

# **GLOSSARY OF AGENCY TERMS**

**Act** - The Rehabilitation Act of 1973 as amended.

**Active Case** - a case that has been certified as meeting basic eligibility requirements, accepted for vocational rehabilitation services, and has not been closed for any reason.

**Acute Condition** - injuries or illnesses of short duration (30 days or less).

**Adjustment Services** - ongoing rehabilitation services individually designed to establish, reinforce, or modify behaviors to enable the individual with a disability to achieve a functional level of personal, social, and vocational development.

**Administration** - that segment of OVR responsible for planning, organizing, coordinating, and directing the Agency toward its stated objectives within established policies.

**Administrative Review (Informal)** - an informal process conducted by an Agency administrator to resolve disputes prior to an impartial hearing. It is not a requirement that the applicant or eligible individual use this process.

**Affirmative Action** - efforts made by an employer to actively recruit for employment individuals with disabilities, women, older individuals, or minorities and to develop a policy of nondiscrimination in all employment practices, i.e., advancement, rate of pay, and selection for training.

**Affirmative Action Plan** - a detailed description, by an agency or business, of policies related to equal employment and advancement opportunity for individuals with disabilities, women, older individuals, or minorities. The plan includes specific action steps, timetables, and compliance and enforcement procedures to assure equal opportunities.

**Appeal** - a course of legal proceedings to resolve disputes available to consumers carried out in accordance with established rules and principles.

**Applicants** - individuals who have signed a letter or document requesting vocational rehabilitation services and who are available to complete an assessment.

**Appropriate** - meets the requirements or needs of the occasion or circumstances and is fitting; suitable; compatible.

**Assessment** - a comprehensive examination of an individual's physical, intellectual and emotional functioning in order to determine appropriate service needs.

**Behavior Modification** - a therapeutic approach in which the focus is on the person's observable behavior. This approach is used to change maladaptive behavior through systematic manipulation of the environment.

**Benefits Counselor** - a person who assists SSI and SSDI disability beneficiaries, family members, and professionals in understanding complex work incentive program requirements and related issues.

**CAP** - Client Assistance Program.

**CARF** - Commission on Accreditation of Rehabilitation Facilities.

**Case File** – an Agency record started at the time of application which records the progression of services provided and events that occur throughout the individual's involvement with OVR.

**Caseload** - the total number of individuals with whom a particular counselor works and for whom an individual case file is on record.

**CDB-OA** - Childhood Disability Benefits based on the Social Security record of a retired, disabled or deceased wage earner. To be entitled to CDB, the individual must be 18 years of age or older and have been disabled prior to age 22. The disability must continue after age 22.

**CDPCRC** - Carl D. Perkins Comprehensive Rehabilitation Center

**CFR** - Congressional Federal Register.

**Chronic** - of long duration or frequent recurrence over an extended period of time.

**Closed, Closure** - termination of an OVR case for any reason.

**CM** - Counselor Manual.

**CMS** - Case Management System (computerized)

**College Training** - training in which college credits are earned toward a specific degree.

**Community Rehabilitation Program** - a private for-profit or non-profit program that provides directly or facilitates the provision of vocational rehabilitation services to individuals with disabilities, to enable those individuals to maximize opportunities for employment, including career advancement.

**Comparable Benefits** - resources available outside the Agency which can be accessed to assist in achieving the individual's rehabilitation goal.

**Confidential Information (Confidentiality)** - any information of a personal nature relating to the consumer including photographs obtained or developed by the Agency. The concept of confidentiality is based upon the consumer's right to privacy, expressed or implied, and has both legal and ethical implications. Personal information will not be revealed to others except under specific circumstances and with permission of the applicant or consumer.

**Consultation** - a conference through which the counselor obtains advice from another professional and views are exchanged concerning an individual's vocational rehabilitation needs and progress toward goals.

