

**FINGER LAKES WORKFORCE INVESTMENT BOARD, INC.
(FLWIB)
41 Lewis Street, Suite 103, Geneva, New York 14456
(315) 789-3131
REQUEST FOR PROPOSAL (RFP)**

DISABILITY RESOURCE COORDINATOR (DRC)
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CONTRACT PERIOD: May 9, 2022 to December 31, 2024

Procurement Timeline	
Issue Date:	March 4, 2022
Maximum Contract Award:	Up to \$300,000.00
Question and Answer Period:	3/4/2022 to 3/23/2022
Bidders's Conference	3/18/2022 1:30 pm at Finger Lakes Workforce Investment Board 41 Lewis Street NY 14456
Deadline For Submission:	March 25, 2022
FLWIB Workforce Board Selection Approval:	April 6, 2022
Formal Award Notification:	April 9, 2022
Contract Development:	May 2, 2022
Target Contract Start Date:	May 9, 2022
Contact Information:	Lynn Freid, Executive Director, P: (315) 789-3131 ext 2 C: (585) 233-8818 E-Mail: lynn@fingerlakesworks.com

Contracting Entity:

Finger Lakes Workforce Investment Board, Inc.
41 Lewis Street, Ste. 103, Geneva, NY, 14456

FINGER LAKES WORKFORCE INVESTMENT BOARD, INC. (FLWIB)

RESPONSE CHECKLIST

RFP Disability Resource Coordinator (DRC) Reference: NYSDOL Technical Advisory 21-06

The Proposers' attention is especially called to the terms listed below, which must be submitted in full as part of this proposal.

Failure to submit any of the documents listed below as a part of your proposal, or failure to acknowledge any addendum in writing with your proposal, or submitting a proposal on any condition, limitation or provision not officially invited in this RFP (Request for Proposals) will be cause for rejection of the proposal.

Please check each item indicating your compliance.

THIS CHECKLIST MUST BE SUBMITTED AS PART OF YOUR PROPOSAL.

- RESPONSE CHECKLIST
- BUDGET SUBMISSION SHEET (Vendor's Own Submission)
- PROPOSAL, **ONE (1) ORIGINAL AND SIX (6) COPIES**
- ADDENDUMS A, B, C, and D signed and attached to the proposal
- PROPOSAL CERTIFICATION FORM
- VENDOR RESPONSIBILITY FORM

Please read all the information contained in this package.

COMPANY	TELEPHONE NUMBER
STREET ADDRESS	FAX NUMBER
CITY, STATE, ZIP	E-MAIL ADDRESS
AUTHORIZED REPRESENTATIVE (PRINT)	TITLE
AUTHORIZED SIGNATURE	DATE

REQUESTS FOR PROPOSALS

Disability Resource Coordinator (DRC)

The Finger Lakes Workforce Investment Board Inc. (FLWIB) is requesting proposals for a Disability Resource Coordinator (DRC). FLWIB is required to have at least one DRC to build capacity within the workforce development system by developing and convening or joining an already established Integrated Resource Team to serve individuals with disabilities, including individuals with developmental and/or intellectual disabilities, ages 18 and older.

Time Frame of Contract:

The first year starting from on or about May 9, 2022 and ending on the third year December 31, 2024.

Funding Available:

The funds available have been earmarked specifically for the DRC position for salary, fringe benefits, travel, rent and utilities, supplies, training and administrative costs. Please complete Budget Form on page 16.

