

**Workforce Development System
Technical Advisory # 21-06.01
April 14, 2023**

To: Workforce Development Community

SUBJECT: The New York Systems Change and Inclusive Opportunities Network (NY SCION) Disability Resource Coordinator (DRC) Pilot Program

PURPOSE

Notify Local Workforce Development Boards (LWDBs) of a five-year New York State (NYS) pilot program to fund the expansion of the DRC position to each Local Workforce Development Area (LWDA) and provide guidance to LWDBs on implementing the NY SCION program.

POLICY

Each LWDA participating in this pilot program must have at least one DRC on staff. Beginning in Year 2 of this program (January 1, 2023-December 31, 2023), each DRC must be dedicated to building capacity within the workforce development system to better serve individuals with disabilities, including individuals with intellectual, developmental, and other significant disabilities, ages 18 and older, and may also spend up to one-half (50%) of their time providing direct services to customers with disabilities.

The DRC position can be part-time (15-29 hours per week) or full-time (30 hours or more per week), and can be filled through hiring a new, or designating an existing, local staff person.

To assist with implementation, each LWDB will receive up to \$100,000 of State-level Workforce Innovation and Opportunity Act (WIOA) funds annually for five (5) consecutive years, from January 1, 2022 through December 31, 2026. New York City will receive up to \$500,000 annually to place up to five (5) DRCs; one for each borough. The program budget is not to exceed \$100,000 in total costs per year, or \$500,000 in the case of New York City. Additional information on allowable and unallowable costs under this program can be found in **Attachment A: New York Systems Change and Inclusive Opportunities Network (NY SCION) Allowable and Unallowable Costs**.

To coordinate and streamline funding across NYS to better serve individuals with disabilities, each LWDB not currently registered under the New York Employment Services System (NYESS) Administrative Employment Network ([AEN](#)) is strongly

encouraged to do so. If not registering with the NYESS AEN, each LWDB must be registered with an AEN or be their own Employment Network.

ACTION

- A. On an annual basis, LWDBs must provide the NYS Department of Labor (NYSDOL) with a revised implementation plan that outlines the core requirements of the DRC position within the LWDA, which may include, but will not be limited to:
1. Promoting systems change and developing a process to convene customer-driven Integrated Resource Teams (IRTs) in the LWDA to advance individuals with disabilities in their chosen education, employment, training, and/or career pathways goal(s);
 2. Conducting outreach to both customers and businesses to increase engagement and improve employment outcomes;
 3. Increasing the capacity of the Career Center and surrounding career pathway programs to serve individuals with disabilities;
 4. 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);
 5. Advising the workforce development system on how to effectively promote the participation of individuals with disabilities in existing career pathways systems and programs;
 6. 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
 7. Developing and implementing a sustainability plan, including development of a local community asset map, of the NY SCION program in the LWDA beyond the initial five-year period of funding. A sample Sustainability Plan is available on the NYSDOL [website](#).

Note: While LWDBs may allow up to one-half (50%) of a DRC's work time to be spent on providing direct services to customers with disabilities, the remainder of their work time is required to be spent on the core DRC role of system capacity building. Any other incidental duties (e.g., occasional provision of direct services to customers without disabilities and attendance at special events) must not interfere with the activities described in the LWDB's Implementation Plan, as well as in the satisfactory performance of their core role as a DRC under NY SCION. Local areas

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that choose to hire a part-time DRC must explain how the DRC will prioritize the action steps described in their implementation plan in light of these reduced hours.

NYSDOL created a template for the implementation plan which has been included in this Workforce Development System Technical Advisory (WDS TA) as **Attachment B: New York Systems Change and Inclusive Opportunities Network (NY SCION) Implementation Plan**. Revised plans must be submitted annually by August 1 to SpecialPopulations@labor.ny.gov.

Local Community Asset Map

Local areas are being asked to develop a community asset map as a key deliverable of NY SCION. Asset mapping is a systematic process of cataloging key services, benefits, and resources within the community, such as organizational resources, physical space, institutions, associations, and elements of the local economy. A template for a draft local community asset map is available on NYSDOL's [website](#).

In addition to **Attachment B**, completed or revised local community asset maps must be submitted to SpecialPopulations@labor.ny.gov annually by August 1.