**Consumer** - those individuals who have applied for services or have been determined to meet the basic conditions of eligibility for vocational rehabilitation services as defined in the Rehabilitation Act.

**Cooperative Agreement** - a document setting forth the terms and conditions under which OVR and another agency, organization, or private party cooperate in the provision of services.

**Counseling and Guidance** - a helping process within the rehabilitation program by which individuals with disabilities and vocational impediments are assisted in analyzing, understanding, and using their assets to overcome social, emotional, educational, vocational, and physical limitations. Counseling and guidance may include functions such as assessment, adjustment counseling, coordination of services, identification and mobilization of resources, placement, and follow-up.

**Counselor** - a trained professional who provides vocational counseling and other services based upon the knowledge of human behavior and the nature of disabilities to help consumers identify and achieve personal goals.

**DCBS** - Department for Community Based Services

**DDS** - Disability Determination Service

**Diagnosis** - a decision or opinion, regarding the nature of a condition, resulting from an examination or investigation of symptoms.

**DIB** - Disability Insurance Benefits (of a disabled wage earner).

**Disability** - a physical or mental impairment that affects an individual's mental or physical functioning and employment potential.

**Disability Too Severe** - the determination that the individual's residual capacities and abilities are so limited or restricted as the result of a disability that no vocational possibilities can be identified.

**Dual Entitlement** - the circumstance in which an individual with a disability is eligible for both SSI and SSDI.

**DWB** - Disabled Widow Benefits which is based on the Social Security record of a deceased wage earner. To be entitled to DWB, the individual must be at least fifty (50) years old, and have a continuing disability meeting requirements for Social Security disability income.

**EDGAR** - Education Department General Administrative Regulations.

**Eligibility** - a determination that a consumer is an individual with a disability and requires vocational rehabilitation services to prepare for, enter, engage in, or retain gainful employment.

**Employment Outcome** - refers to a consumer entering, or retaining full-time or part-time competitive employment in the integrated labor market which includes a successful supported employment outcome or any other vocational outcome the Agency may determine consistent with the Act.

**Essential Service** - a specific service necessary for the successful achievement of the individual's rehabilitation program.

**Evaluation** - See Assessment

**Evaluation Criterion** - A written statement (standard) of performance by which the accomplishment of an objective is measured.

**Family Member** - any relative by blood or marriage of an individual with a disability living in the same household and other persons living in the same household with whom the individual has a close interpersonal relationship.

**Fee** - a payment asked or given for services, licenses, tuition, etc.

**Fee schedule** - list of allowable charges for each identified service which the Agency can provide a consumer.

**Follow-up** - service provided prior to closure to ensure the consumer has continued success in employment.

**Functional Capacities/Abilities** - those assets, strengths, and resources which increase or support the individual's vocational potential.

**G.E.D.** - General Educational Development.

**Integrated Setting** - a setting typically found in communities in which applicants or eligible individuals interact with non-disabled individuals other than non-disabled individuals who are providing services to those applicants or eligible individuals

**IPE** - the Individualized Plan for Employment which is developed with the consumer after an assessment is conducted to develop the scope of services, and define the employment goal.

**Job Carving** - the process of analyzing and identifying specific tasks within a given job that might be reassigned to another position.

**Job Cueing** - The avenue through which the job trainer communicates information to the worker about the job with the most common instructional cues being verbal, physical, gestures, demonstration, and modeling.

**Job Sharing** - a situation in which two individuals share or split a job position between them with the employer correspondingly splitting the salary associated with the position between the two employees.

**K-TAP** - Kentucky Transitional Assistance Program which provides temporary cash assistance to families with a dependent child who lacks the support of one or both parents.

**LD** - Learning Disabilities.

**Limitation in Functional Capacity** - any physical or mental condition which prevents, impairs, interferes with or otherwise impedes an individual's ability to perform one or more vocationally related major life activities.

**Mediation** - an alternative form of dispute resolution in which a neutral third party facilitates a voluntary agreement between the disputing parties. This process cannot be used to deny or delay the consumer's right to a hearing.