Specifications and proposal form may be obtained either in person or upon request Monday through Friday at the following site or by printing from the following website:

Finger Lakes Workforce Investment Board
41 Lewis Street, Suite 103, Geneva NY 14456
8:30 A.M. to 4:30 P.M.
www.fingerlakesworks.com

Proposal Deadline:

Sealed proposals must be in possession of FLWIB, 41 Lewis St, Ste 103, Geneva, NY 14456, no later than **Wednesday, March 25, 2022, at 4:00pm. Attention: Lynn Freid, Executive Director.**

**Late Proposals will be returned, unopened to contractor.
FLWIB reserves the right to forego any informalities and reject any or all proposals.**

REQUESTS FOR PROPOSALS
Disability Employment Initiative (DEI)

BACKGROUND FOR DRC Program

NYS Disability Resource Coordinator (DRC):

Each Local Workforce Area must have at least one DRC to build capacity within the workforce development system in serving individuals with disabilities, including individuals with developmental and/or intellectual disabilities, ages 18 and older. The DRC will be required to develop a model of sustainability for the position beyond the three-year pilot period.

Each DRC must develop a process to convene Integrated Resource Teams (IRTs) in the Local Workforce Area to advance individuals with disabilities in their chosen education, employment, training, and/or career pathways goal(s).

1. Increasing the capacity of the Career Center and surrounding career pathway programs to serve individuals with disabilities;
 2. Identifying and leveraging multiple disability-related resources and partners including, but not limited to, the NYS Education Department's (NYSED) Adult Career and Continuing Education Services - Vocational Rehabilitation (ACCES-VR) and the Office of Children and Family Services/NYS Commission for the Blind (OCFS/NYSCB), to support collaboration around a job seeker's employment and/or training goal(s);
 3. Advising the workforce development system on how to effectively promote the participation of individuals with disabilities in existing career pathways systems and programs;
 4. Assisting and training the LWDB, Career Center staff, businesses, community colleges, and other training providers on topics including, but not limited to, rights under the Americans with Disabilities Act (ADA), Ticket to Work (TTW), accommodations, assistive technology, and assessments; and
 5. Developing a plan for evaluation and sustainability of the NY SCION program in the local area beyond the initial three-year period of funding. A sample Sustainability Plan is available on the NYSDOL [website](#).
- A. 1. By the end of the 1st quarter of contract, the DRC must convene LWDA workforce development system stakeholders to develop, or join existing, IRTs to maximize collaboration and minimize the duplication of services to individuals with disabilities.

IRTs should be comprised of stakeholders within the disability services community including, but not limited to, Vocational Rehabilitation Counselors, VR service providers, Integrated Employment Specialists, Independent Living Center staff, job coaches, Business Services Representatives, businesses, and/or Veteran Services staff.

The purpose of this group will be to advance individuals with disabilities in their chosen education, employment, training, and/or career pathways goal(s). In areas where an appropriate workgroup or IRT already exists, this requirement can be satisfied by the DRC joining one or more of these groups and working with membership on the interventions and best practices.

More information on IRTs can be found on the NYSDOL [website](#).

2. Timely One-Stop Operating System (OSOS) data entry to ensure required performance outcomes are met, both quantitative and qualitative, for individuals with disabilities and individuals receiving Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI).
 - a. Required quantitative performance measures for both groups of individuals will include, but not be limited to:
 - The six Workforce Innovation and Opportunity Act (WIOA) primary indicators of performance as detailed in WDS TA [#18-6.2](#);
 - Total participants entering and completing career pathways training;
 - Total participants entering and completing a work experience;
 - Total participants receiving an industry-recognized/post-secondary certificate or credential; and
 - Total participants entering unsubsidized employment.
 - b. Required quantitative performance measures for individuals receiving SSI or SSDI will include, but not be limited to:
 - Tickets assigned to the LWDB;
 - Milestones achieved;
 - Outcomes achieved; and
 - TTW revenue generated.
 - c. Required qualitative performance outcomes and success stories will be submitted by the DRC as a quarterly narrative report. NYSDOL developed a template for this report, included in this WDS TA as **Attachment C: New York Systems Change and Inclusive Opportunities Network (NY SCION) Quarterly Narrative Report**.

Additional information on OSOS data entry and performance-related NY SCION requirements can be found on the NYSDOL [website](#).

