2010 Military Health System Conference

Wounded Warrior Program: The CAP Model

Sharing Knowledge: Achieving Breakthrough Performance

Ms. Dinah F. B. Cohen, CAP Director
Mr. Matthew Staton, Office of the Secretary of the Army
Mr. Michael Young, CAP Wounded Service Members Team Leader

26 January 2010

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 65 Federal agencies
- Over 81,500 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

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

Wounded Service Members Initiative

- "Support. Equip. Empower."
  - Support: Recovery and Rehabilitation
  - Equip: Assistive Technology
  - Empower: Employment
- Over 14,100 accommodations since inception in January 2004
- FY09 Accomplishments
  - Provided 4,518 accommodations
  - DoDI 6025.22: Established interdependent AT program between CAP and MTFs
  - CAP Representatives identified at 56 MTFs

DoDI Instruction 6025.22

- ***Assistive Technology (AT) for Wounded Service Members***
  - Outcome of Public Law 109-364
  - Defines terms, assigns responsibilities, and establishes procedures for implementing AT programs within MTFs
  - Establishes policy for AT programs within the MHS
  - Provides support for an interdependent AT system between CAP and MTFs to improve the delivery and the quality of rehabilitative services to wounded service members
  - http://www.tricare.mil/cap/documents/CAP_WSM_DoDI.pdf

DoDI Implementation Plan

- **Policy for AT Programs**
  - MTF Commanders establish MOU with CAP and identify CAP representative
  - MTF CAP representatives work with CAP to:
    - Conduct needs assessments
    - Identify training needs and technical support
    - Submit AT requests to CAP for review
  - CAP will provide AT to MTFs:
    - Integrate general-use AT into rehabilitation services
    - Onsite assessments and training for wounded service members
  - http://www.tricare.mil/cap/documents/CAP_WSM_MOU.pdf

DoDI Implementation Plan

- CAP Representatives by Service
  - Air Force: 11
  - Army: 43
  - Navy/Marine Corps: 3

Support Through Training and Needs Assessments

Equip with Assistive Technology Solutions

Empower Through Employment

Support Through Training and Needs Assessments

- Training for Medical Providers and Military Liaisons
  - Review CAP process of delivery for assessments and AT throughout recovery and rehabilitation.
  - Review and demonstrate available AT.
  - Identify methods to integrate AT into rehabilitative services and settings using best practice partnerships and training models.
- Needs Assessments
  - Conduct individual needs assessments for each wounded service member.

Needs Assessments: Process

- Focus on the Service Member
  - Diagnosis and prognosis
  - Functional limitations
  - Familiarity and comfort level with IT and AT
  - Current/future health care *and* career plans
  - How does diagnosis impact/limit ability to perform daily tasks?
- Analyze Computer and/or Telecommunication Access
  - Does the SM have access to a computer at the MTF? Home?
  - Is the SM using the computer daily? How long per day?
  - What are typical tasks during the day?
  - What are the specifications of the computer?

Needs Assessments: Process

- Focus on the Service Member
- Analyze Computer and/or Telecommunication Access
- Identify Accommodations
  - Selection and procurement of accommodations
  - Prevent exacerbation of secondary conditions
  - Compatibility with agency networks and security
  - Training on use of AT
  - Feedback
    - Did the accommodation meet your expectations?
    - Did the accommodation fill your needs?

Needs Assessments: Form

TRICARE HOME

CAP Computer/Electronic Accommodations Program

CAP Home | WSM Home | Public Law | Privacy | Contact Us

Accommodation Solutions | DoD Instruction | News & Events | Resources

CAP WSM Tools

- Submit WSM Needs Assessment
- Submit WSM Request
- Browse Assistive Technology
- Subscribe to CAP Newsletters

WSM Needs Assessment Questionnaire

Step 1

Step 1 | Step 2 | Step 3 | Review & Submit

Start by indicating who this request will accommodate.

*The asterisk denotes a required field.

For Whom Are You Making This Accommodation Request *

Select One

If you do not see an option above that matches your identity, please visit CAP's Standard Needs Assessment for additional selections.

Back | Continue

WARNING: This is a Department of Defense (DoD) interest computer system. The Military Health System Web Site is the Official Web Presence of the Office of the Assistant Secretary of Defense (Health Affairs) and the TRICARE Management Activity.