**Nature and Scope** - Refers to the range of vocational rehabilitation services that the State Plan must assure is available as appropriate to the needs of each individual.

**NISH** - National Industries for Severely Handicapped.

**Occupational Grouping** - one of the three-digit groups listed in the Dictionary of Occupational Titles, Fourth Edition.

**Office** – Office of Vocational Rehabilitation

**Order of Selection** - the order to be followed in serving individuals with disabilities when services cannot be provided to all persons who have otherwise been determined eligible. The order is determined based upon the priority category and service needs of the consumer.

**PASS** - Plan for Achieving Self-Support allows SSI recipients to set aside income and resources toward an approved plan for achieving self-support for up to 48 months.

**Permanent Functional Limitation** - an impairment in activity or function that is not likely to be corrected through medical, surgical, psychological, or psychiatric intervention. These conditions or disabilities impose, or are likely to impose, a permanent loss or substantial reduction in functioning regardless of intervention.

**Personal Assistance Services** - a range of services, provided by one or more persons, designed to assist an individual with a disability to perform daily living activities on or off the job that the individual would typically perform if the individual did not have a disability. Services shall be designed to increase the individual's independence and ability to perform everyday activities on or off the job.

**Positive Employment Outcome** - a term used to indicate a case has been closed successfully employed.

**Primary Disabling Condition** - the diagnosed condition that produces the most limitations or restrictions on vocational functioning and activities. The primary disabling condition is not always the same as the primary medical condition.

**Priority Category** - The classification of eligible clients based on functional limitations for receipt of vocational rehabilitation services under an Order of Selection.

**Prognosis** - a prediction of the likely course or outcome of an impairment or recommended treatment.

**Program** - an organized plan of services or assistance based on the individual needs of an eligible consumer.

**Progressive Disability** - a medically diagnosed condition which is expected, on the basis of its known history, to increase in degree or severity.

**Referral** - an individual who has been directed to the Office for the provision of vocational rehabilitation services.

**Referral Source** - a person, facility, or agency that directs a person to OVR for services. This may include service agencies, physicians, industry, insurance companies, employment agencies, community action groups, One Stops and potential consumers.

**Rehabilitated** - a consumer who has successfully maintained employment for a period of 90 days.

**Rehabilitation Counselor** - the professional who assists the individual with a disability to understand problems, potentials, and limitations, so that realistic rehabilitation objectives can be mutually identified and available resources can be used to attain those objectives.

**Rehabilitation Facility** - see Community Rehabilitation Program (CRP).

**Rehabilitation Technology** - the systematic application of technologies, engineering methodologies, or scientific principles to meet the needs of and address the barriers confronted by individuals with disabilities in areas which include education, rehabilitation, employment, transportation, independent living, and recreation. The term includes rehabilitation engineering, assistive technology devices, and assistive technology services.

**Secondary Disabling Condition** - the diagnosed condition which is second in the extent of limitations or restrictions placed on vocational functions and activities.

**Self-Employment Enterprise** - a gainful business activity which is suitable and practical for the most effective utilization of skills, aptitudes, and abilities of an individual with a disability and designed to result in self-employment. Examples of Self-Employment Enterprises include sales, manufacturing, processing, servicing, and agriculture. Small business enterprises and self-employment projects can both be categorized as self-employment; therefore, this term is used collectively.

**SGA** - Substantial Gainful Activity is a base earnings and work activity guideline which a person receiving disability benefits (SSDI) must reach before disability benefits are affected.

**Significant disability** - A disability which seriously limits one or more functional capacities (mobility, communication, self-care, self-direction, work tolerance, or work skills) in terms of an employment outcome.

**Similar Benefits** - see comparable benefits.

**SSA** - Social Security Administration.

**SSDI** - Social Security Disability Insurance is a disability insurance program based on a wage earners contributions to Social Security.

