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**Customer:** Social Security Administration, Office of Telecommunications and Systems Operations

## Contract Overview

*Assistive Technology Support and Services for Social Security Administration (SSA) Employees with Disabilities*

ICRC's Assistive Technology Support Office (ATSO) provides support to SSA employees with disabilities in the areas of assistive technology hardware and software, enabling optimal productivity in the workplace. ATSO primarily supports the integration of assistive products with other software and hardware used by employees with disabilities, although it also can support employees in operating general office productivity software, such as Microsoft Office. The tailored support provided by ICRC is illustrated by the support case detailed below.

## Support Case Overview

ICRC was recently asked to assist a severely mobility-impaired SSA employee, who also was unable to speak. Due to the employee's lack of speech and impaired mobility, he used TDD software for telephone communication and a headstick to press keys on his keyboard.

With SSA preparing to migrate to new TDD software, the employee was concerned that the text macro capability in the new software was more cumbersome and less sophisticated than the text macro in the current software. While most TDD users would use the text macro to record a greeting or a frequently used phrase, this employee used it to pre-compose pieces of conversation he knew he would use in upcoming phone calls.

## Tasks

The tasks performed by ICRC for this support case included:

- Investigating the employee's concern.
- Testing the text macro in the new TDD software, which was confirmed to be cumbersome, in part due to a software bug.
- Testing the TDD software on multiple operating systems, distributions and machines, and modifying the way the software operated.
- Working with the TDD software developer to address software bugs and the lack of functionality in the text macro.
- Researching and testing third-party text macro and word completion software to determine a solution that would better meet the employee's needs.
- Training the employee and his support staff on the selected new product.

## Impact

ICRC delivered the following results:

- Identified a new assistive technology to aid the employee in his job.
- Successfully tested the product on the employee's model machine.
- Raised the employee's comfort and confidence level around his own job performance.
- Increased the employee's productivity and job satisfaction.

## Other ICRC Services:

Advanced Vehicle Technologies  
Aerospace Services  
Infrastructure Support Services

For more information or to discuss potential contracting opportunities, contact ICRC's Corporate Headquarters:

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