The goal of local community asset mapping is to document a community's existing assets, that must contribute to NY SCION activities, and which may include but are not limited to:

- **Education** – Childcare and preschool providers (0-5), K-12 school districts, colleges and universities, and public libraries;
- **Healthcare** – Hospitals/urgent care, private physicians, community health centers and free clinics, public health departments, substance abuse treatment and recovery providers, nursing homes, rehabilitation, and home health and hospice;
- **Cultural** – Museums, performing arts organizations, historical organizations, public spaces, community events and festivals, and media organizations;
- **Recreational** – School-based athletics and community education programs, community centers, parks and public recreation programs, walking/biking trails and sidewalks, non-profit recreation and fitness organizations, and private membership fitness clubs;
- **Food Systems** – Full-service grocery stores, community gardens, farmer's markets, restaurants with healthy food choices, and food-related organizations;
- **Public Safety** – Police and fire departments and environmental protection organizations;
- **Employment** – Large and small employers, self-employed and startups, unemployment and job-placement services, chambers of commerce, and business associations;

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- **Transportation** – Public transportation providers, health visit transportation providers, and regional transportation and land use planning;
- **Housing** – Homeless prevention and housing organizations, weatherization, home improvement and home safety programs, and rental housing landlords and developments; and
- **Organizational** – Informal groups and meetings, human services collaboratives, local charities, grant-makers, and foundations.

Identified assets should be organized by identifying the type of services provided.

For more information, please see the following three resources:

- [University of California, Los Angeles Center for Health Policy Research Section 1: Asset Mapping](#);
- [National Center for Farmworker Health, Inc. Community Asset Mapping Guide](#); and
- [Rural Health Information Hub – Rural Community Health Toolkit – Asset Identification](#).

B. A full description of the DRC position and its recommended minimum qualifications is included in **Attachment C: DRC Job Description**. Once hiring or designation takes place, the following will be required:

1. The DRC must partner with 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 customer-led and comprised of stakeholders within the disability services community including, but not limited to: VR 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 appropriate workgroups or IRTs already exist, 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 described in **Attachment C**.

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

2. Each LWDB must be registered with the NYESS AEN, a separate AEN, or be their own Employment Network. Full details on NYESS AEN registration are posted on the NYSDOL [website](#).

3. Timely One-Stop Operating System (OSOS), or other appropriate case management system, 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;
 - Total participants entering unsubsidized employment; and
 - Number of entries on the [NY SCION OSOS Custom Tab](#).
 - 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 report. NYSDOL developed a template for this report, included in this WDS TA as **Attachment D: NY SCION DRC Quarterly Report Template**.

NY SCION OSOS Custom Tab

All DRCs must have access to the NY SCION OSOS Custom Tab. Local areas have discretion to request access to the tab for any additional staff supporting the DRC (e.g., Employment Counselors, Labor Services Representative, county staff, and partners).

Any staff with access to the NY SCION OSOS Custom Tab must, at minimum, complete the “Disability Categories” section of the tab for every customer for whom they enter an activity, comment, or service into OSOS. This triggers an enrollment of a participant in NY SCION.

NY SCION is a systems change project, and in order to effectively measure performance and systems change, local areas are strongly encouraged to also complete and/or update the NY SCION tab comprehensively and regularly for services provided to, and outcomes attained by, every customer with a disability seen by the DRC and/or staff supporting a DRC.

On at least a quarterly basis, DRCs must review case management system data on active customers with disabilities in their catchment area to ensure data fidelity. This includes information entered on the NY SCION OSOS Custom Tab. DRCs must provide training and technical assistance on the NY SCION OSOS Custom Tab to any local staff that have access to it, and these trainings must be documented in **Attachment D**.

Note: The NY SCION [OSOS Guide](#) was created not only to assist DRCs and staff in the completion of the NY SCION OSOS Custom Tab, but also to provide guidance on who should have access to the tab and under what circumstances staff with access should create and/or update the tab.

- C. LWDBs 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](#).

BACKGROUND

The United States Department of Labor Employment and Training Administration (USDOL ETA) previously awarded NYSDOL four rounds of Disability Employment Initiative (DEI) funding to support DRCs in selected LWDBAs in NYS. These funds were used to implement activities targeted at improving education, training, and employment outcomes for individuals with disabilities who were unemployed, underemployed, and/or receiving Social Security disability benefits.