3. FLWIB and DRCs must comply with NYSDOL's remote and/or onsite monitoring of the NY SCION program in accordance with the requirements of WDS TA [#21-04](#): Monitoring - New York State Department of Labor (NYSDOL) Workforce Innovation and Opportunity Act (WIOA) Monitoring/Oversight of and Provision of Technical Assistance to Local Workforce Development Boards (LWDBs) and LWDB Responsibilities Relating to NYSDOL's Monitoring Process.

Additional information on monitoring and available monitoring guides can be found on the NYSDOL [website](#).

DRC federal funds will improve the accessibility and accountability of the public workforce development system for individuals with disabilities and continue the promising practices implemented under the disability program navigator initiative. This includes effective deployment of Disability Resource Coordinators (DRC) to improve coordination and collaboration among

employment and training programs carried out at a state and local level, as well as to expand the use of Employment Networks under the Ticket to Work program. DRCs will work to build effective community partnerships that leverage public and private resources to better serve individuals with disabilities and improve employment outcomes.

This program makes available grant funds to the FLWIB to hire, train, and place full-time DRC's in One-Stop Center(s) in the four (4) FLWIB counties. Program awards are made dependent on the availability of funds. FLWIB is seeking an incorporated agency to hire one Disability Resource Coordinators.

PROPOSAL FORMAT

Section A- Introduction:

This section should contain an Executive Summary, which demonstrates your understanding of the FLWIB's goals and objectives in providing services.

Section B - Company Profile and History:

- Name, phone number and e-mail address of person FLWIB should contact with any questions on the proposal.
- The name and title of person submitting the proposal.
- Documentation of vendor history, including capabilities in the areas of services to be provided, number of years in business, number of years doing business in New York State, size and scope of operation.
- Type of corporate organization (not for profit, for profit, etc.).
- Individual designated as the account manager for this service and submit a resume for this individual identifying past experience on similar projects. FLWIB reserves the right to interview the individual.
- A statement indicating the respondent is in good financial standing, not in any form of bankruptcy, current in taxes.

Section C - Required Forms:

Required forms listed in the RFP to be returned with Proposal. Specifically include a signed Proposal, Addenda A, B, C, and D, and Vendor Responsibility form.

Section D. - Budget Section:

Provide pricing for each item associated with DRC services. Can only be reimbursed for wages/fringe, staff travel, rent and utilities, supplies, training and up to 5% Administrative functions. This can be submitted on the Budget Form (page 12).

Section E - References:

This section shall contain names of at least three (3) similar contracts within New York State you presently have (or previously had) with other municipalities or local government agencies in the past two to five years. Please include company name, address, telephone number, e-mail address and contact person.

Section F - Additional Information:

This section should include additional information the proposer finds would be helpful to the regarding proposed service

GENERAL INFORMATION

Obligations of Proposers and Inquiries:

- A. Every person intending to issue a proposal pursuant to these specifications, before submitting said proposal, shall make himself fully familiar with the product to be provided.
- B. A vendor will be barred from pleading misunderstanding or deception because of estimates of quantities, character, and scope of work, location or other conditions surrounding the same. Permission will not be given to modify any proposals after the proposals are opened.
- C. Technical inquiries, in writing, should be addressed to:

Lynn Freid, Executive Director
FLWIB
email: lynn@fingerlakesworks.com

Any questions posed must be submitted in writing, by email, to the FLWIB. Questions will be accepted until 12:00 p.m. on March 18, 2022. Please place (DRC) in the email subject line. Questions will be answered by email.

Submission of Proposals:

Proposals must be submitted using the forms included in these specifications. Proposals must be accompanied by a signed Proposal Form, Addenda A, B, C, and D, and Vendors Certification Form. These forms can be found at the end of these specifications.

One (1) original and six (6) copies (each marked "copy") of the proposal must be provided.

