

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Program Name: Vocational Rehabilitation (VR)

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Appendix 1: Glossary of Terms and Definitions

1. **Address Confidentiality Program or ACP:** A program established by A.R.S. §41-162 to protect the confidentiality of the actual address (as specified on the individual's ACP application) of a relocated victim of domestic violence, a sexual offense, or stalking. Participants in this program receive an ACP Authorization card that contains the ACP substitute address and effective dates issued by the Secretary of State's Office.
2. **Adaptive Driving Assessment and Vehicle Modification Assessment:** A comprehensive assessment of a client's abilities and/or potential to become a safe and independent driver.
3. **Advancement in Employment:** Upward progression in job skills within a specific occupation or occupational cluster through additional education and training leading toward recognized credentials and jobs that will improve current financial and economic circumstances.
4. **Administrative Law Judge or ALJ:** An impartial official who presides at an administrative hearing to resolve a dispute between a government agency and someone affected by a decision of that agency.
5. **American with Disabilities Act (ADA):** A civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public. The purpose of the law is to make sure that people with disabilities have the same rights and opportunities as everyone else. Ref. Title 42, chapter 126, of the United States Code beginning at section 12101.
6. **Appeal Rights:** The agency form which serves as a written notice of the client's appeal rights regarding decisions made by Staff, as well as contact information for the Client Assistance Program (CAP).
7. **Applicant:** An individual who submits an application for vocational rehabilitation services in accordance with Section 3.1 of the policy manual.
8. **Application:** The agency form that allows an individual to formally request to take part in the VR program.
9. **Apprenticeship:** A work-based program that includes the following components: paid hands-on work experience in a skilled occupation,

supervision and structured mentoring, occupation-focused classroom instruction, wage increases as an apprentice's skills increases based on an employer-employee relationship, and results in an industry recognized certificate upon completion of the program.

10. **Arizona Voter Registration Form:** A form used by residents of Arizona to register to vote.
11. **Assistive Technology Equipment or AT equipment:** Any item, piece of equipment, or product system, whether acquired commercially, modified, or customized, that is used to increase, maintain, or improve functional capacities of individuals with disabilities.
12. **Attendant Care Service:** A service that provides personal assistance to an individual with disability and supplies needed services in order for the individual to remain in their home and/or participate in work/community activities.
13. **Audiology Assessment:** An assessment that includes a variety of audiological tests to determine if an individual has deficiencies related to the ear and may provide corrective action and/or treatment guidance.
14. **Augmentative Communication Evaluation:** A service that provides an assessment and recommendation to determine a client's need for augmentative or alternative communication devices/equipment for the purpose of generating speech communication.
15. **Auxiliary Aids and Devices:** Qualified interpreters; note takers; transcription services; exchange of written notes; telephone amplifiers; assistive listening devices and systems; closed caption decoders; open/closed and real-time captioning; voice/text/video-based telecommunications products and systems or equally effective telecommunications devices; videotext displays; accessible electronic and information technology or other effective methods of making aurally delivered information available to individuals who are deaf or hard of hearing; qualified readers; taped texts; audio recording; braille materials and displays; screen reader software; magnification software; optical readers; secondary auditory programs (SAP); large print materials; accessible electronic and information technology or other effective methods of making visually delivered materials available to individuals who are blind or have low vision; acquisition or modification of equipment or devices; and other similar services and actions. Ref. 28 CFR Sec. 36.303.
16. **Benefits Counseling:** A service that is intended to provide an individual with disability an opportunity to make an informed choice regarding the pursuit of employment. The service includes an informed discussion of the individual's benefits, employment status, consideration of work incentives, and the impact on existing or potential benefits a change in employment may create. This service can be provided by a work incentive specialist who is certified by the Social Security Administration.

