

# LSUHSC Human Development Center

## Supported Employment

# Glossary



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**S. Killam, M. Ed., CESP & L. Stazio, M.Sc., CESP**  
**Employment Initiatives**  
**LSU Health Sciences Center**  
**Human Development Center**  
**411 S. Prieur St., New Orleans, LA 70112**  
**[www.hdc.lsuhscc.edu/employment](http://www.hdc.lsuhscc.edu/employment)**

## HDC Employment Glossary / Acronym List

### A

Adult Day Program - Also known as day habilitation programs (sometimes called job readiness) or day activity programs, adult day programs are services that offer a variety of activities such as daily living skills training as well as leisure and recreational activities.

Adult service centers/Activity centers/Development centers/Adult day program centers - synonymous terms used to describe locations where programs take place for moderately to profoundly disabled adults. Programs are designed to help workers develop greater independence and adjust more readily to their social environments.

Advocacy - in the supported work model, advocacy is any activity performed by a job trainer which promotes a worker's success in a competitive job. This includes fostering positive attitudes toward workers in general while helping a particular client adjust to his or her work environment.

Advocate - A person who communicates about his or her own rights, or the rights of someone else, to make sure they are considered.

American with Disabilities Act (ADA) - ADA' Legislation passed in 1990 that prohibits discrimination against people with disabilities. Under this Act, discrimination against a disabled person is illegal in employment, transportation, public accommodations, communications and government activities.

ARC - nonprofit organization formed by concerned citizens for disabled persons of all ages to help them secure the basic rights to which they are entitled.

Assessment (also known as Supported Employment Community-Based Assessment) - Information that is gathered from a variety of sources across a variety of environments identifying a consumer's skills, preferences, abilities, interests and support needs as related to their employment goals.

Association of People Supporting Employment First (APSE) - APSE is a national non-profit membership organization with an *exclusive focus* on integrated employment and career advancement opportunities for individuals with disabilities.

# B

Benefits - All federal, state and local benefits available to any full-time employee, such as health insurance, paid vacation and sick time, and retirement accounts.

Benefits counselor - Also known as Certified Work Incentives Counselors (CWIC). A trained individual who can help one understand his/her Social Security benefits. A benefits counselor can answer questions about eligibility, work incentives, and the effect of work on benefits.

Benefits Planning Query (BPQY) – The Benefits Planning Query (BPQY) is a free report to beneficiaries (and CWICs) that provide a snapshot of the types of benefits received, earnings history, and any work incentives that have been used that Social Security has stored in its records.

Benefits Planning Services (BPS) – Social Security Benefits Planning Services or Work Incentives and Planning Assistance (WIPA) projects are organizations within your community that are authorized by Social Security to provide free benefits counseling to Social Security disability beneficiaries to help them make informed choices about work. WIPA projects are essential partners on the path to employment that can help you determine whether work is right for you and how work may impact your benefits. Once you begin working, WIPA projects can also provide information and support to help you make a successful transition to financial independence.

Business plan - A written description of a business including what it sells, how it is run and what will be done to help it grow.

Blind Work Expense (BWE) - Blind Work Expense (BWE) is a work incentive for individuals receiving Supplemental Security Income (SSI), who have a primary diagnosis of blindness on record with the Social Security Administration and who earn income. To qualify for a BWE the individual must be under age 65, or age 65 or older and receive SSI payments due to blindness. SSA does not count any earned income that is used to meet any work expenses in deciding your SSI eligibility and your payment amount. To qualify you must be eligible for SSI based on blindness. The BWE items do not have to be related to your blindness. When SSA figures your SSI payment amount, they treat items as BWE instead of IRWE.

# C

Career Planning - Planning about employment that is facilitated by an experienced employment support provider, in which individuals and family and/or community members chosen by the individual actively participate

Carving (Job-Carving) - Job carving is a way to create a job where certain duties from one or more existing jobs are selected and combined into a new position.

Certified Employment Support Professional (CESP) - The CESP™ program is the first in the nation to create national guidelines to validate and support the training currently provided in the field. Unlike training programs that provide a certificate of completion, the CESP™ exam tests candidate's ability to apply the training in real world examples. National standards insure professionals across the country are using cutting edge service delivery, design and ethics.

