

Glossary of Supported Employment Terms

Abilities: Abilities is one of the primary employment factors. Abilities include the individual's existing physical, mental, or functional capacity to successfully engage in employment through natural aptitude or acquired proficiency.

Assessment: Gathering of information regarding the strengths, skills, interests, passions, needs, resources, priorities, concerns, abilities and capabilities of an individual in order to provide quality and person-centered vocational rehabilitation and job placement services.

Benefits Planning / Benefits Counseling: The process of helping individuals with disabilities to understand how employment will impact their eligibility and benefits for Social Security Disability Insurance, Supplemental Security Income, Medicare, Medicaid, HUD Housing assistance, Food Stamps and other programs. A benefits counselor may also be resource for an individual to obtain benefits, and/or to understand and use work incentives available through the Social Security Administration and other public or private programs.

Capabilities: Capabilities is one of the primary employment factors. Capabilities include the potential for an individual to develop the skills necessary for employment through the provision of vocational rehabilitation services.

Closure / Rehabilitated: When the supported employment maintains employment for a period of at least 90 days from the start of stabilization. The supported employee and VR counselor agree the provision of services under the individual's IPE are consistent with his or her strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice leading to placement in the most integrated setting possible. The supported employee and the employer report the employment outcome is satisfactory and he/she is performing well on the job.

Commensurate Wages/Paid Employment: Wages are a major outcome of supported employment. Work performed must be compensated with the same benefits and wages as other workers in similar jobs receive. This includes sick leave, vacation time, health benefits, bonuses, training opportunities, and other benefits.

Community Based Situational Assessment – Trial work placements in community settings that offer Supported Employee participants an opportunity to try out a particular job for the purpose of assessing their interests, skills, and potential support needs. Community based situational assessments are preferable to assessments in sheltered sites, as they offer more varied types of work, allow for interaction with non-disabled co-workers, and are actual work environments in the community.

Employment Factors: Employment factors include strengths, resources, priorities, concerns, abilities, capabilities, interest and informed choice.

Employment Goal: The employment goal is described as the profession or occupation that the individual is expected to achieve as a result of the services provided under the IPE [Individual Plan for Employment].

Employment Network (EN): Any qualified entity that has entered into an agreement with the Social Security Administration (SSA) to deliver employment, vocational rehabilitation and support services to beneficiaries of SSI and/or SSDI who have assigned their Tickets to them. [see also **Ticket to Work**]

Employment Specialist/Consultant/Job Coach: A person employed by a job training and placement organization serving people with disabilities who matches clients with jobs, provides necessary supports

during the initial employment period (such as specialized on-site training to assist the employee with a disability in learning and performing the job and adjusting to the work environment) and then facilitates the transition to natural workplace supports while reducing his or her role.

Enclave Model: A small group of people with disabilities (generally 5-8) is trained and supervised among employees who are not disabled at the host company's work site. Persons in the enclave work as a team at a single work site in a community business or industry. Initial training, supervision, and support are provided by a specially trained on-site supervisor, who may work for the host company or the placement agency. Another variation of the enclave approach is called the "dispersed enclave." This model is used in service industries (e.g., universities, restaurants, and hotels). Each person works on a separate job, and the group is dispersed throughout the company.

Extended Services: Ongoing support services that are needed to support and maintain the individual in supported employment. Extended services are provided after an individual has made the transition from intensive support services funded by the state agency providing Vocational Rehabilitation services to stabilization. Extended services are provided both on and off the job site, as frequently as necessary, to assess and maintain employment stability.

Fading: The gradual reduction in supervision and support as the Supported Employee gains skills and independence. Fading begins once the person has mastered parts of their job, whether instruction is provided by a job coach or a co-worker.

Functional Limitation: Functional Limitation means a measurable impediment directly related to an employment outcome resulting from the person's disability, in areas such as communication, interpersonal skills, mobility, self-care, self-direction, work tolerance, or work skills.

Individual Placement Model: A person with a disability is placed in a job in a community business which best suits his/her abilities and preferences. Training is provided on the job site in job skills and work related behaviors, including social skills, by a job coach. As the employee gains skills and confidence, the job coach gradually spends less time at the worksite. Support is never completely removed.

Individualized Plan for Employment (IPE): A plan for employment created by the state Vocational Rehabilitation program and the supported employment program participant which requires signatures of both individuals to be valid.

