

Contractor

Veterans Disability Navigator Project

About World Institute on Disability:

The World Institute on Disability (WID) is a nonprofit public policy center dedicated to promoting independence and full societal inclusion of people with disabilities. Since its founding in 1983, WID has earned a reputation for quality research and public education on a wide range of issues. Over half of the Board of Directors and staff are people with disabilities, as well as respected national leaders in disability rights, business, government, and social services. This enables WID to bring a cross-disability perspective to the policy arena.

Project description:

The World Institute on Disability (WID) will implement a Veterans Disability Navigator Project that will create and develop self-directed learning tools, in order to provide guidance to veterans on the benefits and services most relevant to their situation, and to support their employment decision making.

The project empowers veterans and service providers by providing immediate:

- Plain-language information on benefits across multiple agencies,
- Interactive assistance in finding the most relevant programs, and
- Interactive calculations to help visualize the effects of earned income on existing benefits.

Please note that the prime contract is currently pending.

Contractor Requirements:

This project is for the period of December 1, 2010 through August 31, 2011.

Deliverables include:

- 1) a comprehensive design for sustainable, maintainable training content, tools, and information services; and
- 2) full designs for interactive tools that support individual engagement with the subject areas and self-directed problem-solving around benefits and employment issues.

The project will develop self-directed learning tools that filter information depending on specifics of the user's situation and support employment decision making for large numbers of veterans, including wounded warriors and other veterans with a disabling or long-term condition. The learning tools will be based on principles of experiential learning (learning by doing) and real-time learning, i.e. tools that support decision making based on a veteran's current life situation. Whether the veteran uses the training resources independently or works with family members, service providers, or in veterans' communities, the veteran will identify the information and resources suited to his/her unique situation, needs, and plans.

These goals and tasks will be accomplished in coordination with a project Veterans' Advisory Group composed of Veterans, representatives from Veterans' organizations, and members of the California Department of Rehabilitation.

Contractor Requirements:

- Expertise with disability benefits (federal, California-specific, and private) and Veterans' benefits, including benefits interactions with employment.
- Expertise in research and writing on these topic areas.
- Experience in designing interactive, self-directed training tools, including web-based tools that dynamically model benefits rules and program interactions.

Contractor Services Description:

- Participate in research of disability and Veterans benefits issues to support development of interactive, self-directed training tools (for approximately 80 to 100 content areas)
- Design and define hierarchical information architecture to show organizational relationships among training content elements and content inventories.
- Design content relationships that are transparent, logical, and intuitive to the user.
- Produce functional sketches of the training and learning tools that address the following:
 - **Navigation.** Exactly how will the user move about in the learning process? How will the information architecture be made manifest?
 - **Nomenclature.** What language will be used to best convey the various navigation and organizational functions?
 - **Balance.** How will limited space be apportioned? How will important elements be emphasized over elements of secondary value and interest?
 - **Integration.** How will the spectrum of content and tools work in tandem to create an optimal learning experience for the user?
- Outline the process by which each supported benefit program will be modeled in the self-directed training tools.
- Diagram the flow of relationships and content in the learning tools.
- Design the Results section of each learning tool: text, tables, graphs, etc.
- Assist WID and DOR to plan for future program activities to serve veterans.

Reporting Relationship: Veterans' Benefits Online Tools Project Manager

Expected Expenditure: \$500,000

APPLICATION PROCESS:

Send:

- résumés
- portfolio of work,
- cover letter,
- bid quote of hourly fee and other cost requirements,
- and references

To:

3075 Adeline Street, Suite 280

Berkeley, CA 94703-2545

Fax: (510) 225-0477

EMAIL: jobs@wid.org

NO CALLS PLEASE

(WID acknowledges receipt of applications by email.)

Application Deadline: January 21, 2011, 5:00 PM PDT

Applications Review: January 21th-27th

Final Selection: January 27st

Proposed Start Date: February 7th (or before if possible)

All persons/organizations, including disabled persons, elders, women, and racial and ethnic minorities, are encouraged to apply.