

## **Definitions of Vocational Rehabilitation Related Terms**

**American Job Center (AJC)** - A network of centers across the state, simultaneously servicing both employers and job seekers alike. Companies find ideal workers while candidates receive vital career information and services. Each American Job Center offers digital labor market information, free Internet access, workshops, online talent banks, job placement, recruitment, and training. <https://www.tn.gov/workforce/jobs-and-education/job-search1/find-local-american-job-center.html>

**Americans with Disabilities Act (ADA)** - The Americans with Disabilities Act of 1990 is a civil rights law that prohibits discrimination based on disability. It affords similar protections against discrimination to Americans with disabilities as the Civil Rights Act of 1964, which made discrimination based on race, religion, sex, national origin, and other characteristics illegal. <https://www.ada.gov/>

**Basic Vocational Assessment** – sometimes also referred to as “vocational evaluation”; assessment to gather information regarding an individual’s aptitudes, interests, abilities, transferrable work skills. Information gathered is essential in the preparation of the client’s Employment Needs Assessment (ENA) and Individualized Plan for Employment (IPE).

**Benefits to Work (BTW)** – As part of the Tennessee Disability Coalition the BTW program promotes self-sufficiency for individuals with disabilities by helping to lessen some of the obstacles faced when going to work including concern about losing healthcare coverage and other benefits. BTW collaborates with employment resource professionals such as Social Security, Vocational Rehabilitation, Employment Networks, Workforce Employment Networks, Protection and Advocacy for Beneficiaries of Social Security (PABSS) and many others to form a cohesive support system to better serve individuals pursuing their career endeavors. **Benefits Analyst (BA)** – The Benefits Analyst (BA) conducts BTW presentations routinely on work incentives. Disability benefits counseling services are free of charge. **Certified Work Incentive Coordinator (CWIC)** - Disability Benefits Counseling Services are provided by/through Community Work Incentives Coordinators (CWIC) Work Incentive Planning and Assistance projects (WIPA), locally known as Benefits to Work. <https://www.tndisability.org/benefits-work>

**Business Employment Consultant (BEC)** – VR employee who focuses on development of employment leads and working with individual clients to find and obtain employment; in loose terms, a “job placement specialist”.

**Centers for Independent Living (CIL)** - At a minimum, centers funded by the program are required to provide the following independent living core services:

- Information and referral;
- Independent Living skills training;
- Peer counseling;
- Individual and systems advocacy; and
- Services that facilitate transition from nursing homes and other institutions to the community, provide assistance to those at risk of entering institutions, and facilitate transition of youth to postsecondary life.

Centers also may provide, among other services: psychological counseling, assistance in securing housing or shelter, personal assistance services, transportation referral and assistance, physical therapy, mobility training, rehabilitation technology, recreation, and other services necessary to improve the ability of individuals with significant disabilities to function independently in the family or community and/or to continue in employment. <https://acl.gov/programs/aging-and-disability-networks/centers-independent-living>

**Client Assistance Program (CAP)** - The Client Assistance Program (CAP) is administered by Disability Rights Tennessee (DRT). CAP provides individual advocacy and legal representation, information and referral services, outreach, and education. CAP also provides information on Title I of the Americans with Disabilities Act. <https://www.disabilityrightstn.org/resources/client-assistance-program-cap>

**Community Rehabilitation Provider (CRP)** – Individuals or agencies (for-profit or non-profit) approved to provide vocational rehabilitation services through an Letter of Agreement, contract or direct purchase. CRPs may also be referred to as “providers” or “vendors”.

**Competitive Integrated Employment (CIE)** - employment at a location typically found in the community where the client:

- 1) Is compensated at not less than the legal minimum wage or at the customary rate for the same or similar work performed by individuals without disabilities;
- 2) Is eligible for benefits that is similar for individuals without disabilities;
- 3) Interacts with fellow employees within the work unit who are not individuals with a disability; and
- 4) As appropriate, has the opportunity for advancement that is similar for individuals without disabilities.

*Above definition quoted from the Vocational Rehabilitation Procedures Manual. For more complete definition visit:*

<https://www2.ed.gov/about/offices/list/osers/rsa/wioa/employment-outcomes-competitive-integrated-employment.pdf>

**Customized Employment (CE)** – Individualized process to meet the needs of employers and employees in the most effective manner possible. Customized

Employment (CE) can be used in as a general employment model or in some cases it can be used under the umbrella of Supported Employment (SE) services.