DisabilityInfo.gov

DOWNLOAD Adobe Acrobat Reader

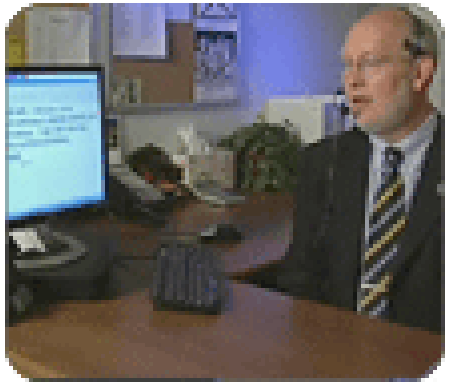
Local intranet | 100%

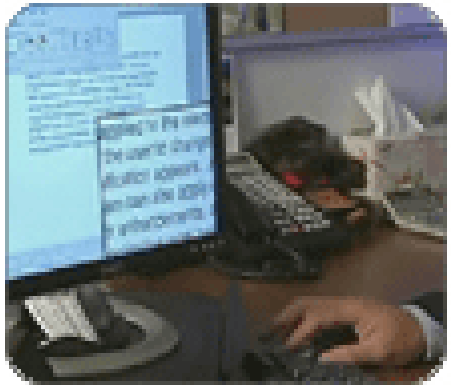
CAP Technology Evaluation Center (CAPTEC)

- 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)

Equip with AT Solutions

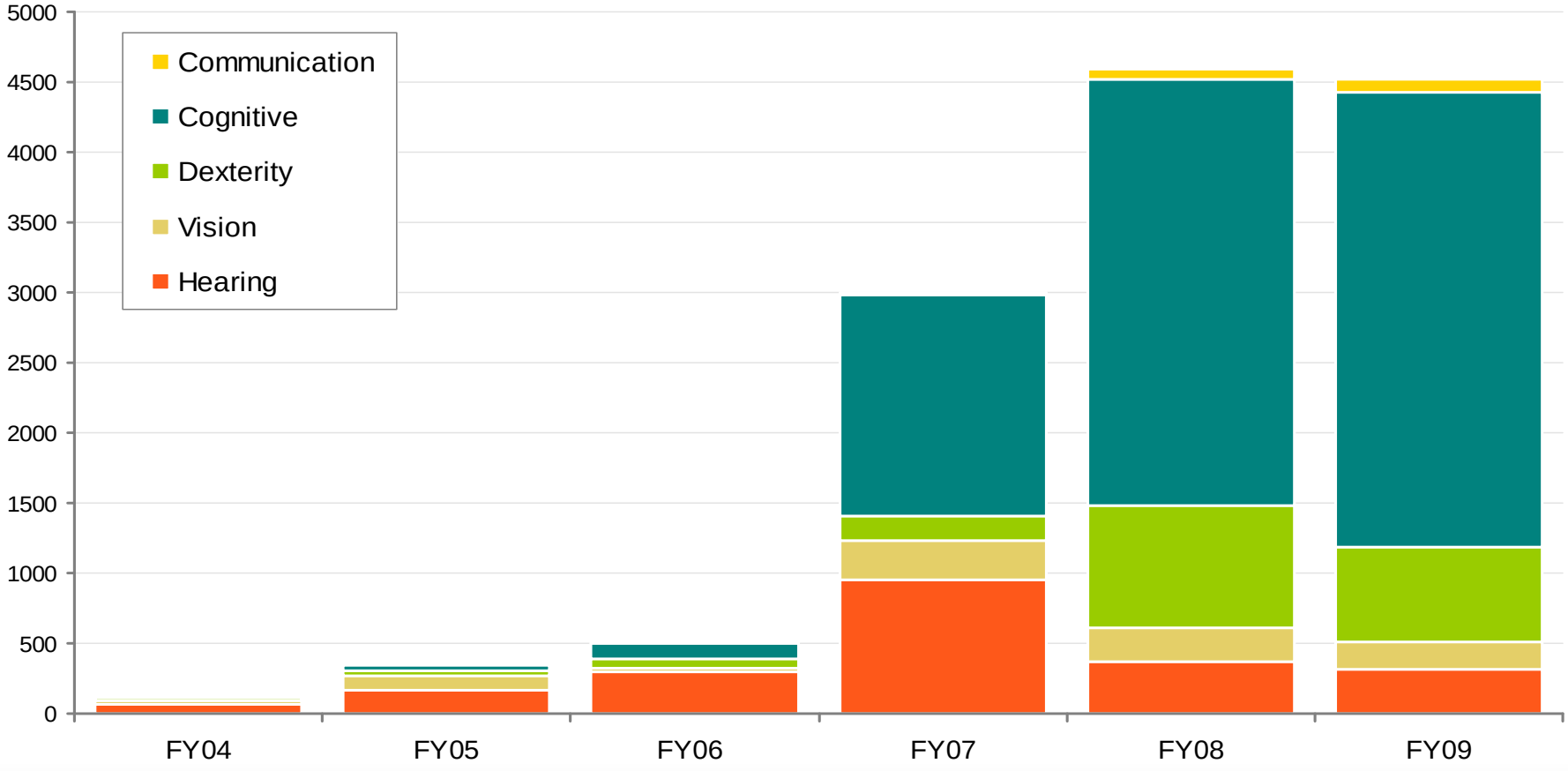
- Dexterity Impairments
  - Alternative keyboards, input devices and voice recognition software
- Vision Loss
  - Screen readers, Braille terminals, magnification software, CCTV's
- Hearing Loss
  - Assistive listening devices (ALDs), personal amplification devices, TTYs, videophones, captioning services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