Certified Work Incentives Counselor (CWIC) - A trained individual who can help one understand his/her Social Security benefits. A benefits counselor can answer questions about eligibility, work incentives, and the effect of work on benefits. CWICs deal with critical issues relating to personal finances and health coverage that can have a profound impact on a beneficiary's economic and physical well-being. In order to provide sound advice and avoid harming a beneficiary, it is absolutely essential that CWICs attain and maintain a high level of knowledge and skill and apply this knowledge and skill effectively.

Childhood Disability Benefit (CDB) – When a child qualifies for Social Security Disability benefits based upon the parents' work history and if the child's family meets certain income and asset guidelines.

Client assessment - the process of evaluating a client's potential for successful competitive employment based on the following information: interviews and informal observations, interpretation of formal standardized evaluations, and behavioral assessment of skills and abilities.

Client-Centered Job Placement - an approach to job placement for persons who are disabled in which the client is encouraged to assume primary responsibility for job development (i.e., the counselor directs and teaches the client to develop job seeking skills that will lead to employment.)

CMS – Centers for Medicare & Medicaid Services, known as CMS, is part of the Department of Health and Human Services (HHS). It administers programs such as Medicare, Medicaid, the Children's Health Insurance Program (CHIP), and the Health Insurance Marketplace. Website: <https://www.cms.gov/>

Community-Based - normalized settings in the community in which the number of persons who are disabled approximates the normal occurrence of handicapping conditions in the total population.

Community-Based Employment - Working in the community among and with employees who do not necessarily have disabilities and earning at least the federal minimum wage.

Community Job Market Screening - a general screening of the community in which potential employers and jobs that are appropriate for individuals who are disabled are identified.

Community Rehabilitation Provider (CRP) - Agency that provides supported employment services.

Community Work Incentives Coordinator (CWIC or WIC) – A Community Work Incentives Coordinator, also known as a Benefits Specialist, provide confidential services to people with disabilities who receive Supplemental Security Income (SSI) and/or Social Security Disability Income (SSDI). CWICs educate beneficiaries on how employment will affect their public benefits such as SSI, SSDI, Medicare, Medicaid, subsidized housing and food stamps.

Competitive Compensation - Earning at least minimum wage.

Competitive Employment - Working in the community, fully integrated into the workforce with competitive compensation, earning at least minimum wage. These are regular jobs in the community, full or part-time, which are typically filled by nondisabled persons and which pay at least federal minimum wage.

Competitive Work Training Site - a training site for persons who are disabled located at a regular business in the community where training of competitive job tasks takes place.

Continuing Disability Review – SSA process of obtaining complete current information about your condition and any work activity to decide if your SSDI and/or SSI benefits should continue.

Customized employment - A flexible blend of strategies, services, and supports designed to increase employment opportunities for job seekers through negotiating with businesses to meet the needs of both the business and the job seeker.

## D

Day Program - Also known as Adult Day Programs, day habilitation programs or day activity programs, day programs as are non-work services that offer a variety of activities such as daily living skills training as well as leisure and recreational activities.

Department of Health & Hospitals (DHH) – The mission of the Department of Health and Hospitals is to protect and promote health and to ensure access to medical, preventive and rehabilitative services for all citizens of the State of Louisiana.

Disability Determination Service (DDS) – The Disability Determination Services Offices (DDS) is a network of field offices and state agencies which review disability applications for the Social Security Administration (SSA).

Disability Disclosure – when should people disclose and how to make informed decisions about whether or not to disclose their disability and understand how that decision may impact their education, employment, and social lives.

Disabled Widow(er) Benefit (DWB) – When Social Security Disability Benefits are made payable to a worker's widow or widower if they meet the definition of disability for adults and meet other criteria.

## E

Employer contact - the process of contacting companies about specific job openings for workers who are disabled.

Employment First - Employment First is a concept to facilitate the full inclusion of people with the most significant disabilities in the workplace and community. Under the Employment First approach, community-based, integrated employment is the first option for employment services for youth and adults with significant disabilities.

Employment Network (EN) - A vocational rehabilitation agency that provides employment services for Ticket to Work. An Employment Network will coordinate and provide appropriate services to help the consumer find and maintain employment. These services may be training, career counseling, vocational rehabilitation, job placement, and ongoing support services necessary to achieve a work goal.