<http://www.griffinhammis.com/customizedemployment.html>

**Department of Education (DOE)** - VR and the Tennessee Department of Education collaborate to provide students with disabilities with support to transition from secondary school to post-school employment and related activities leading to competitive, integrated employment.

**Department of Labor & Workforce Development** – The Tennessee Department of Labor and Workforce Development’s Workforce Development division serves Tennessee’s employers and employees through the Workforce Investment Act (WIA) using federal funds for eligible adults, dislocated workers and youth.

<https://www.tn.gov/workforce.html>

**Department of Mental Health and Substance Abuse Services (DMHSAS)** - Provides, plans for, and promotes a comprehensive array of quality prevention, early intervention, treatment, habilitation, and recovery support services for Tennesseans with mental illness and substance abuse issues. VR partners with DMHSAS in implementing the Individual Placement & Support (IPS) Supported Employment Program.

**Department of Intellectual and Developmental Disabilities (DIDD)** - The state agency responsible for the operational administration of Medicaid funded Home and Community Based Services waiver programs for individuals with developmental and intellectual disabilities.

**Employment and Community First (ECF) CHOICES** - State program to assist people with intellectual and developmental disabilities. Department of Intellectual and Developmental Disabilities (DIDD) is lead agency.

<https://www.tn.gov/didd/employment-and-community-first-choices.html>

**Employment Needs Assessment (ENA)** – Collection of individualized information used to determine and identify a client’s employment objective, functional capacities, personal/environmental barriers to employment, and the nature and scope of VR services.

**Federal Fiscal Year (FFY)** – October 1 through September 30

**Intellectual and Developmental Disabilities (IDD)** – disorders that are usually present at birth and are characterized by problems with intellectual functioning/intelligence and adaptive behavior

**Individualized Plan for Employment (IPE)** – Agreement between VR and an individual client outlining the: roles/responsibilities of VR and the client; scope of services to be

used to assist the client in obtaining employment; funding sources for the various VR services; and projected timeline for training/other services and employment.

**Individual Placement and Supports (IPS)** – Evidence-based approach to employment services for individual with mental illness. IPS is a specific type of Supported Employment. IPS is cooperatively implemented by the Division of Rehabilitation Services and the Department of Mental Health and Substance Abuse Services. <https://ipsworks.org/>

**Job Accommodation Network (JAN)** - a service provided by the United States Department of Labor's Office of Disability Employment Policy which facilitates the employment and retention of workers with disabilities by providing employers, employment providers, people with disabilities, their family members, and other interested parties with information on job accommodations, entrepreneurship, and related subjects. <https://askjan.org/>

**Job Readiness Training (JRT)** – assistance with resume writing, help completing and submitting job applications, conducting practice interviews, etc.

**Local Education Agency (LEA)** – local school districts

**O\*Net** – database, containing hundreds of standardized and occupation-specific descriptors on almost 1,000 occupations covering the entire U.S. economy. <https://www.onetcenter.org/overview.html>

**Occupational Outlook Handbook** - publication of the United States Department of Labor's Bureau of Labor Statistics that includes information about the nature of work, working conditions, training and education, earnings and job outlook for hundreds of different occupations in the United States. <https://www.bls.gov/ooh/>

**Pre-employment Transition Services (Pre-ETS)** – Pre-employment services provided to students with a disability, age 14 to 22. Services do not directly result in employment instead they raise awareness/preparation for the students to enter the workforce. The Workforce Innovation and Opportunity Act (WIOA) requires VR to set aside 15% of their federal VR funds to Pre-ETS services. <http://www.wintac.org/topic-areas/pre-employment-transition-services>

**Project SEARCH®** – One year business led training and employment program. Two models are employed in Tennessee, Project SEARCH® Transition model and Project SEARCH® Adult model. The programs are very similar with the major distinction being local schools are very involved in sites using the Project SEARCH® Transition model. <http://www.projectsearch.us/>