The purpose of the DEI was to expand the capacity of Career Centers to provide services to individuals with disabilities and to promote the use of existing career pathways to serve:

- Adults (ages 18 and older) with visible, non-visible, and significant disabilities, including those who have acquired disabilities in adulthood; and
- Youth (ages 14-24) with visible, non-visible, and significant disabilities, including those who have chronic health conditions.

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DEI projects focused on improvements needed to make existing career pathways systems fully inclusive of, and accessible to, individuals with disabilities. Examples of success stories from these DEI projects are available on the NYSDOL [website](#).

REFERENCES

USDOL WorkforceGPS [DEI Front Line Resources for Disability Resource Coordinators](#)

[Minnesota DEI Project](#)

Training and Employment Notice (TEN) No. [24-18](#): Updated Promising Practices in Achieving Nondiscrimination and Equal Opportunity: A Section 188 Disability Reference Guide

WDS TA #[18-6.2](#): Primary Indicators of Performance for Titles I and III under the Workforce Innovation and Opportunity Act (WIOA)

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

INQUIRIES

Please direct all questions regarding this WDS to SpecialPopulations@labor.ny.gov.

ATTACHMENTS

- A. New York Systems Change and Inclusive Opportunities Network (NY SCION) Allowable and Unallowable Costs
- B. New York Systems Change and Inclusive Opportunities Network (NY SCION) Implementation Plan
- C. Disability Resource Coordinator (DRC) Job Description and Recommended Minimum Qualifications
- D. New York Systems Change and Inclusive Opportunities Network (NY SCION) Disability Resource Coordinator (DRC) Quarterly Report

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NEW YORK SYSTEMS CHANGE AND INCLUSIVE OPPORTUNITIES NETWORK (NY SCION) ALLOWABLE AND UNALLOWABLE COSTS

A. Allowable Costs include:

Personnel: Costs of wages or contracted compensation for the designated Disability Resource Coordinator (DRC) position only (staff position, salary of position including hourly rate, the percentage of each position's time devoted to the project, the amount of position's salary funded by the grant, and the total personnel cost for the period of performance).

Fringe: Amounts and percentages that comprise fringe benefit costs for the designated DRC position only such as health insurance, FICA, retirement, etc.

Non-Personnel Services (NPS): Allocated and direct NPS costs of the designated DRC position, including allocated monthly office space costs, purchases of office furniture and necessary devices for the DRC.

Administration: Not to exceed 10% of total grant expenditures, for local area level administrative costs per <https://www.ecfr.gov/current/title-20/chapter-V/part-683/subpart-B/section-683.215>. Included within Administrative costs is advertising for recruitment of the DRC position.

Staff Training and Capacity Building: Training for the designated DRC position to become fully trained and certified to provide work incentive counseling and benefits advisement; further training for the DRC to support them in their role of increasing capacity of the Career Center system to serve individuals with disabilities; and training for other local staff (e.g., Labor Services Representatives, Employment Counselors, County Staff) to increase their capacity to serve individuals with disabilities. Topics could include, but are not limited to:

- Disability Etiquette and Disability Awareness;
- The Americans with Disabilities Act (ADA) and other relevant laws;
- Reasonable accommodations and the ADA;
- Disability Disclosure;
- Accommodations and Assistive Technology;
- Digital and Document Accessibility Requirements;
- Introduction to Assistive Technology in the Workplace;
- Making the Business Case for Hiring People with Disabilities;
- Person-centered planning;
- Identity first/person first language; and
- Employment Supports in the Workplace.

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Devices and Equipment: Fall into two categories:

1. Assistive Technology (AT) and Adaptive Devices; and

AT helps an individual with a disability to perform activities related to life, work, or education independently. It is defined under Labor Law as any “product, device, or equipment, whether acquired commercially, modified or customized, that is used to maintain, increase, or improve the functional capabilities of individuals with disabilities.”

Examples of AT include:

- Magnifiers;
- Braille displays;
- Screen reading software;
- Notetaking systems;
- Amplified telephones;
- Phone with captioning;
- Mobile devices with texting or specialized apps; and
- Text-to-speech systems using Optical Character Recognition (OCR).

2. Other Devices or Equipment

Any other devices or equipment that have a clear and documented purpose that aligns with the vision of NY SCION. Examples include, but are not limited to:

- Devices to produce content related to marketing and outreach to customers with disabilities (e.g., camera, microphone, and editing software).