17. **Baha System (Baha):** A bone-anchored hearing aid (BAHA) is a surgically implantable system for treatment of hearing loss that works through direct bone conduction.
18. **Bioptic Telescopes:** Miniature telescopes which are mounted into the lens in a pair of eyeglasses that allows the driver to use their regular prescription lenses with the telescope.
19. **Bioptic Telescope System:** A system which allows a trained user an opportunity to detect objects or movement within their driving scene using the wide field of view available through the regular spectacle lens and to resolve the fine details such as road signs and traffic lights by glancing briefly into and out of the miniature telescope.
20. **Career Counseling and Information/Referral:** A Pre-ETS service which provides information referral on services available for youth to explore the labor market, benefits planning and community resources.
21. **Career Exploration:** Provides instructions and assistance to clients in researching various career fields, qualifications and skill requirements for various jobs for which clients are interested, and job outlook and current employment opportunities with local employers throughout the State of Arizona.
22. **Cataracts:** A medical condition in which the lens of the eye becomes progressively opaque, resulting in blurred vision.
23. **Child Care:** A service that aids with supervised planned care for children during a portion of a 24-hour day.
24. **Clear and Convincing Evidence:** Definitive evidence that a client is incapable, with or without support of benefitting from services in terms of an employment outcome after completing a trial work experience.
25. **Client Assistance Program or CAP:** A program authorized under the Rehabilitation Act of 1973, as amended (Act), and is intended to advise, inform, assist, and advocate for individuals with disabilities in their relationships with projects, programs and community rehabilitation programs providing services authorized under the Act.
26. **Client Authorized Representative:** An individual chosen by an applicant/client to be their representative in matters relating to the VR program and /or to be present in VR appointments.
27. **Client Purchase Agreement:** An agreement between the client and VR to provide direct payment to client to purchase service/goods.
28. **Close Associate (Section 1.6 Employee Conflict of Interest only):** An individual who is or has been actively involved on a regular basis in business, social events, co-habitation, a romantic or sexual relationship, a service

provider/recipient relationship, or other relationship that may affect the impartiality of an RSA Staff.

29. **Cochlear Implant (CI):** A surgically inserted electronic device that converts speech and other sounds into electrical signals and sends these signals to the auditory nerve.
30. **Code of Professional Ethics for Rehabilitation Counselors:** The standards established by the Commission on Rehabilitation Counselor Certification (CRCC) that provide guidance for ethical practice of the rehabilitation counseling profession.
31. **College or University Training:** Full-time or part-time academic training above the high school level leading to a degree, a certificate or other recognized educational credential. Such training may be provided by a four-year college or university, community college, junior college, or technical college.
32. **Commission on Rehabilitation Counselor Certification (CRCC):** A national certifying organization for professional rehabilitation counselors.
33. **Commuting Distance:** Travel within 50 miles or less one (1) way from the client's permanent residence.
34. **Comparable Benefits:** Services and benefits, including accommodations and auxiliary aids and services, that are provided by other entities, are available at the time needed and are commensurate to services that would otherwise be received by the VR program.
35. **Competitive Integrated Employment:** Full or part-time work at State minimum wage or higher, with wages and benefits similar to those without disabilities performing the same work, fully integrated with co-workers without disabilities, in the community, and has opportunities for advancement.
36. **Comprehensive Neurorehabilitation:** Provided to VR clients with injuries, diseases, and disorders of the central and peripheral nervous system in order to return (rehabilitate) them to their former level of vocational functioning, or develop the ability to function in an employment setting (habilitate), and to become gainfully employed through treatment or disability skill development.
37. **Computer Access Assessment:** An evaluation to identify appropriate technologies and to address a client's disability related barriers that interfere with computer use for work.
38. **Concurrent Enrollment:** High school students who are admitted by college officials to enroll in courses on a high school district campus.
39. **Confidential Caseload (Section 1.6 only):** A caseload delineated for the sole purpose of managing client cases that are determined to present a conflict of

interest due to the relationship between the client and a VR Staff, service provider, or overseeing council member of VR.