Informed Choice: Informed choice is the active involvement of consumers contributing to the success of and satisfaction with their employment outcomes and in the selection of, a long-term vocational goal, rehabilitation objectives, and vocational rehabilitation services including assessment services.

Integrated Setting / Integrated Work Sites: Integration is one of the essential features of supported employment. Individuals with disabilities should have the same opportunities to participate in all activities in which other employees participate and to work alongside other employees who do not have disabilities. With respect to an employment outcome, means a setting typically found in the community 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, to the same extent that non-disabled individuals in comparable positions interact with other persons.

Intensive Job Training / Job Coaching: The initial activities after placement, typically characterized by one-to-one job coaching provided to an individual at the work site which, are designed to help facilitate the acquirement of the physical, intellectual, emotional and social skills needed to maintain employment. This also involves helping the new employee understand the work culture that they are part of and to facilitate the development of natural supports for the employee to enhance integration into the work culture. As the

individual receiving support gains these necessary skills, the intensity level, and frequency of on-site support typically decreases.

Interventions: Actions taken to support success on the job that may include: restructuring the job, job carving, job modification and developing natural supports.

Job Analysis: Once there is a commitment from an employer to hire or to serve as a situational assessment site, it is time to perform the Job Analysis. The Job Analysis is the first step in devising a plan for the new employee to learn the job. The best way to perform the Job Analysis is to spend at least one shift observing the employee's job in the company. Make sure that it is a typical day so that the analysis reflects what the employee will experience. Assess and describe the core and episodic tasks, general requirements, work environment and work culture.

Job Carving/Job Creation: The process of breaking down jobs into their key components and assigning them to employees based on efficient company operations and customization to meet the skills of the employee with a disability. This process results in either job restructuring or job creation.

Job Development: Job development activities are based on a comprehensive, person-centered assessment of the individual's strengths, capabilities, needs, skills and experiences prior to initiating the job search. It considers individual preferences and goals, transportation, desire to work including the number of hours and expected wages, physical skills, orientation and mobility, appearance, communication and social skills, work behavior skills, reinforcement needs, family supports, required natural supports, needed accommodations, financial considerations and other factors.

Job matching: Comparing the information acquired from the job analysis and the assessment in order to achieve optimal job placement. This comparison determines the degree to which the demands of the job match the abilities and interests of the prospective employee. In this step of the supported employment process, the individual with a disability is "matched" to a particular job. A perfect match between employee skills and the demands of the position is unlikely. The intent, however, is to find the best possible match between the interests and abilities of the person with a disability and the demands of the position. It should be emphasized that the person must be actively involved at all stages of the matching process.

Job Proposals: A proposal to a potential employer to hire an individual with a disability. A job proposal might outline the tasks or job duties that are being considered, how hiring the individual will benefit the business, the rate of pay expected, the support that can be provided, and how the training might occur.

Mobile Work Crew: A small crew of persons with disabilities (up to 6) works as a distinct unit and operates as a self-contained business that generates employment for their crew members by selling a service. The crew works at several locations within the community, under the supervision of a job coach. The type of work frequently includes janitorial or grounds keeping. People with disabilities work with people who do not have disabilities in a variety of settings, such as offices and apartment buildings.

Mobility: Mobility means a person's ability to move to and from work or within a work environment, including walking, climbing, coordination, accessing and using transportation, as well as use of special and perceptual relationships.

Memorandum of Understanding (MOU): A legal document describing a bilateral or multilateral agreement between parties. It expresses a convergence of will between the parties, indicating an intended common line of action and may not imply a legal commitment.

Most Significant Disability: An individual with a most significant disability means an individual:

1. who has one or more physical or mental disabilities determined by an assessment of eligibility and vocational rehabilitation needs to cause substantial functional limitations; and
2. who has a physical or mental impairment which seriously limits **three** or more functional capacities (such as mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of an employment outcome; and
3. whose vocational rehabilitation will require multiple vocational rehabilitation services over an extended period of time.

Natural supports: Support from supervisors and co-workers occurring in the workplace to assist employees with disabilities to perform their jobs, including supports already provided by employers for all employees. These natural supports may be both formal and informal, and include mentoring, supervision (ongoing feedback on job performance), training (learning a new job skill with a co-worker) and co-workers socializing with employees with disabilities at breaks or after work. Natural supports are particularly effective because they enhance the social integration and acceptance of an employee with a disability within the workplace. In addition, natural supports tend to be more permanent, consistently and readily available, thereby facilitating long-term job-retention.