Devices and Equipment Limitations:

- Devices and equipment must be reasonable, allocable, and necessary for the project vision and scope;
- AT must be specifically purchased so that customers with disabilities can more easily access the services of the Career Center, or for DRCs who have requested a reasonable accommodation to perform the duties of their position;
- Purchases of \$5,000 or more qualify as equipment and will require review and pre-approval by NYSDOL, per Workforce Development System Technical Advisory #[17-03](#): Renovation Costs and Equipment Acquisitions Utilizing Workforce Innovation and Opportunity Act (WIOA) Funds (May 1, 2017); and

- Special Populations Disability Unit (SPDU) will review cost quotes and justifications for purchases under \$5,000. Written approval must be obtained from SPDU prior to purchase.
 - For approval, Local Areas must provide:
 - A list and description of the AT; and
 - A detailed justification and cost quotes.

B. Unallowable Costs include:

- Supervision of the designated DRC position or program oversight. Local areas must identify other sources of funding (e.g., local formula WIOA dollars) for any supervision or oversight costs;
- Expenses prohibited under any other federal, state, or local law or regulation;
- Costs of entertainment, including amusement, diversion, and social activities and any costs directly associated with such costs (e.g., tickets to shows or sports events, meals, lodging, rentals, transportation, and gratuities);
- Costs of promotional items and memorabilia, including models, gifts, and souvenirs; and
- Outreach materials for customers.

Note: Customer outreach is allowable under local WIOA formula funds.

C. PeopleSoft Codes Used for NY SCION Grant Revised Year Two (2):

Account	Description in PS	Corresponds to:
511000	General	Non-Personnel Costs (including allocated monthly office space costs, purchases of office furniture and necessary devices for the DRC)
513100	Training - General	DRC Training, Staff Training and Capacity Building
516000	Administration	Administration
516100	Wages	DRC Wages including Contracted DRC costs
516101	Fringe	DRC Fringe
516102	Technology	Assistive Technology and Adaptive Devices for Customers
516103	Travel	DRC Travel
551000	Accrued General	Accrued Non-Personnel Costs (including allocated monthly office space costs, purchases of office furniture and necessary devices for the DRC)

553100	Accrued Training - General	Accrued DRC Training, Staff Training and Capacity Building
556000	Accrued Administration	Accrued Admin
556100	Accrued Wages	Accrued DRC Wages including Contracted DRC costs
556101	Accrued Fringe	Accrued DRC Fringe
556102	Accrued Technology	Accrued Assistive Technology and Adaptive Devices for Customers
556103	Accrued Travel	Accrued DRC Travel
591000	Obligated General	Obligated Non-personnel Costs (including allocated monthly office space costs, purchases of office furniture and necessary devices for the DRC)
593100	Obligated Training - General	Obligated DRC Training, Staff Training and Capacity Building
596000	Obligated Administration	Obligated Admin
596100	Obligated Wages	Obligated DRC Wages including Contracted DRC costs
596101	Obligated Fringe	Obligated DRC Fringe
596102	Obligated Technology	Obligated Assistive Technology and Adaptive Devices for Customers
596103	Obligated Travel	Obligated DRC Travel

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NEW YORK SYSTEMS CHANGE AND INCLUSIVE OPPORTUNITIES NETWORK (NY SCION) IMPLEMENTATION PLAN

Introduction

The New York State Department of Labor (NYSDOL) is piloting the New York Systems Change and Inclusive Opportunities Network (NY SCION).

The mission of NY SCION is to improve the participation of individuals with disabilities, including individuals with intellectual and developmental disabilities, in workforce systems and improve their employment outcomes via a sustainable, job-driven, inclusive model that involves businesses and workforce demand.

The specific goals of the pilot are to:

1. Improve employment outcomes for individuals with disabilities, ages 18 and older, using existing training, career pathways, Integrated Resource Teams (IRTs), Ticket to Work (TTW), asset development, and other promising and proven interventions;
2. Expand available career services provided in the New York State (NYS) Career Center network to job seekers with disabilities;
3. Support and expand partnerships, collaboration, service coordination, and service delivery across multiple education, workforce, and disability systems; and
4. Support evaluation, sustainability planning, and implementation strategies including partnership development, business and funder outreach, and revenue identification.

Up to \$100,000 in available funds can be used to hire and support a new, or designate an existing, part-time (15-29 hours per week) or full-time (30 hours or more per week) Disability Resource Coordinator (DRC). The DRC role is described in greater detail in **Attachment C: Disability Resource Coordinator (DRC) Job Description and Recommended Minimum Qualifications**.