40. **Conflict of Interest** (Section 1.6 only): A situation in which a VR staff has a familial, business, or personal relationship with a VR applicant or client which can potentially lead to decisions made contrary to policy, procedure or equitability of the VR program.
41. **Contact Lenses**: Thin plastic lenses that are fitted over the cornea to compensate for refractive errors to achieve best corrected vision or address diseases or injuries to the cornea.
42. **Counseling on Post-Secondary Education**: A service that provides instruction and assistance in preparing for education and/or training opportunities after high school.
43. **Counselor or VR Counselor**: A staff of VR who provides vocational guidance and counseling.
44. **Court Appointed Representative**: An individual appointed by the court to manage another person's property and finance and whose duties are performed under the supervision of probate courts.
45. **Cumulative Grade Point Average (GPA)**: The average grade point a student has for the courses taken at a post-secondary institution. The cumulative GPA is updated after completion of each semester or term and is listed in student transcripts. A cumulative GPA is confirmation of a student's academic standing.
46. **Custodian of Records**: The individual designated by the RSA Administrator to be responsible for the maintenance, distribution, and tracking of client records.
47. **Customized Employment**: Competitive integrated employment that is obtained through flexible strategies (job exploration, job creation or customization, job coaching, etc.), services, and supports for a client with a most significant disability. Customized employment requires a person-centered individualized decision of strengths, needs and interests of the client and is designed to meet the specific abilities of the client and the business needs of the employer.
48. **Customized Equipment**: Equipment that is prescribed by a professional requiring a fitting, may include vehicle modifications, prosthetics, specialized wheelchairs, and similar equipment requiring an individualized fitting to ensure safety/effectiveness. Equipment requiring only adjustments among standard settings (e.g., crutches or walkers) will typically not be considered to be customized.
49. **Debt Repayment Plan**: A documented agreement an individual has made in order to repay outstanding debts to a lender for post-secondary training expenses or to the VR program.

50. **Department of Economic Security or DES:** A social service agency in the state government of Arizona which provides services and supports in order to promote the well- being and economic sufficiency of individuals in need.
51. **Dependent:** A qualifying individual being claimed on a person's tax documents as defined by the Internal Revenue Service (IRS).
52. **Director of DES or Director:** An individual appointed to oversee the functions of the Department of Economic Security.
53. **Disability-Related Skills Training:** Instructional services designed to help a person with a disability to overcome disability related barriers in the home and within the community.
54. **Dual Enrollment:** High school students who are admitted by college officials to enroll in courses on a community college campus. The maximum number of courses in which a high school student can be enrolled is determined by college officials.
55. **Economic Need:** Consideration of the financial need of a client in order to determine the extent of their participation in the cost of vocational rehabilitation services.
56. **Electronic Case File or ECF:** The portion of the client record of service created and/or stored in an electronic case management system.
57. **Electronic Signature Pad:** An electronic device designed to accept an individual's signature and produce it digitally in an electronic format.
58. **Eligibility Extension:** Extends the time from the eligibility deadline due to circumstances beyond the control of RSA in determining eligibility and Order of Selection within the 60-day timeframe.
59. **Eligible Training Provider List or ETPL:** A list of training providers who meet training provider requirements and are eligible to receive funding as stated in the Workforce Innovation and Opportunity Act (WIOA).
60. **Employment Outcome:** Entering, advancing in, or retaining full-time or, if appropriate, part-time competitive integrated employment (including customized employment, self- employment, telecommuting, or business ownership), or supported self-employment that is consistent with the client's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.
61. **Exited the School System:** Per the Public Education Agency (PEA), the youth has graduated, dropped out, transferred out of district, or reached the maximum allowable age to attend school.

