



DRC Spotlight Series



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A little bit about me...

The three words to describe me are Productive, Dedicated, and Optimistic.

My favorite childhood memory is travelling to Italy to meet relatives. My father was born and raised there, and my mother, born in Massachusetts, lived there from age 13-26.

My role model in life is my parents who instilled in us a sense of faith, family, and to help each other.

My favorite quote is "Toughness is the ability to consistently perform toward the upper range of your talent and skills regardless of competitive circumstance"-James E. Loehr. It's posted in my office.

My favorite food is homemade lasagna.

What this work means to me...

I feel the greatest impact I have made as a DRC is ensuring individuals with disabilities have successful employment retention by maintaining communication with the customer and employer.

My proudest accomplishment as a DRC has been securing employment for a customer at FedEx (employed over 4 years!) who is now off of Social Security benefits with his own apartment.

A recent example of how I helped provide accommodations to someone using workforce services is a school janitor, who has Traumatic Brain Injury. Due to his disability, he needed written instructions (not verbal). By working with the supervisor and human resources, we developed written instructions with a check off box to effectively communicate.

Using an Integrated Resource Team (IRT) approach has enabled a realistic approach to job search as it involves the customer, family members, counselors, vocational rehabilitation, etc., in developing a career pathway and job.

I value my work because I have a sense of accomplishment in bettering the lives of individuals with disabilities as they enter the workforce and reach their life goals.

Making an Impact / Systems Change

Of all the customers I've served, I'm especially proud of assisting a young man with Autism Spectrum Disorder obtain and achieve competitive employment. His past work experiences were either very brief or part of subsidized employment. I could tell he was determined to work and he was fortunate to have strong family support to help him achieve that goal. With DEI funds, I worked with a manufacturer to develop an on-the-job training (OJT) for this individual. During the beginning stages, the OJT experience was not an easy transition resulting in conflict with the employer stemming from miscommunication. To help overcome this challenge, we used the Integrated Resource Team that eventually included an employment and accommodation expert from the Institute for Community Inclusion, who worked with the employer to accommodate the need for sharing clear instructions. For instance, using colored tape to coordinate tools and parts with their corresponding bins to increase efficiency and reduce errors. This is a common accommodation in manufacturing and warehouse settings. The OJT supervisor observed that this individual had superb observational skills with attention to detail so often missed by other employees. At the end of the 12-month OJT experience, the company hired him on a part-time employment basis with the goal of an eventual full-time position. He also is a Ticket customer and is excited to soon transition from being dependent on family and Supplemental Security Income (SSI) benefits to becoming financially independent.