If discrepancies are found between two or more copies of the bid, the original copy will provide the basis for resolving such discrepancies. If one copy of the proposal is not clearly marked "ORIGINAL," the FLWIB may reject the bid. However, the FLWIB may at its sole option, select one copy to be used as the "original." Read all documents contained in the RFP package.

Proposers are responsible for submitting their proposal to the FLWIB, 41 Lewis St, Ste 103, Geneva NY 14456 at or prior to the time indicated in the RFP package. **No** proposals will be accepted after the designated time indicated in the bid package. ***Proposals are due on or before Wednesday, March 25, 2022, prior to 4:00 PM local time.***

Facsimile or emailed copies are NOT acceptable.

Vendors shall indicate on the outside of their sealed proposal the following information:

- a. Title of RFP
- b. Date and Time the RFP is due
- c. Company Name

Failure to do so may result in the rejection of the proposal as being unresponsive.

Late Proposals:

Proposals received in the FLWIB office after the date and time prescribed shall not be considered for contract award and shall be returned to the Vendor as non-responsive. The Vendor is responsible for the delivery of the proposal. If the proposal is delivered to the wrong office, by any delivery method, the Vendor bears the responsibility. Delivery of the proposal to the specified location at the prescribed time and date is the sole responsibility of the Vendor.

The FLWIB employee whose duty it is to receive proposal documents will decide when the specified time has arrived and no proposal received thereafter will be accepted.

NOTE: Any delay due to traffic, weather, construction, mail or express delivery, mechanical failure or failure to locate the FLWIB office, is not an exception to the deadline for receipt of proposals. Please plan accordingly.

Contract Award:

Award of contract will be made following review of proposals and approval by the FLWIB. If awarded, The FLWIB will award the contract to the lowest responsive and responsible proposer meeting these specifications.

Contract Development:

If the FLWIB accepts a proposal the FLWIB intends to enter into a contractual agreement with the vendor submitting the proposal which best meets the needs and requirements of the FLWIB. The content of the Request for Proposals and the successful proposal submitted will become an integral part of the contract, but may be modified by provisions of the contract.

Award Committee:

The Award Committee will be made up of representatives of the FLWIB Staff, Career Center Managers, and New York State Department of Labor Representatives.

Method of Award:

The award may be made to the most responsible proposer whose proposal is determined to be in the best interest of FLWIB and deemed will best serve the FLWIB requirements,.

Price will not necessarily be the determining factor in the award of the contract. All proposals will be evaluated to determine if they meet the required format and be in compliance with all requirements of the Request for Proposals.

Incomplete or non-responsive proposals may be rejected at the discretion of FLWIB.

FLWIB reserves the right to reject any and all proposals and to waive minor irregularities. FLWIB further reserves the right to seek new proposals when such a procedure is reasonably in the best interest of the FLWIB to do so.

Advertising:

In submitting its proposal, the Proposer agrees not to use the results there from as a part of any news release or commercial advertising without written approval of the FLWIB.

Exceptions:

Any exceptions to terms, conditions, or other requirements in any part of the RFP must be stated

and described in detail as part of the proposal. Exceptions may result in a rejection of the proposal. Otherwise, the FLWIB will consider that all items proposed are in strict compliance with the RFP, and the successful Proposer will be responsible for compliance.

Written Communication:

No negotiations, decisions, or actions shall be initiated or executed by the Vendor as a result of any verbal communication with any FLWIB employee or the Vendor's misinterpretation of this RFP. Only those communications, which are in writing from the FLWIB representative, as identified in this RFP may be considered as a duly authorized expression on behalf of the FLWIB. Also, only communications from vendors in writing shall be recognized by the FLWIB as duly authorized expressions on behalf of the vendors.

Clarification of Proposal Information:

FLWIB reserve the right to request verification, validation or clarification of any information contained in any of the proposals. This clarification may include checking of references and securing other data from outside sources, as well as from the Vendor.