Ongoing Support: A key characteristic which distinguishes supported employment from other employment programs is the provision of ongoing support for individuals with severe disabilities to maintain employment.

Order of Selection: A process in which the state Vocational Rehabilitation service provider must implement when every eligible individual is not able to be served due to a funding shortfall. The state Vocational Rehabilitation service provider is required to serve individuals with the most significant disabilities first and then individuals with less significant disabilities. If state Vocational rehabilitation is unable to provide services to an individual due to the implementation of an Order of Selection, that individual will be placed on a waiting list and also receive information and referral services in order to facilitate access to other services.

Referral Packet: A packet of information which is sent to a supported employment program by the state Vocational Rehabilitation program. Packet should include a comprehensive assessment, functional limitations, other previous tests / assessments, work history, educational assessments and information on an individual interested in work, including the IPE.

Significant Disability: An individual with a Significant Disability means an individual:

1. An individual who has one or more physical or mental disabilities determined by an assessment of eligibility and vocational rehabilitation needs to cause substantial functional limitations; and
2. who has a physical or mental impairment which seriously limits **one** or **two** functional capacities (such as mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of achieving an employment outcome; and
3. whose vocational rehabilitation will require multiple vocational rehabilitation services over an extended period of time.

Social Security Disability Insurance: SSDI provides benefits to disabled or blind individuals who are "insured" by workers' contributions to the Social Security trust fund. These contributions are the Federal Insurance Contributions Act (FICA) social security tax paid on their earnings or those of their spouses or parents. Title II of the Social Security Act authorizes SSDI benefits. For more information, visit SSA.GOV

Supplemental Security Income Program: SSI makes cash assistance payments to aged, blind and disabled people (including children under age 18) who have limited income and resources. The Federal government funds SSI from general tax revenues. Some States, like New York State, pay benefits to some individuals to supplement their Federal benefits. In New York State, the Social Security Administration combines the state supplementary payment with the Federal payment into one monthly check. For more information, visit

Supported Employment (SE): competitive work that offers ongoing support services in integrated settings for individuals with the most significant disabilities. It is intended for individuals for who competitive employment has not traditionally occurred, or has been interrupted or intermittent as a result of a most significant disability, and who need ongoing supports to maintain their employment. The employment outcome is attained by providing intensive supported employment services and is maintained through the provision of extended services. The level of employment participation may be full- or part-time based on the individual's employment factors (strengths, resources, priorities, concerns, abilities, capabilities, career interests and informed choice).

Self-Employment / Entrepreneurial Model - The consumer is supported by the rehabilitation or community services agency in getting the services and supports needed to successfully run his or her own business

Stabilization: Stabilization is achieved when the counselor, employment specialist, employer and consumer agree the initial intensive services identified on the IPE have resulted in the consumer demonstrating acceptable job performance and there is reasonable expectation that satisfactory job performance will be maintained with the kind and level of ongoing support services being provided.

Supported Services: Job development and placement; intensive job-site training; facilitation of natural supports; special skills training; supplementary assessment; contact with employers, parents, family members and advocacy organizations; teaching compensatory workplace strategies.

Task Analysis: A process which organizes an activity or job into teachable steps and strategies for instruction.

Ticket to Work Program: Most working age individuals with disabilities who receive benefits from the Social Security Administration are eligible to participate in an initiative from the Social Security Administration called the Ticket to Work and Self-Sufficiency Program. The "Ticket to Work Program" allows SSDI and SSI beneficiaries to seek the employment services, vocational rehabilitation services and other support services needed to obtain, regain or maintain employment and reduce their dependence on cash benefit programs. (For more information visit <http://www.ssa.gov/work/>

Vocational Assessment: Vocational assessment is an ongoing process involving the systematic collection of information about an individual's vocational aptitudes, abilities, expressed interests and occupational awareness.

Adapted from:

- http://www.workworld.org/wwwebhelp/supported_employment.htm#Supported_Employment_components
- [http://www.myworkweb.biz/GUIDEBinder1\[1\].pdf](http://www.myworkweb.biz/GUIDEBinder1[1].pdf)
- <http://www.riddc.org/Session%204/GHA%20Supported%20Employment%20Guide.pdf>
- 2012 ACCES-VR Guidelines for Supported Employment
- http://www.acces.nysed.gov/vr/current_provider_information/vocational_rehabilitation/policies_procedures/glossary.htm