



### CAP Wounded Service Members Initiative, DoD

#### The Challenge

Our soldiers, sailors, airmen, and marines are returning every day from deployment in Operation Enduring Freedom and Operation Iraqi Freedom. Yet, many of them are not returning to their duty assignments; instead, they are recovering from a broad range of injuries at military treatment facilities (MTFs). Because of the large number of injuries, the Department of Defense (DoD) turned to the Computer/Electronic Accommodations Program (CAP) to provide guidance and support for wounded service members with new disabling conditions. DoD needed a program to train wounded service members to use assistive technology in order for them to be prepared to return to work after rehabilitation. Axiom was challenged by CAP to aid in creating the initiative, implementing the services, providing staff, and assist in creating new policy and legislation to enable wounded service members to keep assistive technology provided by CAP if they are discharged.

#### Our Strategy

Axiom worked closely with the CAP Office to establish a new initiative titled "From Deployment to Employment." Our staff interviewed healthcare providers at Walter Reed, Brooke, and Tripler Army Medical Centers to understand how to best integrate assistive technology into the rehabilitative services model. Working with the Keymind Division, our team was also able to create materials, add a Web page for the Initiative, and begin training the MTFs and the Component programs on how to partner with CAP. By demonstrating the possibilities of assistive technology, we believed we would gain interest and then be able to

procure and deliver the products to ensure that these service members would have access to computers and telecommunication systems. We also recognized the stressful transitions these individuals were facing, and we hired individuals with backgrounds in counseling, psychology, and the military environment.

#### The Impact

Axiom continues to work closely with CAP in the daily provision of needs assessments and assistive technology to wounded service members across the nation. Since its inception, the Initiative has provided over 1,200 accommodations to nearly 500 wounded service members. Working with the Department of Veterans Affairs (VA) and the Department of Labor (DOL), CAP also hosted a Wounded Service Members Training Forum in August 2006 for 160 key stakeholders. Axiom's work at this event gave key decision makers an opportunity to hear from wounded service members and employees across the government who are working to implement changes. This event was recognized by Military Health System senior leadership as a success and has been approved to be an annual training forum. Further, the FY2007 National Defense Authorization Act includes new language enabling CAP to provide assistive technology that service members can keep when they are discharged. Axiom's work in support of this CAP initiative has an impact on the return-to-work process for hundreds of individuals and their families.

#### See More

<http://www.tricare.mil/cap/wsm/>