**SSI** - Supplemental Security Income is a program for aid to individuals who are aged, blind, or disabled who have never been employed or paid Social Security taxes.

**State Plan** - an outline developed by the Department of its proposed activities, policies, and funding patterns for any program which will be conducted in cooperation with the federal government under federal statute.

**Substantial Impediment to Employment** - a physical or mental disability that impedes or will impede an individual's occupational performance.

**Successful Closure** – a closure in which an employment outcome has been achieved as described in the individual's IPE, an employment outcome has been maintained for at least 90 days to ensure the stability of the employment outcome and the individual no longer needs vocational rehabilitation services, both the individual and counselor consider the employment

outcome to be satisfactory and agree that the individual is performing well in the employment and post-employment has been explained.

**Suitable Employment** - employment that is realistic and attainable, taking into account the individual's capabilities, skills, interests, and limitations. The employment must, be regular, reasonably permanent, and with the consumer receiving a wage commensurate with that paid others for similar work.

**Support Service** - an incidental service authorized or provided to enable an individual to participate in or receive authorized diagnostic, evaluation or primary services.

**Supported Employment** - competitive work in integrated work settings for individuals with the most significant disabilities for whom competitive employment has not traditionally occurred. It is also used for those whom competitive employment has been interrupted or intermittent as a result of significant disability; and who, because of the nature and severity of their disability, need intensive support or extended services in order to perform work related activity.

**TANF** - Temporary Assistance for Needy Families can become a funding stream to finance efforts to help low-wage families retain employment, escape poverty, and advance in the workforce.

**Telecommuting** - the process of working at home while transmitting data and documents to and from a nominal workplace over telephone lines using a telephone, fax machine, and modem-equipped computer.

**Transition Services** - a coordinated set of activities for a high school student

**Trial Work Period** - a period of time (up to 9 months) for individuals receiving SSDI to try out or test their ability to return to employment.

**TWWIIA** - the Ticket to Work and Work Incentives Improvement Act of 1999 which provides new options and flexibility to make it possible for people with disabilities to join the workforce without fear of losing Medicare and Medicaid coverage.

**Underemployment** -when an individual with a disability is partially or inadequately employed especially at a low-paying job that requires less skill or training than one possesses.

**Vendor** - any person, agency, or organization that provides services purchased by the Office. Vendors must meet all Federal non-discrimination requirements.

**Vocational Assessment** - an analysis of the consumer's residual vocational functioning. This assessment generally results in specific vocational recommendations to assist consumers in making good vocational choices.

**Vocational Evaluator** - a trained professional responsible for carrying out a vocational Assessment and making appropriate recommendations to assist an individual in reaching a vocational goal.

**Vocational Goal** - the employment goal chosen by the consumer. .

**Vocational Impediment** - a barrier to employment comprised of one or more functional limitations resulting from a disability including consideration of any attendant factors which negatively affect rehabilitation potential.

**Vocational Rehabilitation Services** - services designed to enable an individual with a disability to secure and retain employment.

**WIA** - Workforce Investment Act which mandates the formation of local "Workforce Investment Boards" to administer programs within a specific local area and to oversee a One-Stop service delivery system designed to provide quality information and services for customers.

**Work Adjustment** - an individualized, structured, and closely supervised remedial work experience, designed to promote the acquisition of good work habits, increase physical and emotional tolerance for work activity and interpersonal relationships, and to modify attitudes and behaviors which inhibit the satisfactory performance of work.

**Work Sample** - a well defined work activity involving tasks, materials, and tools which are identical or similar to those in an actual job or cluster of jobs. It is used to assess an individual's vocational aptitude, work characteristics, and vocational interests.

**Worker Trait** - aptitudes, general educational development, vocational preparation, physical demands, and personal traits related to specific jobs. These are reflected in: training time, aptitudes, temperaments, interest, physical demands, and environmental conditions.

**Workshop** - See Community Rehabilitation Program.