Local Workforce Development Boards (LWDBs) are being asked to demonstrate their **current** capacity to serve individuals with disabilities, as well as the gaps in strategy a DRC will help to address, through responses to the implementation and sustainability questions below. Revised plans must be submitted **annually** by August 1 to SpecialPopulations@labor.ny.gov.

Program Delivery Description

1. Describe current efforts to enroll individuals with disabilities ages 18 and older in career services that support career exploration, career advancement, and resource planning.

Highlight strengths of the current strategy.

Highlight the gaps in the current strategy and how a DRC in your local area will address those gaps. If your area already has a DRC, or if you intend on designating a pre-existing staff to serve in role, please advise how this individual will now be able to address those gaps.

2. Describe current service delivery strategies targeted to individuals with disabilities and any recent efforts to improve their employment outcomes.

Highlight strengths of the current strategy.

Highlight the gaps in the current strategy and how a DRC in your local area will address those gaps. If your area already has a DRC, or if you intend on designating a pre-existing staff to serve in role, please advise how this individual will now be able to address those gaps.

3. Describe current collaborations and/or partnerships with employment service providers to effectively meet the needs of businesses.

Highlight strengths of the current strategy.

Highlight the gaps in the current strategy and how a DRC in your local area will address those gaps. If your area already has a DRC, or if you intend on designating a pre-existing staff to serve in role, please advise how this individual will now be able to address those gaps.

4. Describe current efforts to promote career pathways entry, benefits advisement, job placement, work experiences, and/or employment placement services for individuals with disabilities.

Highlight strengths of the current strategy.

Highlight the gaps in the current strategy and how a DRC in your local area will address those gaps. If your area already has a DRC, or if you intend on designating a pre-existing staff to serve in role, please advise how this individual will now be able to address those gaps.

5. Describe current efforts to recruit and serve Social Security Administration (SSA) beneficiaries (e.g., recipients of Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI)) under the TTW Program in your capacity as a participating Employment Network under the New York Employment Services System (NYESS) Administrative Employment Network (AEN).

Please note: Under NY SCION, we strongly encourage every LWDB to be registered as an Employment Network (EN) under the NYESS AEN. If your area is not a participating EN – whether under the NYESS AEN, a separate AEN, or your own EN – please also answer question 6 below.

Highlight strengths of the current strategy.

Highlight the gaps in the current strategy and how a DRC in your local area will address those gaps. If your area already has a DRC, or if you intend on designating a pre-existing staff to serve in role, please advise how this individual will now be able to address those gaps.

6. Each LWDB is required to be a participating EN – whether under the NYESS AEN, a separate AEN, or your own EN – under NY SCION. If the LWDB is not currently a participating EN, please provide a rough timeline and necessary action steps your area will take to become a participating provider by August 1, 2023. Please indicate “N/A” if your area already meets these criteria.

IMPLEMENTATION PLAN

LWDBs are being asked demonstrate capacity to expand services for individuals with disabilities ages 18 and older to create a Project Implementation Plan.

OBJECTIVE #1

BUSINESS EDUCATION, OUTREACH, AND ENGAGEMENT STRATEGY

- Describe any education and outreach that will be used to promote the value of recruiting, hiring, training, and retaining people with disabilities.

- Describe any strategy(ies) that will be used to develop relationships with businesses in in-demand, growth sectors to increase work-based learning and job placement opportunities for individuals with disabilities ages 18 and older.

- Describe any plans to adapt and modify policies and procedures to support business education, outreach, and engagement strategies.

- Describe evaluation and sustainability planning that will support continuation of the strategies outlined above.

Policy Change (Y/N):

ACTION PLAN

Activity	Target Date	Resources Required	Lead Person/ Organization	Anticipated Product or Result

OBJECTIVE #2

DISABILITY AWARENESS AND PROGRAM ACCESSIBILITY TRAINING STRATEGY

- Describe any training that is or will be available to local staff and partners on disability etiquette, programmatic accessibility requirements under WIOA Section 188, and related requirements of the Americans with Disabilities Act (ADA).
- Describe any plans to adapt and modify policies and procedures to support disability awareness and program accessibility training.
- Describe any training that will support evaluation and sustainability planning and implementation.