Reference to Other Materials:

The Proposer cannot compel FLWIB to consider any information except that which is contained in its proposal, or which is offered in response to a request from the GLOW WDB. The Proposer should rely solely on its proposal. The FLWIB, however, reserves the right, in its sole discretion, to take into consideration its prior experience with Proposers and information gained from other sources.

Altering Proposal:

Proposals cannot be altered or amended after submission deadline. Any interlineations, alteration or erasure made before opening time and date shall be initialed by the signer of the proposal, guaranteeing authenticity. Proposal alternatives must be submitted in ink or typewritten. Pencil will not be accepted.

Withdrawal of Proposal:

A proposal may be withdrawn at any time prior to the submittal deadline. A proposal may be withdrawn and resubmitted at any time prior to the submittal deadline. No proposal may be withdrawn after the submittal deadline without the consent of FLWIB.

Performance Ability:

The successful vendor must be prepared to furnish proof of financial responsibility and ability to perform prior to award of a contract. In all cases the decision of the FLWIB shall be considered final.

FLWIB Reserves the Right to:

- (a) Reject any and all proposals received in response to this solicitation;
- (b) Reject any bid/proposal of any vendor who has previously failed to perform adequately after having once been awarded a prior bid/proposal for furnishing materials or services similar in nature to those in this bid/request for proposal,
- (c) Waive any technical or formal defect in the proposal that is considered by FLWIB to be merely irregular, immaterial, or unsubstantial.
- (d) Reject proposals from firms that have had adversarial relationships with the FLWIB or firms that have represented entities that have had adversarial relationships with the FLWIB. This includes the firm, employees and financial or legal interests.

Independent Contractor

It is understood the contractor is an independent contractor and shall not be considered an agent of the FLWIB, nor shall any of the contractor's agents or employees be considered subagents for the FLWIB.

Disqualifications:

FLWIB reserves the right to disqualify any company upon convincing evidence of collusion with intent to defraud and to commit any other illegal practices on the part of the firm. Failure to comply with requests for insurance or bonding may also be grounds for disqualification. FLWIB reserves the right to reject any and all proposals, to waive all technicalities and irregularities, and to make the award considered to be in the best interest of the FLWIB.

Proposal Subject to Disclosure:

During the evaluation process, the content of each proposal will be held in confidence and details of any proposal will not be revealed (except as may be required under the Freedom of Information Law or other State law). The Freedom of Information Law provides for an exemption from disclosure for trade secrets or information the disclosure of which could cause injury to the competitive position of commercial enterprises. This exception would be effective both during and after the evaluation process.

Should you feel your firm's proposal contains any such trade secrets or other confidential or proprietary information, you must submit a request to except such information from disclosure. Such request shall be in writing, shall state the reasons why the information should be excepted from disclosure, shall be provided at the time of submission of the subject information and in the same envelop as the proposal. The proprietary or confidential data must be readily separable from the proposal in order to facilitate eventual public inspection of the non-confidential portion of the proposal. Public Policy encourages disclosure of public documents and requests for exceptions to disclosure are infrequently granted.

Requests for exemption of the entire contents of a proposal from disclosure have generally not been found to be meritorious and are discouraged. Kindly limit any requests for exemption of information from disclosure to bona fide trade secrets or specific information, the disclosure of which would cause a substantial injury to the competitive position of your firm.

Opening of Proposals:

Under the Request for Proposals process, sealed offers will be received and opened in the Office of the FLWIB. Each proposal will be checked to determine if it is complete and meets the requirements of this Request for Proposals. At and after opening, proposals will NOT be part of the public record and subject to disclosure but will be kept confidential until after award. When such award is completed, proposals will be available for public inspection.

Elaborate Proposals:

Elaborate proposals in the form of brochures or other presentations beyond that necessary to present a complete and effective proposal are neither required nor desired.