Wounded Service Members Accommodations Profile for FY04 – FY09

14,171



CAP/WSM Recipient

- Mr. Matthew A. Staton, CPT (Ret) USA Staff Assistant to the Secretary of the Army Program Support Specialist (Wounded Warrior)
  - Graduate of Virginia Military Institute w/ B.S. in Civil Engineering
  - MOS/Job in Military was Infantry (Both Enlisted and Officer)
  - Currently working as Dept. of the Army Civilian w/primary role of oversight for SECArmy

CAP/WSM Recipient

- Injuries from Iraq and Continental Continence 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

CAP/WSM Recipient

- Assistive Devices and help received
  - HP IPAQ PDA
  - HP IPAQ PDA upgrade
  - Digital voice recorder
  - Literacy software and scanner
  - Chair
- Role of my assistive devices in my rehabilitation and employment

CAP/WSM Recipient

- My role in two educational opportunities, with follow on employment opportunities, within government service
  - AW2EI – Army Wounded Warrior Education Initiative
  - Veterans Affairs Acquisition Academy

Empower Through Employment

- Provide services and resources for:
  - Employment internships
  - Public and private sector initiatives
- Participate in Hiring Heroes Career Fairs sponsored by Civilian Personnel Management Service www.godefense.com/events.html
- Other Recruitment Resources
  - Hire Heroes
  - http://www.hireheroesusa.org
  - Wounded Warrior Project http://www.woundedwarriorproject.org
  - America's Heroes at Work http://www.americasheroesatwork.gov

www.tricare.mil/cap/wsm

TRICARE HOME

CAP Home | WSM Home | Public Law | Privacy | Contact Us

CAP Computer/Electronic Accommodations Program

Accommodation Solutions | DoD Instruction | News, Events & Training | Resources

Wounded Service Member Initiative

Submit WSM Needs Assessment

Providers, service members, and family members can complete a CAP/WSM needs assessment.

Submit WSM Request

Browse Assistive Technology

1 2 3 4 5

CAP Supports Wounded Service Members

CAP works closely with service members across the nation to ensure they receive appropriate assistive technology for their needs, including vision or hearing loss, dexterity impairments,and cognitive difficulties. In August 2008 the Department of Defense Instruction, Assistive Technology (AT) for Wounded Service Members (DoDI 6025.22 (PDF)) was signed, establishing policy for AT

WSM Spotlight

"Save the Date" for the 2010 Hiring Heroes Career Fairs. View the dates for the upcoming career fairs.

Upcoming Events

Hiring Heroes Career Fair | March 09, 2010

CAP Computer/Electronic Accommodations Program

www.tricare.mil/cap