and to develop new hiring pipelines
- Federal Disability Hiring Event
April 26, 2010 - Washington, DC
 - 28 federal agencies posted jobs
 - Application process for people with disabilities and disabled veterans
 - 500 interviews for invited applicants

www.usajobs.gov/DisabilityHiringEvent.asp

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CAP **Call to Action Cultural Shifts**

- Leadership needs to embrace and describe their vision for the organization’s disability-embracing future.
- Embrace values by integrating disability into diversity statements.
- Train human resource managers on their roles on diversity strategy.
- Update procedures and train people on changes.
- Hold people accountable and recognize outstanding ideas and performance.
- Civil rights is hard work. Disability employment may be the hardest of all civil rights work.

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CAP Strategic Planning 

- Identify areas to help empower the next generation:
 - Employees with disabilities
 - Disabled veterans
 - Aging workforce
- Create improved opportunities for each population inside the employment lifecycle:
 - Outreach and Recruitment
 - Hiring and Placement
 - Training and Retention
 - Accommodation
- Tie your plan into the agency's HR and IT agendas
- Share the plan, ask for assistance to achieve desired results

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CAP Strategic Planning *Outreach and Recruitment* 

- Increase awareness of the challenge
 - Senior level communiqué
 - Web presence with ongoing communications
- Increase access to candidates with disabilities
 - Establish a partnership with a VR Agency or Employment Network
 - Attend job fairs and forward resumes to hiring managers
- Increase understanding of how to use Schedule A
 - Mandatory training program
 - Share EEOC Schedule A documents
- Establish a better reputation as an employer of choice in the disability community
 - Connect with disability associations, independent living centers
 - Attend disability events

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CAP Outreach and Recruitment 

- State Vocational Rehabilitation System
- SSA Ticket to Work Employment Networks
- State Workforce Development System
- Service Providers
 - Centers for Independent Living
 - Goodwill
 - United Cerebral Palsy Affiliates
 - Easter Seals
 - Community-Based / Faith-Based Org's
- Mental / Behavioral Health Organizations
- College / Youth Transition
- Employers / Business Leadership Networks (BLNs)







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CAP **Outreach and Recruitment**

- Old approach / media
 - Publications
 - Conferences
 - Associations
- New approach / media
 - Listening tours
 - Disability.Gov
 - Social networks
 - Webinars



	Millennials (18-29)	Gen Y (30-39)	Gen X (40-49)	Boomer's 1st (50-59)	Boomer's 2nd (60-69)	Genet (70-79)	Silent (80-89)	Older (90+)
Internet users (% of total)	87%	87%	82%	79%	70%	59%	31%	17%
Online activities (% of internet users)								
Email	73	84	82	82	82	81	81	78
Use social networking	65	47	39	22	9	11	4	4
Online learning	1	17	15	13	4	4	2	2
Create blogs	20	25	19	9	7	8	8	8
Read blogs	48	42	34	27	23	23	18	18
Get news	63	74	79	72	69	69	57	37

Source: USA Today / Pew Research 1/29/10

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CAP **Workforce Recruitment Program**

- Co-sponsored by the Departments of Labor and Defense
 - Federal agencies
- Wide range of occupations
- Diverse workforce
- CAP covers the cost of accommodations for all WRP students participating in any Federal agency
- www.wrp.gov



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CAP **WRP Case Study**

- Nadia from West Lafayette, IN
 - BA in English (1993) and MSW (2002) from Univ. of Illinois at Urbana-Champaign
 - MA in Journalism and Communications from Kent State Univ. (1995)
- WRP Intern with DoD CAP (2001)
 - Tasks: Marketing and communications projects
 - Accommodations: Voice recognition, keyboard tray, mouse
- Contractor with DoD CAP (2002)
- Federal employment with the DOL Office of Disability Employment Policy (2003 – current)



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CAP **More Internship Programs**

- Presidential Management Fellow Programs
www.pmf.opm.gov
- American Association for the Advancement of Science Achieving Competence in Computing, Engineering, and Space Science (ACCESS) and Entrypoint <http://ehrweb.aaas.org/entrypoint>
- American Association of People with Disabilities Internships
www.aapd.com/AAPDInternship
- American Bar Association Commission on Mental and Physical Disability Law
www.abanet.org/disability/resources/internships.shtml

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CAP **Strategic Planning
Hiring and Placement**

- Increase utilization of Schedule A
 - Create a partnership with EEOC LEAD
 - Improve manager training
 - Small trial programs
- Identify positions with high turnover rates
- Review USAJobs and meet with HR to determine high-demand positions
- Work with managers to fill the "hard to fill" positions
- Develop outreach program
 - Establish partnerships with local service providers
 - Attend career and hiring fairs
 - Develop agency resume bank
 - Participate in the Workforce Recruitment Program

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CAP **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 and convert
- Permanent, temporary or time-limited appointments
- Appointments are in the excepted service
- Two-year probationary period mandatory



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CAP **How to Use Schedule A**

- Identify the positions with the highest number of openings.
- Identify the positions and occupations with the highest employee turn-over rate.
- Identify managers that need talented employees.
- Develop internal applicant pool via local disability placement resources.
- Do direct hire and avoid posting job announcements.