Employment planning team - A group of people that includes the individual looking for employment, a job developer and anyone else who might be able to help the individual find employment through discovering his or her skills, interests, and goals.

Employment provider agency - Also referred to as a community rehabilitation provider, a community organization that provides employment supports or employment supports along with other services to people with disabilities.

Employment specialist - Any employment professional who provides employment-related support to an individual with a disability.

Employment support - The help that an individual receives while looking for the job or after being hired.

Employment support provider - Also known as a community rehabilitation provider (CRP): An agency that provides employment support.

Enclave - A group of eight (8) or fewer workers with disabilities who are working at a particular work place in competitive employment. A supervisor for the enclave is responsible for securing work assignments for the enclave from the employer, organizing the work to help enable job performance, training and supervising employees, managing workflow, and supporting the integration of enclave employees with other company employees. An enclave is sheltered employment in real work settings for disabled individuals. Workers are usually segregated from non-disabled workers into a work crew and usually earn a set amount of money for each piece of work.

Entitlement benefits - An entitlement is a government program guaranteeing access to some benefit by members of a specific group and based on established rights or by legislation.

Entrepreneur - A person who organizes and manages a project, usually a business, who may take a financial risk to start it.

Environmental analysis - systematic observation of a job site to determine primary job duties, critical vocational and non-vocational skills required, major work areas, and job tasks and time spent in each work area.

Expedited Reinstatement – After SSA benefits stop because a worker’s earnings are substantial, they have five years during which they may ask to restart their benefits immediately if they are unable to continue working because of their disability.

Extended Period of Eligibility – After the Trial Work Period, a worker has 36 months during which they can work and still receive benefits for any month their earnings are not “substantial.”

## F

Facility-based employment - (also called a sheltered workshop) A workplace just for people with disabilities. Work is contracted with businesses and people usually earn less than minimum wage.

Fading - the process in which the job trainer, over a period of several weeks or months, slowly and systematically decreases his or her presence on the job site. The actual schedule of fading is determined by the client's ability to perform job tasks independently and to maintain a satisfactory level of work performance when the trainer is off-site.

Family engagement - A best practice that encourages the active participation and maximizes the expectations of family members with respect to employment

Federal Follow-along services - Employment support services that assist an individual in maintaining competitive employment by meeting regularly with the individual and their employer.

FICA, Federal Insurance Contributions Act - The Federal Insurance Contributions Act (FICA) tax is the federal payroll (or employment) tax imposed on both employees and employers to fund Social Security and Medicare, the federal programs that provide benefits for retirees, the disabled, and children of diseased workers.

FBR, Federal Benefit Rate - (Also called the Federal Payment Standard or the SSI Standard Benefit Amount) The Federal Benefit Rate (FBR) is the maximum dollar amount paid monthly to an individual with a disability who receives Social Security Disability benefits under SSI.

Follow-along/Follow-up - the process of on-going assessment of a client's job performance which begins after the job trainer has faded from the job-site. Methods of evaluating client progress include written evaluations, periodic on-site visits and telephone contact. These methods allow the job trainer to monitor a client without being on the job-site on a daily basis and can last for an indefinite period of time.

## G

Graduated guidance - a behavioral training technique in which maximum physical guidance, paired with a verbal cue, is initially provided on all sequential steps of a task. The physical assistance is systematically decreased as the learner independently performs portions of the task.



# H

Home and Community Based Waiver (HCBS) - Home and community-based services (HCBS) provide opportunities for Medicaid beneficiaries to receive services in their own home or community. These programs serve a variety of targeted populations groups, such as people with mental illnesses, intellectual or developmental disabilities, and/or physical disabilities.

# I

Impairment Related Work Expense (IRWE)- IRWEs are expenses for items or services that a person with a disability needs in order to work. These costs can be deducted from your gross earnings.

Individual Habilitation Plan (IHP) or Individual Written Rehabilitation Plan (IWRP) - Individual Habilitation Plan or Individual Written Rehabilitation Plan for a VR client which is required by law if an individual is receiving services from a state rehabilitation agency; contains individual employment goals/outcomes and training/support services.

Individualized Education Program (IEP) - Individualized Education Program required for all disabled students in public schools. Contains yearly goals and objectives for each student as determined by parent and teacher.

