Meeting of the Federal Exchange on Employment and Disability (FEED)

September 6, 2023
Today’s Agenda

Introduction (1:00-1:05 p.m.)
  • Akinyemi Banjo, Policy Advisor, Employer and Workplace Policy Team, Office of Disability Employment Policy (ODEP), Department of Labor

Welcoming Remarks (1:05-1:10 p.m.)
  • Jennifer Sheehy, Deputy Assistant Secretary, ODEP

National Disability Employment Awareness Month 2023 (1:10-1:20 p.m.)
  • Renee Tajudeen, Director, Policy Communication and Outreach, ODEP

Presentation: Telecommunications Relay Services for Federal Government Employees (1:20-1:45 p.m.)
  • Joshua Mendelsohn, Attorney Advisor, Federal Communications Commission (FCC)
  • Michael Scott, Attorney Advisor, FCC

Presentation: Briefing on the Computer/Electronic Accommodations Program (CAP) (1:45-2:10 p.m.)
  • Edna Johnson, Ph.D., Program Analyst/Accommodation Assessment Team Lead, CAP, Department of Defense (DoD)
  • Catherine Russo, Program Analyst, CAP, DoD

Interactive Session: Implementation of Strategies for Disability Inclusion in Federal Agencies (FEED 15) (2:10-2:55 p.m.)
  • Jennifer Croft, Diversity Program Manager, Office of Diversity, Equity, Inclusion, and Accessibility, Office of Personnel Management (OPM)

Closing Remarks (2:55-3:00 p.m.)
Our Presenters

- **Renee Tajudeen**
  - Director, Policy Communication and Outreach, ODEP
- **Joshua Mendelsohn**
  - Attorney Advisor, FCC
- **Michael Scott**
  - Attorney Advisor, FCC
- **Edna Johnson**
  - Department of Defense, CAP
- **Cathy Russo**
  - Department of Defense, CAP
- **Jennifer Croft**
  - Diversity Program Manager, Office of Diversity, Equity, Inclusion, and Accessibility, OPM
National Disability Employment Awareness Month 2023

Renee Tajudeen, Director, Policy Communication and Outreach, ODEP
Telecommunications Relay Services for Federal Government Employees

Joshua Mendelsohn, Attorney Advisor
Michael Scott, Attorney Advisor

Disability Rights Office
Consumer and Governmental Affairs Bureau
Federal Communications Commission

September 6, 2023
FCC Disability Rights Office

Video Programming

Emergency Communications

Modern Communications
Telecommunications Relay Services (TRS)

• Mandated by Title IV of the Americans with Disabilities Act.
• Available 24/7 in all US states and territories for local, long distance, and international calls.
• Enable persons who are deaf, hard of hearing, deafblind, or have speech disabilities to communicate by telephone in a manner that is functionally equivalent to telephone services used by persons without such disabilities.
• More information at www.fcc.gov/trs.
Transitioning FedRelay Services

All performance under Federal Relay contract ended on February 13, 2022. Agencies may now access TRS through the FCC TRS program and Other Accommodations through GSA Multiple Award Schedule:

**TRS**
- Captioned Telephone Service
- Internet Protocol (IP) Captioned Telephone Service
- Video Relay Service
- IP Relay Service
- TTY Relay Service
- Speech-to-Speech Relay Service

**Other Accommodations**
- Video Remote Interpreting
- Live Remote Captioning
  - Also called CART
- Teleconference Captioning
  - Relay Conference Captioning
Differences between VRS and VRI

**Video Relay Service (VRS)**

- For meetings where two or persons are communicating via telephone (including the Internet)
- The costs for VRS calls are reimbursed from the Interstate TRS Fund, overseen by FCC
- Interpreters are assigned on a first-come first-serve basis
- VRS cannot be used for in-person meetings where participants are in the same room

**Video Remote Interpreting (VRI)**

- For meetings between two or more persons that are either virtual or in the same room
- Interpreters are contracted and paid for on a fee-for service basis
- Capability of assigning interpreters with expertise in the topic being discussed (e.g., medical, legal)
- Possible to prepare interpreters beforehand with background materials and information
Accessing TRS

• Eligible Federal employees can use TRS at no cost to federal agencies because the TRS providers are compensated by either a state or federal fund.

• Contact the agency Relay Official for more information about accessing relay services within your organization.