62. **Extended Services:** Ongoing support services and other appropriate services that are necessary to support clients with most significant disabilities in supported employment.
63. **Extended Services for Youth with Disabilities:** Ongoing supports and other appropriate supports for a client who is considered a youth with a most significant disability. The support will be for a period not to exceed four years, or at such time the client reached the age of 25.
64. **Extension of IPE Implementation or IPE Extension:** Extends the time by 90 days from the IPE deadline under exceptional circumstances to allow more time to implement the IPE.
65. **Fair Hearing:** A process by which an impartial Administrative Law Judge or ALJ will review the case and evidence provided by both the client and the agency in order to provide a written decision with regard to the disagreement.
66. **Fair Labor Standards Act or FLSA:** A law that establishes minimum wage, overtime pay, recordkeeping, and youth employment standards affecting employees in the private sector and in federal, state, and local governments.
67. **Family Member-Client Related:** An individual who is a relative, guardian, or lives in the same household of the applicant or eligible client, has a substantial interest in the well-being of that individual, and whose receipt of VR services is necessary to enable that individual to achieve an employment outcome. A family member related to VR staff include: the spouse, domestic partner, natural child, adopted child, foster child, step-child, natural parent, step- parent, adoptive parent, grandparent, grandchild, brother, sister, aunt, uncle, niece, nephew, sister-in-law, brother-in-law, son-in- law, daughter-in- law, mother-in-law or father-in-law.
68. **Federal Voter Registration (National Mail Voter Registration):** An application that can be used by U.S. citizens to register to vote, update registration information due to a change of name, make a change of address or to register with a political party.
69. **Financial Aid Award Letter:** A post-secondary document that summarizes the financial aid an individual will receive for the upcoming academic year. Included are the available grants, scholarships, and other funds toward a student's training program.
70. **Free Application for Federal Student Aid (FAFSA):** A paper or electronic application completed before an academic year in order to determine a student's eligibility for federal financial aid.
71. **Full-Time Enrollment:** For undergraduate programs, a program that measures academic progress in credit hours and uses standard terms (semesters, trimesters, or quarters), 12 semester hours or 12 quarter hours per academic term; for a program that measures academic progress in credit hours and does

not use standard terms, 24 semester hours or 36 quarter hours per academic year; for a program that measures academic progress in clock hours, 24 clock hours per week; or full-time academic workload as determined by the academic institution. For graduate programs, full-time academic enrollment as determined by the academic institution.

72. **Functional Capacity:** An individual's ability to perform activities in areas of mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, and/or work skills necessary to prepare for, obtain and maintain employment.
73. **Functional Capacity Areas:** Life areas of communication, mobility, self-direction, self-care, interpersonal skills, work skills, and work tolerance in which functional limitations may occur.
- a. **Communication:** An individual's ability to transmit, receive or process information accurately and efficiently as required to prepare for, obtain and maintain employment. The functional capacity of communication is seriously limited when the individual due to disability is impaired or unable to: communicate, control inappropriate communication, or understand what is being communicated.
 - b. **Interpersonal Skills:** An individual's ability to interact in a socially acceptable manner with co-workers, supervisors, and the general public as required to prepare for, obtain and maintain employment. The functional capacity of interpersonal skills is seriously limited when the individual due to disability is impaired or unable to accept instructions, respond to feedback; or cooperate with others.
 - c. **Mobility:** An individual's ability to move efficiently from place to place as required to prepare for, obtain and maintain employment. The functional capacity of mobility is seriously limited when the individual due to disability is impaired or unable to access or use public facilities, access and use transportation, use spatial and perceptual relationships, or travel in terms of distance and/or terrain.
 - d. **Self-care:** An individual's ability to perform the essential activities of daily living that are required to prepare for, obtain and maintain employment. The functional capacity of self-care is seriously limited when the individual due to disability is impaired or unable to perform activities related to personal health and hygiene, housekeeping, or money management.
 - e. **Self-direction:** An individual's ability to organize, structure, and manage activities that are required to prepare for, obtain and maintain employment. The functional capacity of self-direction is seriously limited when the individual due to disability is impaired or

unable to: understand and remember instructions, maintain schedules and routines, focus on tasks, follow directions, or adjust to changing circumstances.

- f. **Work Skills:** An individual's ability to demonstrate or acquire job skills that are required to prepare for, obtain and maintain employment. The functional capacity of work skills is seriously limited when the individual due to disability is impaired or unable to: organize, plan and problem solve resulting in difficulty in learning job tasks; retain new information, perform work tasks at the level of speed and quality expected from other workers, or obtain or maintain employment normally available to persons of equivalent age and education.
- g. **Work Tolerance:** An individual's ability to effectively and efficiently carry out physical, cognitive and/or psychological demands of a job typically required of employees in the same job. The functional capacity of work tolerance is seriously limited when the individual due to disability is impaired or unable to carry out work tasks, focus on the task at hand, sustain the required level of work performance, or adjust to changing circumstances (e.g. increased production schedule, changes in job duties, etc.).

