



Discover How Technology Brings Veterans Back to Work

Michael Young
CAPTEC Manager/
Assessment Specialist

November 10, 2015

Providing Accommodations for 25 Years

- CAP was established in FY 1990 as a centrally funded program to provide accommodations to employees of the Department of Defense (DoD)
- CAP was expanded in 2000 to support other federal agencies
 - 68 federal agencies have partnership agreements with CAP
 - CAP has provided over \$17M in assistive technology to non-DoD agencies
 - DoD/CAP receives no funding from our partners
- CAP was further expanded in 2005 to support wounded, ill and injured military personnel
- CAP's Mission:

Provide assistive technology and accommodation to support individuals with disabilities and wounded, ill and injured Service members throughout the Federal Government in accessing information and communication technology.



CAP Customers

- DoD and federal partner agency employees who are individuals with disabilities or have developed disabling conditions including:
 - Workers' Compensation beneficiaries
 - Teleworkers
 - Term and Temporary employees
 - Workforce Recruitment Program (WRP)
- Service members with functional limitations
- Federal managers who are ready to hire and accommodate
- Federal partner agencies that want to ensure their events and programs are accessible



CAP Services and Support



- Provide free assistive technology and associated training
- Conduct free comprehensive needs assessments and technology demonstrations
- Provide training on disability program management and on creating an accessible environment
- Support the compliance of federal regulations

Potential Injuries

Dexterity

- Conditions that impact the range of motion, including arthritis, degenerative disc disease or even upper extremity amputations

Vision

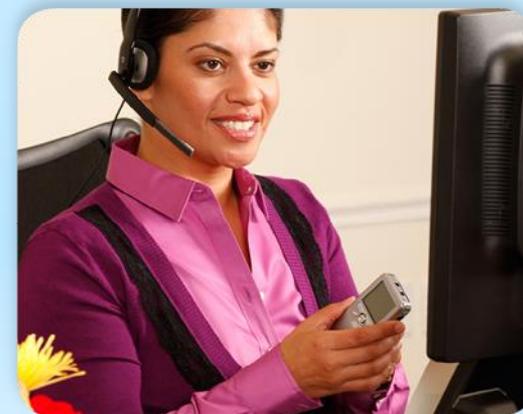
- Conditions that impact vision, including glaucoma, macular degeneration or blindness

Hearing

- Conditions that impact hearing, including tinnitus, mild hearing loss or deafness

Cognitive

- Conditions that impact brain functions, including TBI or PTSD



The Needs Assessment Process

The Position

- Identify the tasks and duties required by the position
- Discuss the diagnosis affecting the individual's ability to perform their functions

The Individual

- Determine if the condition is existing or newly acquired
- Discuss if the condition is progressive or temporary
- Discuss the individual's functional limitations

The Solution

- Recommend assistive technology solutions based on the individual's needs
- Determine if the individual needs training on the proposed solutions



Definitions: TBI and PTSD

- Traumatic Brain Injury (TBI) is a blow or jolt to the head or a penetrating head injury that disrupts the functions of the brain.
 - This is not specific to the military
 - Symptoms can vary based on severity and the individual
- Post-Traumatic Stress Disorder (PTSD) is a psychological health injury that can develop in response to exposure to an extreme, traumatic event.
 - A prolonged reaction to stress
 - The recollection of a memory increases the stress for the moment and may cause a temporarily increased response of signs and symptoms
 - Sensory Input  Triggered Memory  Increased Response

Potential TBI Symptoms

Physical

- Headaches
- Feeling tired
- Vision problems
- Trouble sleeping
- Bothered by light and noise

Cognitive

- Memory problems
- Trouble staying focused
- Poor judgement and impulsivity
- Trouble putting thoughts into words

Emotional

- Depression
- Quick to anger
- Anxiety
- Fear
- Worry
- Feeling nervous
- Personality changes



TBI: Potential Solutions

- Literacy software
 - Could help with reading comprehension, remembering definitions and saying focused
- Speech recognition software
 - Could help putting thoughts down while using the computer
- Screen readers
 - Could assist with vision problems, light sensitivity and headaches
- Cueing and memory aids
 - Could assist with memory and recall
- Noise-cancelling headphones
 - Could aid in staying focused while working



PTSD Triggers, Signs and Symptoms

Signs and Symptoms

- Anger
- Anxiety
- Grief
- Hypervigilance
- Irritability
- Sadness
- Migraines
- Frustration
- Feeling out of control