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CAP **Placement: Schedule A**

- OPM Resources
 - Online information and sample documents
 - Training video
 - www.usajobs.gov/individualswithdisabilities.asp
- EEOC “ABCs” Brochures
 - Hiring Managers
 - HR Professionals
 - Disability Program Managers
 - Service Providers
 - Applicants with Disabilities
 - www.eeoc.gov/eeoc/initiatives/lead
 - www.tricare.mil/cap



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CAP **Wounded Service Members**

- **Support:** Recovery and Rehabilitation
 - DoDI 6025.22: Integration of CAP and AT into the Military Health System
 - CAP is now partnered with 57 MTFs
- **Equip:** Assistive Technology
 - Provided 15,500 accommodations
- **Empower:** Employment
 - DoD Hiring Heroes Career Fairs www.cpmsoad.mil
 - Hire Heroes USA www.hireheroesusa.org
 - Wounded Warrior Project www.woundedwarriorproject.org
 - America’s Heroes at Work www.americasheroesatwork.gov




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CAP **Recruitment / Placement: Veterans Hiring Preferences**

- Veterans Recruitment Appointment (VRA)
 - Disabled veterans / veterans separated from active duty within past 3 years
 - Positions up to and including GS-11 or equivalent
- 30 % or more disabled Veterans
 - Disabled veterans who retired from active military service with a 30 % service-connected disability rating
 - Disabled veterans rated by VA as having a compensable service-connected disability of 30 % or more
 - Positions up to and including GS-15
- Source: www.fedshirevets.gov/hire



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CAP **WSM Case Study**

- Matthew A. Staton, CPT (Ret) USA
 - Staff Assistant to the Secretary of the Army, Program Support Specialist (Wounded Warrior)
 - BS in Civil Engineering, VMI
 - Infantry (Both Enlisted and Officer)
- Injuries from Iraq and Continental Contingency Operations (CCO)
 - Gun shot wound to (L) Thigh/Hip
 - Multiple Improvised Explosive Device (IED) exposure and car accident w/head trauma as Rear Detachment Commander resulting in MTBI diagnosis
 - PTSD, Migraines
- Assistive Devices
 - HP IPAQ PDA, digital voice recorder, literacy software and scanner, voice recognition software, chair



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CAP **Strategic Planning Training and Retention**

- Training
 - Ensure accessible online training
 - Get people with disabilities into training programs, including upward mobility programs
- Reduce Workers' Compensation costs
 - Meet with Labor Relations to review cases for return to work
 - Get health and safety staff involved
 - Provide ergonomics awareness and prevention training
 - DoD Pipeline: www.cpms.mil/pipeline/pipeline.aspx
- Increase Telework participation
 - Administration initiative on Telejobs
 - OPM/GSA Site: www.telework.gov



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CAP **Training and Retention**

- Training
 - Policies to support training for employees with disabilities
 - Training and leadership programs
 - Upward mobility programs
 - Accessible training centers and online courses
- Mentoring programs
- Reduce Workers' Compensation costs
 - Accommodate Workers' Compensation claimants who obtain "on the job" injuries
 - Get health and safety staff involved



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CAP **Retention: Telework**

- Increase Telework participation
 - Ensure policies are posted online
 - Provide Telework as a Form of Reasonable Accommodation
 - www.telework.gov
- Benefits
 - Increase productivity and accessibility
 - Continuity of Operations
 - Decreasing leave by allowing disabled employees and returning wounded service members to work from home



"When you think about it, the President is really the Teleworker-in-Chief. He's connected wherever he goes."
- John Berry, Director, Office of Personnel Management

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CAP **Strategic Planning Accommodations**

- Reasonable accommodation procedures
 - Update and post procedures on an annual basis
 - Ensure procedures address evolving workforce needs
- CAP partnership
 - Have a management discussion about how to optimize the partnership
 - Consider hosting a CAP training at your agency
- Training
 - Provide managers with annual training on reasonable accommodation procedural updates, new assistive technology, and other resources
 - Provide annual training to Help Desk personnel
- System accessibility
 - Integrate accommodations with general IT refresh
 - Section 508 and Section 255

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CAP **CAP: 20 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 66 Federal agencies
- Expanded by Congress in 2005 to support Military Treatment Facilitates
 - Partnerships with 57 MTFs
- Over 87,000 accommodations, including over 15,500 for wounded Service members

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CAP **CAP Mission**

To provide assistive technology and accommodations to ensure people with disabilities have equal access to the information environment and opportunities in the Department of Defense and throughout the Federal Government.