Right to Submitted Materials:

All responses, inquiries, or correspondence relating to or in reference to this RFP, and all other reports, charts, display, schedules, exhibits and other documentation submitted by the Proposers, will become the property of the FLWIB when received.

Minimum Conditions for Consideration:

To be considered, the Proposer must, at a minimum, respond to the full scope of services specified in this RFP. The Vendor may provide suggested additions, enhancements or improvements to the scope of services, which, at the discretion of the FLWIB, may or may not be considered. Provide a detailed price breakdown for your services as they apply to this project.

General Contract Terms:

The terms and conditions contained within this Request for Proposal shall be incorporated into any contract resulting from the acceptance of any proposal.

Completeness or Accuracy of Documents:

The FLWIB shall not be held responsible for the completeness or accuracy of any RFP documents received by a vendor that were not directly issued to that vendor by the FLWIB.

Any vendor submitting a proposal based on incomplete or inaccurate information resulting from documentation received from any third party shall not have cause for relief from award or completion of a contract in accordance with the official documents on file with the FLWIB.

It is HIGHLY suggested that all vendors interested in participating in this RFP, contact the FLWIB directly at the FLWIB address, email or telephone number to assure they have received the most accurate and up to date material concerning this contract.

Reminder: It is the Vendor's sole responsibility to verify the proposal submittal includes any or all addenda.

Alternate Proposals:

An alternate proposal is viewed by FLWIB as a proposal describing an approach to accomplishing the requirements of the RFP, which differs from the approach set forth in the solicitation.

An Alternate proposal may also be a second proposal submitted by the same proposer, which differs in some degree from its basic or prime approach.

Alternate proposals may address the technical approach or other provision or requirements set forth in the solicitation. FLWIB will, during the initial evaluation process, consider all alternate proposals submitted.

Failure to Execute:

Failure of successful bidder to execute the Contract and furnish proof of insurance within the fifteen (15) calendar day period shall be just cause for cancellation of the award.

Visit our Web Site:

Information on FLWIB Bids/RFPs are available at the FLWIB Website: www.fingerlakesworks.com.

Attachment A
Budget Form
FLWIB DRC RFP 2022-03

Category of Expense	Program	Admin	Total
Staff Salary			
Fringe Benefits			
Staff Travel			
Staff Rent and Utilities			
Staff Supplies			
Staff Training			

A maximum of 5% to fund administrative functions.

ATTACHMENT B

DISABILITY RESOURCE COORDINATOR (DRC) JOB DESCRIPTION AND RECOMMENDED MINIMUM QUALIFICATIONS

A. Job Description

The DRC job description is outlined by the New York State Department of Labor (NYSDOL) and the United States Department of Labor Employment and Training Administration (USDOL ETA), in partnership with the Office of Disability Employment Policy (ODEP) and the National Disability Institute (NDI).

The DRC must be a full-time position. DRCs should, at a minimum, have a background in one of the following fields: Human Services, Social Work, Special Education, or Vocational Rehabilitation. DRCs should not function as case managers but should work toward systems change for individuals with disabilities, including youth and those with intellectual and developmental disabilities, by:

- Increasing the capacity of the Career Center and surrounding career pathways programs to serve individuals with disabilities;
- Identifying and leveraging disability-related resources and partners, including the NYS Education Department's (NYSED) Adult Career and Continuing Education Services - Vocational Rehabilitation (ACCES-VR) and the Office of Children and Family Services/NYS Commission for the Blind (OCFS/NYSCB), to support collaboration around a job seeker's employment and/or training goal(s);
- Advising the workforce development system on how to effectively promote the participation of individuals with disabilities in existing career pathways systems and programs;
- Assisting and training the Local Workforce Development Board (LWDB), Career Center staff, businesses, community colleges, and other training providers on such topics as rights under the Americans with Disabilities Act (ADA), Ticket to Work (TTW), accommodations, assistive technology, and assessments;
- Coordinating with career pathway programs' direct service delivery staff, including career coaches;
- Assisting in the recruitment of individuals with disabilities, including TTW Ticket Holders, to participate in career pathways programs, including funded career pathways training, and to utilize Career Center services;
- Identifying career, training, and employment opportunities for individuals with disabilities using assessments;
- Obtaining and maintaining a credential to provide benefits advisement and work incentive counseling to job seekers in receipt of Social Security Administration (SSA) benefits (e.g., Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI));
- Helping to expand the workforce development system's participation as an Employment Network (EN) under the TTW Program, including the assignment of appropriate Tickets to the Career Center under the New York Employment Services System (NYESS) Administrative Employment Network (AEN);
- Helping ensure that individuals with disabilities access all the different programs and services they need, including career and training services offered through the Career Centers to participate in existing career pathways programs;