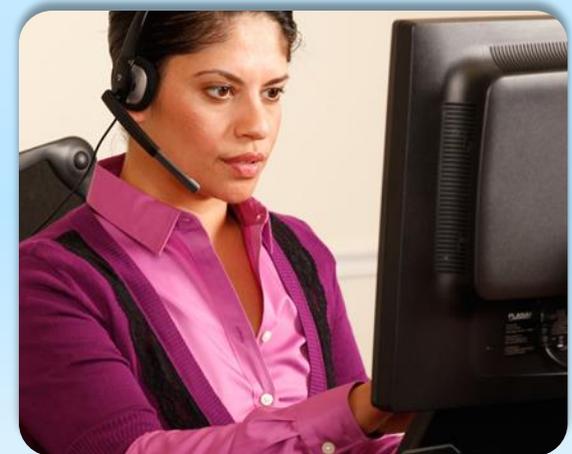
Triggers

- An argument
- Descriptors in a news article
- Watching a movie
- Seeing a car accident
- Certain smells
- An anniversary
- The holidays
- A specific place
- The end of a relationship



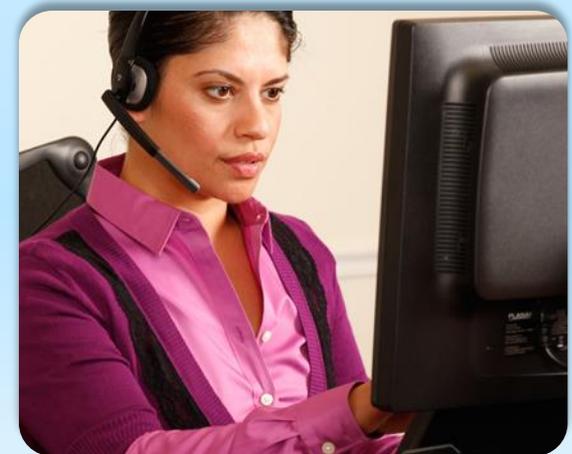
PTSD: Potential Technology Solutions

- Screen readers
 - Could help alleviate some of the migraines experience while working on the computer by reducing the light reflected into the eyes
- Assistive listening devices
 - Could help the employee focus on someone speaking to them by amplifying the sound above any background noise, which reduces frustration
- Noise-cancelling headphones
 - Could assist in blocking out disruptive background noise that creates distraction due to hyper-alertness



PTSD: Potential Environmental Solutions

- Low traffic work area
 - Could assist in reducing attention deficit
- Work area with line of sight
 - Could assist in minimizing hypervigilance. A mirror in the work area may also help.
- Natural or incandescent lighting
 - Could assist in diminishing the frequency or intensity of headaches
- Establish parameters for self-monitoring
 - Could assist in minimizing frustration or feelings of lack of control



CAP Technology Evaluation Center (CAPTEC)



- Assist customers in choosing the appropriate computer and electronic accommodations
- Demonstrate a wide variety of assistive technology
- Located at the Pentagon, Room 2D1049
 - VTC capability
 - Tours
- To schedule a visit:
 - 703-693-5160 (V)
 - 703-693-6189 (TTY)
 - Email: cap.captec@mail.mil



Computer/Electronic
Accommodations
Program

[Need larger text?](#)

Search CAP

Search



You have 0 selected solutions

Request Solutions

View

CAP Customers

Accommodation Solutions

Programs

Training & Outreach

About CAP

Get Help

Tools to Support, Equip and Empower

CAP Provides assistive technology and services to maintain, increase or improve the functional capabilities of federal employees with disabilities and wounded, ill and injured Service members.

1 2 3 4 5



Tools to **Support, Equip, and Empower** CAP customers.

Browse or Request Accommodations

Ready to place a request for an accommodation? Need to browse assistive technology, or help to determine the appropriate accommodation to meet your needs? We can help!



[Browse Assistive Technology](#)



[Request Accommodation Solutions](#)

Explore CAP

Webinars

Webinars

FAQ

CAP FAQ's



View CAP Videos



CAP staff members are committed to carry their charge to realize the vision of founders Judy Gilliom and Clay Haughton: *the federal sector embraces disability diversity and inclusion in employment, return to work, and customer service.*



Connect with CAP



CAP Mailing List

<http://cap.mil/subscribe.aspx>



Facebook

www.facebook.com/DoDCAP



Twitter

www.twitter.com/DoDCAP



YouTube

www.youtube.com/TheDoDCAP