- 74. **Functional Limitation:** An activity or behavior imposed by a disability that an individual cannot perform or performs with difficulty.
- 75. **General Purpose Equipment:** Items such as, but not limited to, work related tools, computer packages (e.g., desktop or laptop computer, power source, memory, monitor, disk drives, video and sound cards, speakers, printers, scanners, fax/modems, surge protectors), mobile phones, tablets, audio and video equipment, durable medical equipment, etc. that are not customized to meet an individual's specific disability- related needs.
- 76. **General Supplies:** Common post-secondary materials, such as binders, pens, or notebooks, that are not customized to meet specific disability-related needs and support completion of post- secondary training.
- 77. **Hearing Aid:** A small sound-amplifying device that is worn in or behind the ear to achieve optimal sound clarity and orientation to improve listening and communication activities.
- 78. **Home Modification:** Any physical alteration made to a home to assist individuals in overcoming a disability related barrier to employment.
- 79. **Home Modification Assessment:** An assessment to determine the necessity of a home modification for the purposes of overcoming a disability related barrier to employment.

80. **Individual with Disability:** An individual that has a physical or mental impairment that substantially limits one (1) or more major life activities, as a record of such an impairment; and/or is regarded as having such an impairment.
81. **Individualized Plan for Employment or IPE:** A written program of services developed with the client that comprehensively documents the purpose, goals, responsibilities, and services necessary for a client's successful rehabilitation.
82. **Individualized Education Plan (IEP):** A plan developed to ensure that a student with an identified disability who is attending an elementary or secondary educational institution receives specialized instruction and related needs.
83. **Individualized Support Plan (ISP) (from the Division of Developmental Disabilities or DDD):** A plan to define services and supports that will move the individual with a developmental disability toward reaching their goals.
84. **Informed Choice:** A decision-making process in which the client analyzes relevant information and selects, with the assistance of counselor, vocational goals, intermediate objectives, services, and service providers.
85. **Informational Interviewing:** An opportunity to gain firsthand information from individuals who are working in a particular field, industry, or position.
86. **Informal Review:** Review of the client case and the associated disagreement by the VR program supervisor.
87. **Installation:** A service that provides installation and inspection of equipment to ensure that the equipment is complete, it is fully operating, shipped as ordered in to assist a person in using equipment to perform living and employment skills/tasks.
88. **Instruction in Self-Advocacy:** A service that provides training and support in strategies and resource-building to effectively communicate or assert an individual's needs, including peer mentoring.
89. **Intermediate Objective:** A statement which describes a specific, measurable, and realistic skill or level of knowledge which will be attained within a specified period. Multiple intermediate objectives may be identified during IPE development.
90. **Interpreter:** A person who can provide sign language and oral interpretation for a person who is deaf or hard of hearing.
91. **Interpreter Services:** Sign language and oral interpreting services for individuals who are deaf or hard of hearing and tactile interpreting services for individuals who are deaf-blind provided by qualified personnel.

92. **IPE Amendment:** A substantive change in the IPE that directly impacts the client or has a noticeable impact on the client's employment outcome and/or service provision.
93. **IPE Extension:** Extends the implementation deadline due to circumstances beyond the control of RSA in implementing the IPE within the 90-day timeframe.
94. **IPE Revision:** A non-substantive change to elements of the IPE that does not directly impact the client and does not have a noticeable impact on the client's employment outcome and/or service provision.
95. **Job Exploration Counseling:** A service that provides instruction, assistance, and counseling to participants on how to explore career options and pathways by developing employment knowledge in personal interests, labor markets, career qualifications, and skill requirements.
96. **Job Placement:** A situation when the VR client is placed successfully in a competitive, integrated setting with a job that is consistent with the VR client's vocational goal.
97. **Job Placement at Risk:** When the disability presents a substantial impediment to employment that will negatively affect the person's job retention or there is a confirmation the job will be restructured in such a way that the person will require VR to acquire a new job in the same occupational field.
98. **Job Preparation:** Used to assist a client with activities including resume preparation, identifying job opportunities, developing interviewing skills and job search skills in obtaining employment.
99. **Job Readiness Training:** A group of services such as career exploration, work adjustment training, supported education, and job readiness training not elsewhere classified (NEC) used to assist clients to explore and prepare for employment. jobs.
100. **Job Retention:** The ability to keep employment.
101. **Job Retention IPE:** An IPE type used for clients that are seeking assistance with maintaining current competitive and integrated employment.
102. **Job Search Assistance:** Services that assist in securing a job for a client that matches the client's employment goal including finding a job placement, applying for jobs, building and utilizing community networks and natural supports.
103. **Job Training:** A systematic training program that prepares a person with disability for entry-level employment for opportunities or for career advancement in the competitive and integrated labor market.