Informational Interview - An Informational Interview (also known as an Informational conversation) is a meeting in which a potential job seeker seeks advice on their career, the industry, and the corporate culture of a potential future workplace; while an employed professional learns about the job seeker and judges their professional potential and fit to the corporate culture, so building their candidate pool for future hires.

Independent Living Services - Services provided for improving the ability of persons with significant disabilities to function independently within the family or community. These include counseling, personal car attendant, home modifications and rehabilitation devices.

Individualized plan for employment (IPE) - The formal document or agreement between an individual and a state agency or funder that defines an individual's goals and support needs for employment.

Initial training phase - the period of direct instruction of job tasks provided by a job trainer to a disabled client on a competitive job site which can vary from several weeks to several months, depending on the skill level of the client and the complexity of the job.

In-kind Support & Maintenance (ISM) - In-kind support and maintenance (ISM) is unearned income in the form of food, or shelter or any combination of these. All food, and shelter is considered to meet an individual's basic needs even if an item could be subjectively construed to be a "luxury" item. ISM is used to

Intellectual Developmental Disability (IDD) - The term for the disability formerly known as mental retardation.

Intervention time/Client intervention - time spent by a job trainer working with a client, either on or off the job-site. This includes time active (direct instruction) and inactive (observation, fading) on the job-site, as well as time spent working on a client's behalf off the job-site (e.g., travel training, parent counseling, etc.).

## J

Job Analysis – A detailed, systematic recording of both specific job requirements and general work characteristics which is obtained from direct observation of the job site and from information obtained during the interview with the employer and coworkers.

Job Bank - A system of recording employer contact information for future reference during the process of job development.

Job-Carving - Job carving is a way to create a job where certain duties from one or more existing jobs are selected and combined into a new position.

Job/client compatibility analysis - The process of determining which clients are best suited for placement into an existing job opening or whether one of several job openings is more appropriate for a particular client. This is done by comparing assessment data on each candidate to the job analysis data for the available position.

Job coach - A professional who provides on-the-job training and support to an individual with a disability, once that individual is hired.

Job creation - Changing existing staff responsibilities to create a new job or to bring together a combination of new job tasks that didn't exist before.

Job developer - A professional who works with a person with a disability to find, or develop, a job for him or her based on skills and interests.

Job development - Creating job opportunities for a person with a disability. Job development can also refer to the work done sometimes by a counselor, with an employer, to create a job that would fit well with the person's skills and the employer's needs.

Job development/Job seeking/Job search - The process of locating competitive jobs in the community that are appropriate for persons with a disability. It consists of community job market screening, employer contact, and job analysis.

Job fading - When a job coach gradually reduces time and assistance to an individual.

Job match - The level of fit between a job and an individual's interests and skills.

Job matching - Helping an individual to find a job that fits well with his or her skills, preferences, interests and support needs.

Job negotiation - Any discussion between a job developer, employer and job-seeker with a disability that leads to a job being created or adapted.

Job Placement – During the process of placing workers who are disabled into competitive jobs in the community, job placement is when a consumer has found a good job match and employment begins.

Job-Related Skills - Skills needed to obtain or maintain a job but not necessarily related to the performance of a specific job duty. Such skills include learning to ride a city bus, proper grooming habits, using vending machines, purchasing food over the counter, and depositing a paycheck in the bank.

Job-site orientation and assessment - the period of time immediately after a client has been placed on a job during which a job trainer becomes familiar with the job and analyzes all job duties into sequential, teachable components. This period typically lasts from two weeks to two months and requires that the trainer remain on the job for the entire work day.

Job-site training/On site job training - direct and systematic instruction of job tasks and related vocational skills provided by a job trainer to a worker who is disabled. This

instruction, which takes place on a competitive job-site and in the community, utilizes behavioral training techniques and is comprised of the following phases: job orientation/assessment; initial training/skill acquisition; and skill generalization and maintenance fading.

Job Stabilization - when minimal job supports are necessary for the consumer to maintain employment.

Job Shadowing - Job shadowing (or work shadowing) is a popular on-the-job learning, career development, and leadership development intervention. Essentially, job shadowing involves working with another employee who might have a different job in hand, might have something to teach, or can help the person shadowing him or her to learn new aspects related to the job, organization, certain behaviors or competencies. Organizations have been using this as a very effective tool for learning.