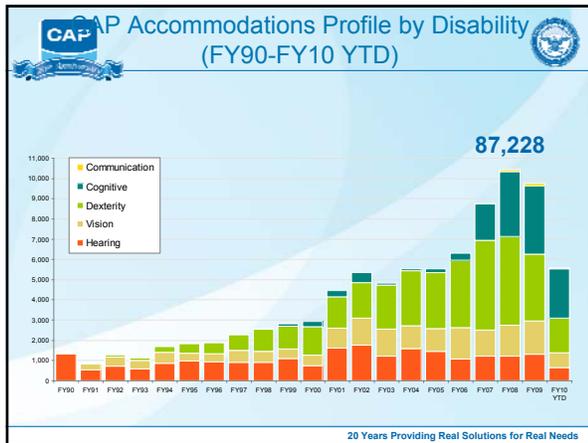
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CAP **Assistive Technology**

- Dexterity Impairments
 - Alternative keyboards, input devices and voice recognition software
- Vision Loss
 - Screen readers, Braille terminals, magnification software and CCTV's
- Hearing Loss
 - Assistive listening devices (ALDs), personal amplification devices, TTYs, videophones and captioning services
- Cognitive Impairments/TBI
 - Cueing/memory aids, literacy software, screen readers and ALDs




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Section 508

- Section 508 of the Rehabilitation Act requires that Federal agencies ensure the electronic and information technology that is developed, procured, maintained, or used by an agency is accessible for people with disabilities - both employees and members of the public.
- Information and Communication Technology Refresh
 - www.access-board.gov/news/ict-draft-rule.htm
 - \$255 guidelines effective (1998)
 - \$508 standards effective (2001)
 - TEITAC refresh process (2006 – 2008)
 - ANPRM and draft text released (March 2010)
 - Public comment period ends (June 21, 2010)
 - Review comments, publish NPRM (TBD)
 - Publish final rule (TBD)

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www.tricare.mil/cap

Navigation: Disabilities, Accommodation Solutions, Employment Needs, News & Events

Search: [input]

Submit Request Form: Complete at [link]

Complete Needs Assessment: Browse Available Technology

Recent News:

- CAP Goes Green: CAP Director Craig Cohen has challenged CAP's staff, vendors, and customers to do the right thing and shift to more sustainable practices.
- Dr. March 5: CAP along with our partners at the Office of Personnel Management and the Department of Labor's Office of Disability Employment Policy, hosted a day-long training event to educate hiring managers and human resource personnel on the "making hiring E-easy for People with Disabilities."

Upcoming Events:

- 12/16/2010: March 22, 2010

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CAP Job Accommodation Network 

- JAN is a service of the DOL Office of Disability Employment Policy
- Established in 1983, stationed at West Virginia University
- Provides FREE technical assistance:
 - Implement effective accommodations in the workplace
 - Understand the employment provisions of the ADA and other disability-related legislation
 - Explore self-employment as an option towards self-sufficiency.
- Contact JAN
 - 1-800-526-7234 (V)
 - 1-877-781-9403 (TTY)
 - www.jan.wvu.edu



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CAP Resources 

- Department of Defense www.defense.gov
 - CAP www.tricare.mil/cap
 - Civilian Personnel Management Service www.cpmc.mil
- Department of Labor www.dol.gov
 - Office of Disability Employment Policy www.dol.gov/odep
 - Job Accommodation Network www.jan.wvu.edu
 - Workforce Recruitment Program www.wrp.gov
 - Disability.Gov www.disability.gov
- Equal Employment Opportunity Commission www.eeoc.gov
- Office of Personnel Management www.opm.gov
 - Hiring People with Disabilities www.opm.gov/disability
 - Hiring Veterans www.fedshirevets.gov
 - Telework www.telework.gov
- Information & Communication Technology Standards
 - www.access-board.gov

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CAP Our Shared Goals 

- Become a model employer of individuals with disabilities through use of meaningful affirmative hiring, placement, and advancement opportunities.
- Ensure an accessible work environment and provide reasonable accommodations.
- Provide employment opportunities for returning wounded service members and disabled veterans.

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