**Rehabilitation Services Administration (RSA)** – provides leadership and resources to assist state and other agencies in providing vocational rehabilitation (VR) and other services to individuals with disabilities to maximize their employment, independence and integration into the community and the competitive labor market.  
<https://www2.ed.gov/about/offices/list/osers/rsa/index.html>

**Standard Occupational Classification (SOC)** - a federal statistical standard used by federal agencies to classify workers into occupational categories for the purpose of collecting, calculating, or disseminating data. All workers are classified into one of 867 detailed occupations according to their occupational definition. <https://www.bls.gov/soc>

**Social Security Administration (SSA)** - <http://www.ssa.gov>

**Social Security Disability Insurance (SSDI)** - is an entitlement program that you can access if you have worked before and paid into Social Security retirement benefits. The program allows you to access those benefits early because you have become disabled.  
<https://www.ssa.gov/disability>

**Subject Matter Expert (SME)** – person who is an authority on a subject or topic; possesses special knowledge or skills.

**Supplemental Security Income (SSI)** - is for people who are in special financial need and are disabled. Because this program is funded completely by general taxes, there are stringent requirements that one must fulfill in order to receive it.  
<https://www.ssa.gov/ssi>

**Supported Employment (SE)** – employment services for individuals with most significant disabilities for whom competitive integrated employment has not historically occurred, has been interrupted or intermittent or because of the nature and severity of the disability need intensive supported employment services after the transition to employment.

**Tennessee Rehabilitation Center (TRC)** – Centers in various locations across the state that provide training and employment services to VR clients. There are two types of TRCs:

Community TRCs are local, non-residential centers that provide the full range of VR services <https://www.tn.gov/humanservices/ds/community-trc.html>

TRC Smyrna is a residential facility that provides more specialized VR services.  
<https://www.tn.gov/humanservices/ds/trc-smyrna.html>

**Tennessee Rehabilitation Information and Management System (TRIMS)** – VR's current electronic case management system

**TennCare** - the state's Medicaid program and the state's Medicaid agency. Medicaid is a health insurance program to help pay for healthcare for certain groups of citizens— primarily children, pregnant women, older adults, and people with disabilities. It is created by the federal government, but administered by the state. Every state Medicaid program is different.

Medicaid funding is shared by the state and federal government. In Tennessee about 1/3 of the funding is state, and 2/3 is federal. The federal agency is the Centers for Medicare and Medicaid Services (CMS).

**Transition School to Work (TSW)** - provision of vocational rehabilitation (VR) services to eligible and potentially eligible high school students with disabilities who are interested in employment after leaving high school. The goal is a smooth, seamless transition from high school to post-high school career development and/or employment. <https://www.tn.gov/humanservices/ds/vocational-rehabilitation/vr-transition-school-to-work-tsw-program.html>

**Trial Work Experience (TWE)** – assessment for individual with a severe disability to determine and document whether:

1. The individual can benefit from services in terms of an employment outcome; or
2. There is clear and convincing evidence that the individual is incapable of benefiting from services in terms of an employment outcome.

**University of Tennessee, Center for Literacy, Education and Employment (UT CLEE)** –

UT CLEE has a contract with VR to provide training to Community Rehabilitation Providers (CRPs). Training provided includes New Hire training and Continuing Education training required by the CRP User Guide. Training provided by UT CLEE is provided at no cost to individual CRPs.

**Vendor Purchase Order (VPO)** – also referred to as “purchase order” or “authorization”; instrument used by counselors to authorize a CRP to provide specific VR service(s)

**Vocational Rehabilitation Procedures Manual (VRPM)** – repository for resource information that supports the functions and activities of the VR program and case management activities.

**Workforce Innovation and Opportunity Act (WIOA)** – the act which authorizes and defines VR services; mandates collaboration between Department of Labor, Department of Education and Department of Human Services.

<https://www.doleta.gov/wioa/>

**Work Opportunity Tax Credit (WOTC)** – A Tennessee Department of Labor and

Workforce Development which assists individuals from certain targeted groups who have consistently faced significant employment barriers to enter or re-enter the labor force by providing federal tax credit incentives to employers for hiring these individuals.  
<https://www.tn.gov/workforce/employers/tax-and-insurance-redirect/apply-for-hiring-incentives/work-opportunity-tax-credit.html>