104. **Labor Market Information or LMI:** A collection of data that provides employment statistics, among other things, which includes information regarding the employment opportunities, income, and employment wage rates.
105. **Legal Ability to Work:** Possessing the required documentation that proves that a client is legally authorized to work in the United States.
106. **Legal Guardian:** A person who has the legal authority and duty to care for the personal and property interests of another person.
107. **Libera System 7:** Case management system used by VR.
108. **Maintenance:** Monetary support provided for those expenses, such as food, clothing, and rent, that are in excess of the client's normal expenses and that are necessitated by participation in an assessment for determining eligibility, participation in IPE planning, or receipt of services under an IPE.
109. **McCarron-Dial System:** An assessment tool or battery that measures strengths and weaknesses in the areas of vocational competency, learning, problem solving, sensory and motor abilities, emotional-coping and adaptive behavior.
110. **Measurable Skills Gains (MSG):** The percentage of clients, a specific period, who are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving documented academic, technical, occupational, or other forms of progress, towards such a credential or employment.
111. **Mediation:** An informal resolution process which utilizes an impartial individual who is appointed by the State Attorney General's office to assist in the resolution of the disagreement.
112. **Medicaid:** State health coverage for eligible low-income adults, children, pregnant women, elderly adults, and people with disabilities.
113. **Medical Equipment:** Equipment such as prosthetics, orthotics, wheelchairs, prescribed by a medical professional and may be customized per individual's prescription.
114. **Medicare:** The federal health insurance program for people who are 65 or older, certain younger people with disabilities, and people with End -Stage Renal Disease (permanent kidney failure requiring dialysis or a transplant.
115. **Minimum Wage:** The lowest wage per hour that a worker may be paid as permitted by law. The federal minimum wage provisions are contained in the Fair Labor Standards Act (FLSA). The Fair Wages and Healthy Families Act establishes the minimum wage in Arizona. The FLSA does not apply to tribal employers on tribal land unless a tribe voluntarily subjects itself to the Act.
116. **Minor:** A person under the age of eighteen years.

117. **Miscellaneous Training:** Other vocational training programs, seminars, conferences or classes that are not a part of a degree or certificate program or formal training but is necessary to secure and maintain employment.
118. **Natural Supports:** Any assistance, relationships, or interactions that allow a client to secure, maintain, and advance in a community job of their choosing in ways that correspond to the typical work routines and social actions of other employees and that enhance the client's social relationships.
119. **On-the-Job Training or OJT:** Training in specific job skills by a prospective employer within the employment setting. Generally, the employee is paid during this time and will remain in the same or similar job upon successful completion.
120. **Order of Selection or OOS:** An organized and equitable method for serving groups of clients in a priority order if all clients cannot be served.
121. **Orientation and Adjustment to Disability (OAD):** Part of RIS services that includes a comprehensive and integrated set of instructions, mentoring and other services designed to provide individuals with disabilities with confidence, interpersonal and disability-specific skills, and a positive attitude toward disability that is needed for their achievement of successful educational experiences, competitive employment, community integration, and/or independence.
122. **Orientation and Mobility:** Part of RIS services that provides instructions for clients to safely navigate through one (1) or more identified environments.
123. **Paid Work Status:** Any time that staff is being paid to perform their regular job duties. Excluded from this are times when staff is on annual or vacation leave, on sick leave, and before or after their work shift.
124. **Part-Time Enrollment:** For undergraduate programs a program that measure academic progress in credit hours and use standard terms (semesters, trimesters, or quarters), 6 semester hours or 6 quarter hours per term; for schools that measure academic progress in credit hours but do not use standard terms, 12 semester hours or 18 quarter hours per academic year; for schools that measure academic progress in clock hours, 12 clock hours per week; or part-time academic workload as determined by the academic institution. For graduate programs, part-time academic enrollment as determined by the academic institution.
125. **PELL Grant:** Federal assistance awarded to students for post-secondary education at colleges, universities, and career schools. These grants are awarded on the basis of financial need.
126. **Personal Assistance:** A service that provides a qualified individual to supply needed services in order for a client to remain in his/her home and/or participate in work/community activities.