• Relay Officials are responsible for registering users and certifying their eligibility.
  - A list of Relay Officials is available at http://www.gsa.gov/fedrelay.
TRS Registration

• TRS providers must maintain the following information for each registered federal government user:
  ▪ The user’s NANP telephone number;
  ▪ The name and physical address of the agency where the user works (and the user’s registered location, if applicable and if different from the physical address of the agency);
  ▪ The date the provider initiates service to the user;
  ▪ The name of the agency official responsible for the registration; and
  ▪ The agency official’s certification.
Your FCC Accessibility Resources

• Online Complaint Form:
  ▪ www.fcc.gov/accessibilitycomplaints

• Visit FCC Disability Rights Office webpage:
  ▪ www.fcc.gov/accessibility

• Contact FCC DRO at:
  ▪ DRO@fcc.gov (e-mail)
  ▪ 844-432-2275 (videophone)
  ▪ 202-418-2517 (voice)

• Joshua Mendelsohn – Joshua.Mendelsohn@fcc.gov
• Michael Scott – Michael.Scott@fcc.gov

Computer/Electronic Accommodations Program

FEED Briefing
September 6, 2023
Agenda

• Introductions
• Requesting a Needs Assessment
  ▪ Department of Defense (DoD)/Non-DoD Federal Employees
• Trends
• Top Ten Accommodations
• Employment Support Services
• Q&A
Needs Assessments

• If you do not know what accommodations you need, a CAP representative can provide a needs assessment

• A needs assessment can be provided to DoD and non-DoD employees as well as wounded, ill and injured Service members on active duty. However, please be aware that non-DoD employees will need to work with their agencies directly to procure the suggested AT.
Three Ways to Request a Needs Assessment

1. Submit a request to CAP through the [website](#). All customers must select PIV Login (click the PIV Login button below, also located in the header on the right side) and create a CAP Customer account. [PIV Login](#)

2. Individuals who are able to visit the Pentagon can set up an appointment at CAPTEC by phone, 703-693-5160, or via email at [CAP.CAPTEC@mail.mil](mailto:CAP.CAPTEC@mail.mil).

3. If you are an agency representative in the Washington, DC metro area who has five or more employees that require assessments, email [CAP.Assessment@mail.mil](mailto:CAP.Assessment@mail.mil) and a CAP representative will reach out to you and see if a visit can be arranged.
Trending Assessment Needs Requested

Trends

• Challenges with Focusing & multi-tasking due to ADHD and PTSD
• Speech to text support alternatives beyond Dragon software, and text to speech alternatives
• Ergonomic assessment for specific keyboard, mouse and purple cushion designs
• Monitors (32 to 43 inch curved) to reduce eye strain associated with day long work-related virtual viewing
• Dyslexia challenges associated with multiple work-related reading and training assignments
Top Ten Accommodations: Dexterity

• Dragon Naturally Speaking

• Ergonomic Keyboards and Pointing Devices

• Back and Seat Supports

• Monitor Arms
Top Ten Accommodations: Blind/Low Vision

- CCTV
- Magnifiers
- Keyboards
- Monitors
Top Ten Accommodations: Deaf/Hard of Hearing

• Deaf to Hearing Communication Device

• Signing Device

• Phone Amplifier

• FM System
Top Ten Accommodations: Cognition

• Cueing/Memory Aid
• Voice Recorder
• Headphones
• Educational Software

EARN
Employer Assistance and Resource Network on Disability Inclusion
Top Ten Accommodations: Communication

- Augmentative Communication Software
- Assistive Communication Application
- Portable Voice Amplifier
Employment Support Services

• ASL Interpreters
• Readers
• Personal Assistant Services (PAS)
• CART
• Training
Leveraging SME Partnerships & Resources for Employment Supports

CAP’s Commitment towards serving Federal Employees with disabilities extends beyond supporting and equipping customers use of adaptive technologies and specialized equipment accessories.

In an expanding virtual workforce environment, CAP is seeking to leverage our resources on our Assessment Team by building federal stakeholders and partnerships of subject matter experts across disability categories towards building our capacity to meet the growing physical and psychological employment supports and personal assistant service needs facing our federal workforce.
If you are interested in becoming a CAP Assessment Team federal stakeholder or partner by conducting in-person or virtual specialized training to our CAP Team, please contact:

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Computer/Electronic Accommodations Program (CAP)  
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Questions?
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Interactive Session: Implementation of Strategies for Disability Inclusion in Federal Agencies (FEED 15)

Jennifer Croft, Diversity Program Manager, Office of Diversity, Equity, Inclusion, and Accessibility, Office of Personnel Management (OPM)
EARN Funding Statement

The Employer Assistance and Resource Network on Disability Inclusion (EARN) is a resource for employers seeking to recruit, hire, retain, and advance qualified employees with disabilities. This publication is fully funded by the U.S. Department of Labor’s Office of Disability Employment Policy (ODEP) under cooperative agreement No. OD-33975-19-75-4-36 with Cornell University. The total four-year cost of this agreement amounts to $10,000,000. This document does not necessarily reflect the views or policies of the U.S. Department of Labor, nor does mention of trade names, commercial products, or organizations imply endorsement by the U.S. Government.
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