Job supports - on and off site job assistance for adjusting to the demands of an integrated work environment.

Job trainer/Job coach/Job coordinator/Trainer advocate - a professional or paraprofessional person who provides specialized job placement, job-site training, assessment and follow-along services to disabled persons who are difficult to place into competitive employment.

Job Training Partnership Act (JTPA) - a federal legislative act, replacing the comprehensive Employment and Training Act (CETA), which was signed into law effective October 1983. Under the Title II program of this act, job training will be provided to disadvantaged individuals, including the mentally disabled, who are facing serious barriers to employment and have special training needs if they are to obtain productive employment.

# K

# L

Learning Style - Learning styles encompass a series of theories suggesting systematic differences in individuals' natural or habitual pattern of acquiring and processing information in learning situations. A core concept is that individuals differ in how they learn.[1] The idea of individualized learning styles originated in the 1970s, and has greatly influenced education. Proponents of the use of learning styles in education recommend that teachers assess the learning styles of their students and adapt their classroom methods to best fit each student's learning style

Least intrusive prompting - a behavioral training technique in which either a verbal, modeling, or physical prompt is provided to the learner on each sequential step of a task when not performed correctly. This method allows for completion of a task from beginning to end, regardless of the amount of assistance needed.

Louisiana Rehabilitation Services (LRS)- The Louisiana State Agency for Vocational Rehabilitation

Louisiana Workforce Commission (LWC) – The Louisiana State agency for Workforce

## M

Medicaid - Medicaid is the United States health program for certain people and families with low incomes and resources.

Medicare - Medicare is the United States health insurance program for the following: People 65 or older, People under 65 with certain disabilities, or People of any age with End-Stage Renal Disease (ESRD) (permanent kidney failure requiring dialysis or a kidney transplant)

Medicaid/Medicare - government-subsidized programs which provide assistance with health care expenses for eligible aged, blind, and disabled persons.

Milestone - The completion of a “step” in the supported employment process in assisting a client to become competitively employed.

Mobile crew - A group of eight (8) or fewer workers with disabilities who perform work in a variety of locations in an integrated setting under the supervision of a job coach who supervises the crew.

Mobile work crews - paid work performed in the community by supervised workers who are disabled and who travel to the locations where the work is to be done (e.g., yard or lawn maintenance and janitorial services).

## N

Natural supports - Sources of on-the-job help that an individual can find naturally on the job, such as coworkers or a supervisor.

Networking - Using contacts within the individual's or the job developer's personal network to find and obtain employment

## O

Office of Disability Employment Policy (ODEP) – Authorized by Congress in the Department of Labor, ODEP develops and influences disability employment-related policies and practices. It sponsors the following five policy and technical assistance resources: Employer Assistance and Resource Network on Disability Inclusion ([www.askEARN.org](http://www.askEARN.org)), Job Accommodation Network ([www.askJAN.org](http://www.askJAN.org)), National Center on Leadership for the Employment and Economic Advancement of People with Disabilities ([www.LEADCenter.org](http://www.LEADCenter.org)), National Collaborative on Workforce and Disability for Youth ([www.NCWD-youth.info](http://www.NCWD-youth.info)), and Partnership on Employment and Accessible Technology ([www.PEATworks.org](http://www.PEATworks.org)).

Office of Special Education and Rehabilitative Services (OSERS) – OSERS provides a wide array of supports to parent and individuals, school districts and states in three main areas: special education, vocational rehabilitation and research ([ed.gov/osers](http://ed.gov/osers)).

On-going assessment - the process of continuously monitoring and evaluating a client's job performance through data collection, direct observation, and interaction with supervisors, coworkers, and family members.

On task behavior - attending to an assigned task during a particular time period. On task behavior must be operationally defined before it can be objectively evaluated.

On the job supports - Innovative approaches to job coaching including supports provided by co-workers rather than by a paid job coach

## P

Personal Care Assistant (PCA)- (also known as a personal care attendant, patient care assistant, personal support worker, support worker and home care aide) a paid, employed person who helps persons who are disabled or chronically ill with their activities of daily living (ADLs) whether within the home, outside the home, or both.

Person Centered Planning - A process in which a person with a disability works with other important people in his or her life to plan his or her future.