- Facilitating an effective approach to leverage resources needed for individuals with disabilities to fully participate in existing career pathway programs and to achieve their employment and/or training goal(s).
- Supporting and facilitating the development of a sustainability plan and strategies that will continue the successful project components beyond the funding period. A sample sustainability plan is available on the NYSDOL [website](#); and
- Implementing sustainability planning through the project cycle, including partnership development, revenue identification, and through continuous evaluation of programmatic operations.

Note: As this is a system capacity building role, ideally no more than 50% of a DRC's work should be in the direct provision of services to job seekers.

Additional responsibilities of the DRC may include, but should not be limited to:

- Engaging stakeholders from multiple service delivery systems to enhance inclusive career pathway entry, advancement, and related outcomes;
- Coordinating career pathways services across disability-focused and generic agencies through local Integrated Resource Teams ([IRTs](#));
- Engaging businesses to increase awareness about the low cost of accommodations, making the business case for hiring individuals with disabilities, and providing work-based experiences and mentoring;
- Ensuring local Career Centers are fully accessible for persons with disabilities. In addition to working with the disability community and partners in recruiting individuals to the Career Centers, the DRC also works to ensure the delivery of services is seamless by addressing physical, communication, and programmatic access issues;
- Assisting Equal Opportunity Officers (EOO) in Career Center physical, communication, and programmatic accessibility;
- Supporting collaboration between internal employees, businesses, and community partners to support project activities and long-term sustainability strategies; and
- Developing, implementing, evaluating, and monitoring sustainability activities to continue successful project components and support continuous quality improvements.

B. Recommended Minimum Qualifications

DRCs hired, or designated, should meet the following [recommended](#) minimum qualifications:

- A strong belief that individuals with disabilities, including individuals with developmental, intellectual, and other significant disabilities, can and deserve to work in their communities;
- Bachelor's Degree (Master's preferred) in career development, counseling, education, psychology, occupational therapy, human services, vocational rehabilitation, or social work;
- Three to five years working with the underserved (e.g., individuals with disabilities, individuals with involvement in the criminal justice system, disadvantaged youth, low income individuals, English language learners);
- Knowledge of federal, state, and local laws, policy, and procedures relating to equal opportunity and non-discrimination employment of individuals with disabilities and other protected classes. In addition, knowledge on topics such as sustainability, customized employment, supported employment, intersectionality, and person-centered planning is preferred;

- Knowledge of SSA work incentives, and how work affects government benefits. Having credentials to provide work incentive counseling is preferred;
 - Knowledge of local community agencies, providers, stakeholders, and other disability resources;
 - Relevant program management experience in order to create, implement, and monitor sustainability strategies and continuous quality improvements;
 - An ability to communicate with diverse stakeholders, including business leaders, customers in minority groups, and workforce development staff;
 - Experience with grant writing and budget design, and a demonstrated track record on securing grant funding for project work;
 - Strong oral and written communication skills;
 - Strong knowledge of job search processes (e.g., resume/cover letter writing, interviewing skills, networking) and how to teach them to job seekers; and
 - Computer and digital literacy with a strong ability to conduct remote.
-