



# Department of Energy CAP Program Guidance



In 2002, the Department of Energy signed an interagency agreement with the Department of Defense's Computer/Electronic Accommodations Program (CAP) program to provide assistive/adaptive technology free of charge to DOE employees with disabilities. The following information regarding CAP is being provided to assist federal employees, managers and on-site disability coordinators with the CAP application process. For more information, visit the CAP website at [www.tricare.osd.mil/cap/](http://www.tricare.osd.mil/cap/) or contact CAP's DOE point of contact:

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## **The Computer/Electronic Accommodations Program (CAP)**

### **1. What is CAP?**

CAP is a free service, managed and funded by the Department of Defense, which provides assistive technology, devices and services to federal employees with disabilities, thus making it possible for people with disabilities to have equal access to the information/electronic and telecommunication work environments.

### **2. Who administers the CAP program for DOE?**

The Headquarters Disability Program Coordinator acts as the point of contact between DOE and CAP, assists individuals with the CAP application process, and advises management and on-site disability coordinators upon request.

### **3. What is assistive technology?**

Assistive or Adaptive Technology commonly refers to "...products, devices or equipment, whether acquired commercially, modified or customized, that are used to maintain, increase or improve the functional capabilities of individuals with disabilities..."---Assistive Technology Act of 1998

### **4. What type of assistive technology does CAP provide?**

CAP works with the requestor to ensure that the technology provided best suits the individual's needs. Some of the frequently requested assistive technology solutions include: monitors, magnifiers, screen readers, voice recognition software, TTYs, signaling devices, and alternative pointing devices.

### **5. Is there anything CAP will not provide?**

CAP does not provide ergonomic assessment /equipment, interpreters, computer-aided real time (CART), readers or personal assistant services. For these services, contact the DOE Help Desk or the on-site disability office.

### **6. Is assistive technology training provided?**

Yes. CAP will provide a certified trainer at the employee's location to provide necessary training. CAP also provides assistance with any questions s/he may have about specific technology functions/operations.

### **7. How much does CAP charge for equipment and services?**

Nothing. As a partnering agency, CAP provides technology and assistance at no charge. This cost-saving measure ensures accommodations are provided to DOE federal employees with disabilities without the use of an organization's funds. Funding is provided as part of the DoD annual appropriation, and CAP is authorized to provide assistive technology, devices, and services to DOE in accordance with the National Defense Authorization Act.

## **Requesting Accommodations**

### **8. Who may request an accommodation from CAP?**

The CAP program is specifically designed for individuals with disabilities, as defined by the Americans with Disabilities Act (ADA) (see <http://www.usdoj.gov/crt/ada/adahom1.htm>.) If unsure as to whether a condition meets the criteria required to receive an accommodation, please contact the Headquarters Disability Program Coordinator or the on-site disability office for assistance.

### **9. How do I request an accommodation with CAP?**

The CAP website at <http://www.tricare.osd.mil/cap/> provides information about the program and how to apply for technology or services. Applications may be completed on-line or printed and submitted in hard copy form to the CAP office. At any time, the Headquarters Disability Program Coordinator or a CAP representative may be contacted for assistance.

### **10. What disability/medical documentation is required?**

When a disability is not obvious, additional documentation may be required to support a request for an accommodation. The documentation should state the employee's diagnosis and functional limitations, and come from a healthcare professional. Appropriate professionals include, but are not limited to, doctors, psychologists, registered nurses, physical therapists, occupational therapists, speech therapists, vocational rehabilitation specialists and licensed mental health professionals. Contact the Headquarters Disability Program Coordinator or the on-site disability office for assistance.

### **11. What do I do if I don't know what is needed?**

CAP can provide a needs assessment in several ways: through the website at [www.tricare.osd.mil/cap/](http://www.tricare.osd.mil/cap/), by discussing the employee's situation with him/her either in person or on the phone, or by doing a site visit. The employee may also visit various technology centers across the country to see and try out products before ordering. Contact CAP for center locations.

## **12. What do I do if the supervisor won't sign the CAP Request Form?**

Requesting an accommodation is an open dialog between the employee and his/her supervisor. If, for whatever reason, the supervisor is not willing to sign the CAP Request Form, it is recommended that the employee sit down and discuss it with him/her. Further assistance is available by contacting the Headquarters Disability Program Coordinator or the on-site disability office.

## **13. What do I do if CAP denies a request?**

Contact the Headquarters Disability Program Coordinator or the on-site disability office for assistance.

## **Equipment Delivery, Tagging, Installation and Maintenance**

### **14. What mailing address should be used for delivery?**

This will depend on the employee's work site. Contact the local property office for assistance.

### **15. Do I need to have the equipment tagged and inventoried?**

Yes. Equipment provided by CAP becomes the property of the Department of Energy and will need to be tagged and inventoried. Contact the local property office for assistance.

### **16. Who installs the assistive technology?**

The on-site information technology support office or a CAP representative will install the technology. If it is desired to have CAP provide this service, be sure to mention it when placing the order. Questions about installation should be directed to CAP.

### **17. Who maintains the assistive technology?**

The Department of Energy is responsible for the maintenance and care of the products provided by CAP. Contact your on-site information technology help desk (301-903-2500 or your Program Office's specific help desk phone number) for assistance.

### **18. Does CAP provide upgrades to assistive technology?**

Yes. To request an upgrade, submit a new CAP Request Form identifying the technology being used and version being requested. Also indicate if additional training is needed on the new version.

## **Employment Programs**

### **19. Will CAP fund assistive technology for employees on Workers' Compensation?**

Yes. In an effort to reduce the cost of Workers Compensation in the Department of Energy, CAP will support the needs of workers' compensation claimants by providing the appropriate assistive technologies. This would keep employees on the job, or bring them back to work. The claimant will be asked to provide a Workers' Compensation claim letter or number with his/her Request Form.

### **20. Will CAP fund assistive technology to be used at home if the employee telecommutes?**

Yes. If the employee is working at home due to a medical condition, and have entered into a telework/flexiplace agreement with the Department of Energy, CAP will provide appropriate technologies. CAP can provide assistive technologies, as well as providing the standard workstation equipment in the employee's home to allow him/her to perform the essential function of their job.