People First Language - aiming to avoid perceived and subconscious dehumanization when discussing people with disabilities, as such forming an aspect of disability etiquette, the basic idea is to impose a sentence structure that names the person first and the condition second, for example "people with disabilities" rather than "disabled people", in order to emphasize that "they are people first". The term people-first language first appears in 1988 as recommended by advocacy groups in the United States. The usage has been widely adopted by speech-language pathologists and researchers, with 'person who stutters' (PWS) replacing 'stutterer'.

Plan for Achieving Self-Support (PASS) - PASS is a program offered by the Social Security Administration to help people receiving Supplemental Security Income (SSI). This program allows a recipient to set aside money from his/her income to be used for work goals without reducing SSI benefits.

Pre-employment training - the teaching of job skills and critical non-vocational skills that are of marketable value in community-based competitive jobs.

Probe - a task analytic assessment conducted during the skill acquisition and generalization phases of learning. Data collected from probes indicates how a client performs a job duty without any prompting or reinforcement and is used to determine when direct instruction of a task can be withdrawn.

Prompt data - the number and kinds (verbal, modeling, or physical) of prompts which are being provided to the client during the instruction of job tasks. Prompt data also indicate independent performance of the steps in a task analysis.

Prompting Hierarchy - Prompting procedures include any help given to learners that assist them in using a specific skill. These procedures are often used in conjunction with other evidence-based practices including time delay and reinforcement. Prompting procedures are integral to Prompts are generally given by an adult or peer before or as a learner attempts to use a skill. A variety of prompting procedures support the learning and development of children and individuals with disabilities. They include: Least-to-most prompts, Simultaneous prompting and Graduated guidance:

Prompts - assistance that is provided before a learner's response which increases the likelihood that a correct response will be performed and reinforced. Prompts are provided during the skill acquisition phase of learning and must be faded out before it can be established that learning of a task has occurred. Response prompts typically used during job-site training include verbal, gestural (modeling), and physical prompts.

Protection and Advocacy for Beneficiaries of Social Security (PABSS) - The PABSS Program is a federally funded program authorized by the Ticket to Work and Work Incentive Improvement Act of 1999. The Act authorizes the Social Security Administration (SSA) to fund work incentive assistance to SSDI and SSI beneficiaries seeking vocational rehabilitation, employment and other support services or seeking to secure or regain employment.

## Q

## R

Rehabilitation counselor - A person working for the state department of Vocational Rehabilitation (VR) who helps individuals with disabilities learn skills they can use to work in the community.

Reinforcement procedures (positive) - the presentation of consequences contingent upon a behavior which lead to an increase in the performance of that behavior. Reinforcers which occur naturally in a work environment include supervisor and coworker praise, pay checks, earned vacation time, and bonus payments.



Reinforcers - a stimulus (as a reward or the removal of an electric shock) that increases the probability of a desired response in operant conditioning by being applied or effected following the desired response

## S

Salaried employee - An employee who is paid a specific amount monthly or annually, rather than at an hourly rate.

Self-determination - We understand self-determination to refer to a characteristic of a person that leads them to make choices and decisions based on their own preferences and interests, to monitor and regulate their own actions and to be goal-oriented and self-directing.

Self-employment - Developing a business ownership opportunity.

Selective (or counselor-directed) job placement - an approach to job placement for persons who are disabled in which a counselor assumes primary responsibility for job development (i.e., job seeking, accompanying the client to scheduled interviews, and negotiating with the employer on behalf of the client for a commitment to hire).

Sequence of job duties - a sequential listing (from first to last) of the job duties which comprise a particular job position.

Service coordinator - A person working for the state agency, or contracted with by the state agency, who manages all the different supports and services for a person with a disability.

Sheltered workshop – Non-profit facility that provides rehabilitation and/or sheltered employment for disabled individuals. Work is usually contract work and workers are paid on a piece-rate basis. A sheltered workshop (also called facility-based employment) is usually a workplace that includes just persons with disabilities, where the work is contracted with businesses and people earn less than minimum wage.

Simulated work setting - a training site for persons who are disabled located at a sheltered workshop or day activity center where training of competitive job tasks takes place in an environment that is set up to look and function like a real work setting.

Situational Assessment - Situational assessment (also known as job sampling, on-the-job assessment, or environmental assessment), is assessment using actual employment and community settings.