Policy Change (Y/N):

ACTION PLAN

Activity	Target Date	Resources Required	Lead Person/ Organization	Anticipated Product or Result

OBJECTIVE #3

SKILL DEVELOPMENT, JOB RETENTION, AND CAREER PATHWAY TRAINING STRATEGY

- Describe any training that is or will be available to individuals with disabilities and businesses to support skill development, job retention, and career entry and advancement.
- Describe any plans to adapt and modify policies and procedures to support skill development, job retention, and career pathway training for individuals with disabilities.

Policy Change (Y/N):

ACTION PLAN

Activity	Target Date	Resources Required	Lead Person/ Organization	Anticipated Product or Result

OBJECTIVE #4

COORDINATION STRATEGY

- Describe any activities to coordinate employment services (e.g., career exploration, training, asset development, benefits advisement, job placement, work experiences, and other services) with other systems providers (e.g., Independent Living Centers, Mental Health, Disability, and other Community Organizations).
- Describe any activities to expand linkages between these organizations and programs including TTW-related activities.
- Describe activities to support sustainability planning and implementation for the above activities.

Policy Change (Y/N):

ACTION PLAN

Activity	Target Date	Resources Required	Lead Person/ Organization	Anticipated Product or Result

OBJECTIVE #5**SERVICE STRATEGY¹ EVALUATION AND SUSTAINABILITY**

- Describe the LDWB's service approach and implementation including products that will be managed and facilitated by the DRC.
- How will success be measured, including data collection? (e.g., skill gains, changes over time, long-term impacts).
- Describe strategies to support sustainability planning, including the retention of the DRC position and related services. (A sample sustainability plan is available on the NYSDOL [website](#) as a resource to guide your future work.)
- Describe plans to generate alternate revenue to support project continuation beyond the three-year pilot.
- Describe how the DRC will prioritize the systems change activities outlined in this implementation plan – particularly if the area has chosen to hire a part-time DRC.

Policy Change (Y/N):**ACTION PLAN**

¹ Outreach, intake, and orientation; assessment and program referral; supportive services; career planning and counseling; financial literacy and capability training; occupational skills training; on-the-job training; internships and work experiences

Activity	Target Date	Resources Required	Lead Person/ Organization	Anticipated Product or Result

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

A. Job Description

The DRC job description as outlined below was developed over time 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 position can be part-time (15-29 hours per week) or full-time (30 hours or more per week), and can be filled through hiring a new, or designating an existing, local staff person.

DRCs should possess a strong belief that individuals with disabilities, including individuals with intellectual, developmental, and other significant disabilities, can and deserve to work in their communities.

DRCs should **not** function as case managers but should work toward systems change for individuals with disabilities, including individuals with intellectual, developmental, and other significant 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 and outreach to individuals with disabilities and TTW eligible individuals to increase enrollments in Career Center services including participation in Career Pathways programs and funded Career Pathways training;
- 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. Local areas must ensure that the DRC, whether part-time or full-time, prioritizes systems change activities. These priorities must be documented in the local area's implementation plan (**Attachment B**).

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, placements, and mentoring to improve employment outcomes;
- 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 the Career Center's physical, communication, and programmatic accessibility;

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- 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

Depending on the capacity building needs and systems change goals of each local area, LWDBs are given discretion as to the desired experience and qualifications of a potential DRC. NYSDOL recommends utilizing one or more of the following minimum qualifications when selecting a candidate:

- A background in one of the following fields: Human Services, Social Work, Special Education, or Vocational Rehabilitation;
- 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 meetings.

NEW YORK SYSTEMS CHANGE AND INCLUSIVE OPPORTUNITIES NETWORK (NY SCION) DISABILITY RESOURCE COORDINATOR (DRC) QUARTERLY REPORT

Please identify only those activities performed during the reporting period.

Date Submitted:

Reporting Period:

Prepared by:

LWDB:

SECTION ONE – NARRATIVE SUMMARY OF ACTIVITIES

*For categories 1-10 below, please summarize key activities and outcomes that address each topic. **Please only discuss activities that occurred during the quarter.** In addition, please:*

- Use your implementation plan as the basis for your reporting.
- If you are building on successes/events that took place in previous quarters, please include a brief status in your narrative to demonstrate progress made or challenges identified.
- Focus on activities and outcomes of activities that address systems change.
- Identify any new or innovative strategies undertaken or implemented.

If there is nothing to report, that should be specified.

