



Providing Reasonable Accommodations

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Real Solutions for Real Needs



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Program



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



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Needs Assessment Process

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Needs Assessment Process

ABC's of a good needs assessment:

- **A**ssess the Elements of the **J**ob
 - **B**e sensitive to the **I**ndividual
 - **C**oordinate for a successful **S**olution
- AND**
- **C**ontact CAP for the **S**olution

Outcome:

Successful Reasonable Accommodation Request



Needs Assessment Process

Reasonable accommodation request factors:

- Receive a needs assessment
- Conduct case by case assessments due to varying types of disabilities affect each person differently
- Identify appropriate assistive technology tools
- Knowledgeable of the Agency's process to request the actual accommodation solution



Accommodations – Needs Assessment The Job

- What are the job duties?
- What are the individuals typical tasks during the workday?
- Is the individual currently on any work restrictions?
- How many hours a day is the individual working? Full time or Part time?
- How many hours a day are spent working on the computer?
- What computer applications are used?





Accommodations – Needs Assessment The Job Cont.....

- What are the individual's functional limitations?
- Where is the individual physically located in the office?
- If necessary, can the individual be relocated to another location within the office?
- How is your current workstation configured?





Accommodations – Needs Assessment The Individual

- Is the disability existing or newly acquired?
 - Paralysis
 - Digit or upper-extremity amputation
- Progressive or Temporary?
 - Lou Gehrig Disease
 - Pregnancy/Broken Limb
- How is the diagnosis affecting the individual's ability to perform their job functions?
 - Can't see well to type from hardcopy
 - Lost the ability to move/use one hand





Accommodations – Needs Assessment The Individual Cont.....

- What job function(s) is the person having difficulty performing?
 - Using the phone and taking messages
 - Difficulty communicating with supervisor
- What is the person's level of experience with computers and the electronic environment?
 - Very little to expert computer use





Accommodations – Needs Assessment The Individual Cont.....

- Familiarity and comfort level with assistive technology
 - What accommodation solutions have been tried?
 - What accommodation solutions have been effective? Why?
 - What accommodations have been ineffective? Why?



Accommodations – Needs Assessment The Solution.....

- What are the procedures for installing software on your network?
 - Are you working in a secure environment? Is the proposed solution approved for use on your network?
 - Is the proposed solution compatible with the electronic and physical environments?
- If the proposed solution is not approved for use on the network, what is the process for having the application tested and certified?



Accommodations – Needs Assessment The Solution Cont.....

- Will the individual need training on the proposed solutions?
- Does the proposed solutions place any undue burden on co-workers or others in the immediate environment?
- Does the proposed solutions put the individual at risk for any secondary disabling conditions?

Things to Remember

- Request a copy of the Needs Assessment
- Submit a formal request for recommended solutions



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Reasonable Accommodations

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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



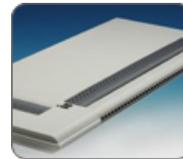


Accommodations for Individuals Visual Disabilities

- 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 Goes Green” Initiative



Reduce.
Reuse.
Recycle.



Buy Green.

Objectives

- Reduce unnecessary AT purchasing and paper usage.
- Reuse AT with other employees or offices.
- Recycle used materials and equipment.
- Buy Green, including energy star and efficient products.

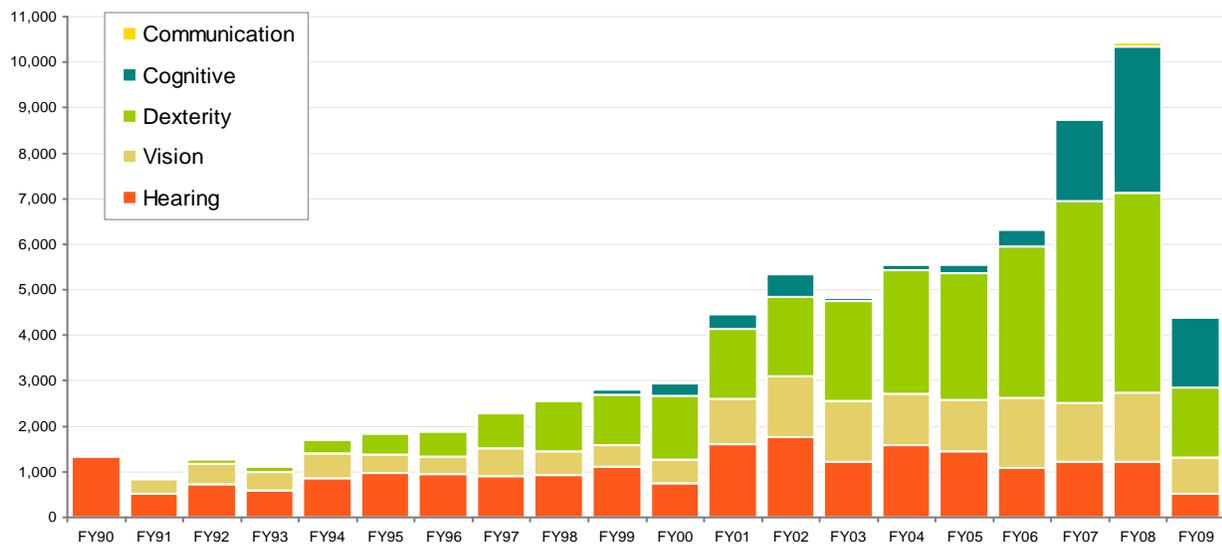
Green Team

Email: CAPgreenteam@tma.osd.mil

Web: www.tricare.mil/cap/green

CAP Accommodations Profile by Disability (FY90 - FY09 YTD)

76,313



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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)





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Training, Retention & Resources

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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
- Get health and safety staff involved





Resources

- **Agency Disability Program Managers**
- **CAP Partnership Coordinator is Sharon Terrell-Lindsay**
 - Email: sharon.terrell-lindsay@tma.osd.mil
- **Department of Labor**
 - Job Accommodation Network www.jan.wvu.edu
 - DisabilityInfo.Gov www.disabilityinfo.gov
- **U.S. Equal Employment Opportunity Commission**
www.eeoc.gov/
- **Federal Disability Workforce Consortium**
www.fdwc.info



www.tricare.mil/cap

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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.

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



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www.tricare.mil/cap