Skill acquisition - the initial phase of learning. During job site training, skill acquisition begins once the job trainer has completed a job/task analysis and is comfortable with the daily work routine. This phase involves behavioral training of job tasks through the use of reinforcement and prompting procedures; increasing rate of work production; and fading of instruction as the client begins to perform independently.

Skill generalization and maintenance - the phases of learning after skill acquisition during which learning is demonstrated over time and across a variety of settings, materials, and trainers. During job-site training, skill generalization involves the fading of the job trainer's presence as the client adapts to the work routine and as job supervisors and coworkers assume supervisory responsibilities.

Social Security Disability Income (SSDI) - Social Security Disability Insurance is a monthly benefit for persons with disabilities who have paid Social Security taxes (called "FICA" on your paycheck stubs). SSDI is a federal income maintenance programs, run by the Social Security Administration, for the aged, blind, and disabled which provide monthly cash payments to eligible persons.

Social Security work incentives - The Social Security Administration provides benefits called work incentives that are designed to help individuals enter employment. The work incentives have been designed to support people to move toward financial independence by supporting continued access to health benefits or reducing the impact of earned income on benefits.

Staff/client ratio/Caseload - the number of clients for which a job trainer is responsible to provide job-site training and follow-up services.

Student Earned Income Exclusion (SEIE) – SSI exclusion for beneficiaries who are under the age of 22 and who regularly attend high school, college or training to prepare for a paying job

Substantial Gainful Activity (SGA) - The dollar amount threshold prescribed by the Social Security Administration (SSA) for determining eligibility for Social Security benefits.

Supplemental Security Income (SSI) - SSI is a monthly payment made by the Social Security Administration to those who meet the following criteria: elderly (age 65 or older) or, disabled or, blind, and who have low income and resources. SSI is a federal income

maintenance programs, run by the Social Security Administration, for the aged, blind, and disabled which provide monthly cash payments to eligible persons.

Supplemental Nutrition Assistance Program (SNAP) – The Supplemental Nutrition Assistance Program (SNAP), formerly known as the Food Stamp Program, provides food-purchasing assistance for low-income individuals and families living in the U.S..

Supported employment (SE) - Competitive employment in an integrated setting for individuals with the most severe disabilities who need on-going support services to safely and independently perform their essential job duties.

Supported employment services - services characterized by being on-going through the length of the client's tenure in employment, services for individuals with significant support needs who likely would not work without this form of assistance, and comprehensive in providing job placement, job site training and follow-along.

Supported work model of competitive employment - a rehabilitation approach which provides supported employment services to individuals with severe disabilities and significant support needs in competitive employment. This model utilizes a job trainer or job coach who provides intensive support to the client in the form of job placement, job-site training, and on-going assessment and follow-along for as long as necessary in order for the client to maintain employment. Supported work can also refer to other types of paid employment such as sheltered enclaves, mobile work crews, and special industrial programs (e.g., paid apprenticeships and internships).

## T

Task analysis (TA) - the breakdown of a task into its component parts. A task analysis is completed by observing a competent person perform the particular task in question and recording each step in sequential order.

Task analytic assessment/Task analytic approach - use of a task analysis to determine a client's level of independent performance. The steps of a TA are recorded on a data sheet and the client asked to perform a job task; a symbol for either correct or incorrect performance is recorded by each step.

Temporary Assistance for Needy Families (TANF) – Temporary Assistance for Needy Families (TANF) is a program that provides temporary cash assistance and supportive

services to assist families with children under age 18, helping them to achieve economic self-sufficiency.

Ticket to Work (TTW) - Participants in this program may assign their Ticket to an Employment Network (EN) or receive services from the public Vocational Rehabilitation Agency in the State, in which they reside. Whichever provider they choose, beneficiaries will receive career counseling, job placement, and ongoing employment support services. Other services, such as transportation and workplace accommodation assistance may be available depending on the offerings of individual providers and the needs of beneficiaries. An EN works with each beneficiary to identify employment goals and write an Individual Work Plan (IWP) that both the beneficiary and EN agree upon.

Transition - usually the time between a young person's last years of high school and adulthood.