Partnerships and Collaborations

1. New partnerships and/or collaborations. Specify the total number of new partnerships established during the previous quarter. Include any new workgroup (e.g., *Employment Resource Teams*, or *WIOA Disability Standing Committee*) or collaborative activities here.

Career Pathways

2. Career exploration and career pathways best practices (e.g., *creation of micro-credential programs in partnership with community colleges*, *development of accessible curriculum*). Include any training or work experience programs that have been created and/or expanded. Include the number of work experience placements that have led to unsubsidized employment.

Service Delivery

3. Linking customers to partners and community resources through Integrated Resource Teams (IRTs). Please focus on activities that support occupational skills training, or those that support or lead to unsubsidized employment goals. Specify the total number of IRT meetings during the quarter that assisted customers with disabilities.

4. Customer employment outcomes that occurred during the quarter resulting from IRTs.

5. Customer training completed other than occupational skill training (*e.g., disability disclosure, Work Incentive Seminar Events ([WISE](#)), Americans with Disabilities Act, accommodations*). List number of trainings, as well as who facilitated and the audience that attended.

6. Staff capacity building (*e.g., staff training facilitated by DRC/providers, DRC professional development, NY SCION One-Stop Operating System (OSOS) Custom Tab training*). Please include training topics, who provided the training, a general description of the types of staff who received the training (*e.g., partner staff, front line staff, employment counselors*), and number trained.

7. Benefits advisement (*i.e., social security administration and other public benefits*) and work incentive counseling. Please include the number of participants to whom you are currently providing these services and a broad summary of those services (*e.g., beneficiaries using impairment related work expenses, opening ABLE accounts, participating in the Medicaid Buy-In Program*).

8. Promotion, marketing, and other activities related to the Ticket to Work Program.

Challenges/Barriers

9. Describe any challenges or delays encountered during the reporting period and actions or plans to resolve them. Only describe significant challenges that may impede project progress.

Next Steps

10. Describe any upcoming activities that will support and build upon the goals in your implementation plan.

SECTION TWO – SUSTAINABILITY

For questions 1-3 below, please focus on how the activities above have led to sustainable systems change. You should use your implementation plan as a guide.

1. Based on your implementation plan and milestones/outcomes achieved this quarter, describe how you have assessed and/or evaluated progress toward intended goals. Further, describe how you have evaluated achievement of intended goals.
2. Please describe any project outcomes and goals from your implementation plan that have been changed.
3. Please describe any leveraged funding (e.g., grants, public/private funding) that has been secured, and include the number of funding sources and the total funds awarded or received.

SECTION THREE – SUCCESS STORY¹

Please only provide exceptional examples of systems level change to policy and practice. If there is nothing to report, that should be stated.

Style reminders:

- *Do not use case notes.*
- *Keep paragraphs short – no more than 5-6 sentences.*
- *Keep story to no more than two pages.*
- *Stick to the facts.*
- *Avoid using passive voice (e.g., “Trainings were provided.”). Use active voice (e.g., “X partner provided Y trainings to Z participants.”) and be clear about who is doing the action in every sentence.*
- *Include direct quotes if they strengthen the story.*
- *Limit use of acronyms. If you use acronyms, spell them out on first mention.*
- *Use plain language.*
- *Avoid jargon. Keep messages simple and concise.*
- *Avoid broad, sweeping statements (e.g., “A significant amount of money was saved”).*

1. Success Story Title:

2. Problem Overview:

Self-Check – Have you:

- *Described the problem being addressed and why it’s important?*
- *Used data to frame the problem?*
- *Specified the affected population(s)?*

3. Program and/or Activity Description:

¹ This template was adapted from Data Across Sectors for Health (DASH) – Multi-sector community health initiatives.

Self-Check – Have you:

- *Identified who was involved, including your partners?*
- *Described the program/activity that was implemented, including where and when it took place and how it addressed the problem?*
- *Identified the target audience of the program/activity?*
- *Described how the progress of the program/activity is evaluated?*
- *Stated how the grant contributed to the program/activity?*

4. Program and/or Activity Outcomes:

Self-Check – Have you:

- *Identified the short-term or intermediate outcomes that demonstrate how the program/activity addressed the problem (e.g., change in policy, use of curriculum, change in school-level practices, establishment of additional funding, etc.)?*
- *Provided a conclusion to the success story that avoids using broad, sweeping statements?*