Transition coordinator - Usually a school staff member, a transition coordinator is a person who organizes or manages a student's transition plan. Transition planning usually begins around age 14 and is one component of an Individualized Education Plan (IEP), which charts educational goals and school-based support needs. Transition coordinator's primary roles may be as teachers or IEP team leaders.

Transition services - Support services that students can receive as they move from high school to adult life.

Transitional Employment - This is a supported employment model which is used primarily in the Behavioral Health arena and consists of a series of time-limited positions in integrated settings to prepare an individual for permanent employment. On-going support services, including sequential job placement, are provided in order to gain confidence, interpersonal skills, and job references needed to secure and maintain integrated employment that matches the consumer's interest and capabilities.

Transitional employment - a temporary paid employment, usually in competitive settings with some degree of OJT (on the job training) or even a limited amount of professional staff assistance at the job site initially.

Transitional employment services - services which are time-limited; that is, the structured job placement and job site training provided to disabled clients is gradually stopped as the client becomes independent. No on-going assessment or follow-along is usually provided.

Trial Work Period (TWP) - The Trial Work Period is the evaluation of ability to benefit from VR services. The TWP allows a worker with a disability to test their ability to work for at least nine months. During the TWP, the person will receive full Social Security benefits regardless of much they are earning as long as they report the work activity and continue to have a disabling impairment. A trial work month is any month in which

total earnings are over the federal TWP rate and the TWP continues until there are nine trial work months within a 60 month period.

## U

Universal Design - (often inclusive design) refers to broad-spectrum ideas meant to produce buildings, products and environments that are inherently accessible to older people, people without disabilities, and people with disabilities.

## V

Value of the One-Third Reduction (VTR) - Value of the one-third reduction (VTR) is countable ISM valued at one-third the individual's or couple's Federal benefit rate (as applicable).

Vocational Rehabilitation (VR) - A program of services that helps a person with disabilities to obtain the skills and other resources they need to find and keep a job.

Vocational Rehabilitation (VR) Counselors - Vocational Rehabilitation Counselors assist persons with disabilities in their desire to obtain or maintain employment and/or to achieve independence in their community by providing rehabilitation services.

Volunteering and internships - nonpaid work in a community-based business or non-profit organization that leads to paid employment. This category includes “national service,” such as participation in an AmeriCorps program.

## W

Worker Investment Opportunities Act (WIOA) - President Obama signed the Workforce Innovation and Opportunity Act (WIOA) into law on July 22, 2014. The Act is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need

to compete in the global economy. WIOA supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. In general, the Act takes effect on July 1, 2015, the first full program year after enactment, unless otherwise noted. The U.S. Department of Labor (DOL) will issue further guidance on the timeframes for implementation of these changes and proposed regulations reflecting the changes in WIOA soon after enactment.

Work Assessment - An opportunity for a person to try out a job before an employer decides to hire the job seeker.

Work Crew - A small crew of persons with disabilities who work together, usually traveling to several different places in the community, under the supervision of a job coach.

Work Incentives Planning and Assistance (WIPA) - WIPA projects are organizations within your community that are authorized by Social Security to provide free benefits counseling to Social Security disability beneficiaries to help them make informed choices about work. WIPA projects are essential partners on the path to employment that can help you determine whether work is right for you and how work may impact your benefits. Once you begin working, WIPA projects can also provide information and support to help you make a successful transition to financial independence.

Work Pays - Work Pays is an ambitious initiative requiring support, coordination, cooperation and diligence from all stakeholders in the public, private for-profit and non-profit sectors. Work Pays flows from an assessment of strengths and needs, while, at the same time, maximizing employment opportunities and supports for people with disabilities. The ultimate goal of Work Pays is to chart a course of collaborative action resulting in improved services and supports vital to enhancing employment opportunities and maintaining employment for people with disabilities.

Work Trial - An opportunity for a job-seeker to try working for an employer so that the job-seeker and employer can decide if the job is a good fit.

Work Production Rate - the speed at which a particular job duty is performed based on an average or standard rate of production by non-disabled workers performing the same job.

Worker Opportunity Tax Credit (WOTC) - a federal tax credit program, administered through state employment agencies or job services, which give a tax break to employers who hire individuals from one of seven target groups.

**X, Y**

**Z**

Zero-reject - Understand the “zero rejection” philosophy of supported employment and that everyone can work, with the right job and the right support.