127. **Physical or Mental Impairment:** Any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one (1) or more of the following body systems: neurological, musculoskeletal, special sense organs, respiratory (including speech organs), cardiovascular, reproductive, digestive, genitourinary, hemic and lymphatic, skin, endocrine; or any mental or psychological disorder such as intellectual disability, organic brain syndrome, emotional or mental illness, and specific learning disabilities.
128. **Plan for Achieving Self Support (PASS):** A plan that allows the VR client (on SSI or SSDI) to set aside money to pay for items or services needed to achieve a specific work goal.
129. **Plan of Study:** A document that identifies the requirements for a specific training program and how the student will fulfill them. This document may also be called a Degree Audit Report, Academic Advisement Report, Major Map, or by another name specific to the post- secondary institution.
130. **Post-Employment Services or PES:** One or more VR services that are provided after the achievement of an employment outcome and that are necessary for a client to maintain, regain, or advance in employment.
131. **Potentially Eligible Student with Disability:** An individual who meets the definition of a student with a disability as per 34CFR 361.5 (c) (51) and are eligible for pre-employment transition services regardless of whether they have applied for or been determined eligible for the VR program.
132. **Pre-Employment Transition Services:** One or more specific career exploration/work preparation services that are provided to students with disabilities who are eligible or potentially eligible for VR services.
133. **Primary Residence:** The location and address where the individual resides as listed on their driver's license or state ID, tax documentation, voter registration, utility bill, and/or SSA correspondence.
134. **Priority Category 1- Eligible persons with the most significant disabilities:** A person with a severe physical or mental impairment that seriously limits three or more functional capacities in terms of an employment outcome; and whose vocational rehabilitation can be expected to require 2 or more vocational rehabilitation services over an extended period (longer than 6 months).
135. **Priority Category 2- Eligible persons with significant disabilities:** A person with a significant physical or mental impairment that seriously limits one (1) or more functional capacities in terms of an employment outcome; and whose vocational rehabilitation can be expected to require two or more vocational rehabilitation services over an extended period (longer than six months).
136. **Priority Category 3- All other eligible persons:** A person with a physical or mental impairment that seriously limits one (1) functional capacity in terms of an employment outcome; and whose vocational rehabilitation can be expected to

require one (1) vocational rehabilitation service over a limited period (six months or less).

137. **Procurement** (Government Procurement): The act of purchasing goods or services for a public agency.
138. **Pseudo-Social Security Number**: A number generated by an entity outside of the Social Security Administration to serve as a placeholder when a Social Security Number is needed but not available.
139. **Public Education Agency or PEA**: A high school or District Office associated with the identified high school that may be contacted to obtain verification of a youth's completion or refusal of transition services.
140. **Qualified Personnel**: An individual qualified to diagnose and document the existence of a disability in accordance with applicable national and/or state-approved recognized certification, licensing, registration, or other comparable requirement that applies to the profession or discipline.
141. **Reader Services**: Services that include reading aloud, transcription of printed information in Braille or sound recording for clients who are blind or deaf-blind but may also include clients unable to read because of serious neurological disorders, specific learning disabilities, or other physical or mental impairments.
142. **Reasonable Accommodations**: A modification or adjustment to a job, the work environment, or the way things are usually done to enable an individual with a disability to successfully perform job tasks to the same extent as people without disabilities.
143. **Referral for VR**: A request initiated by an individual or by another person to express interest in the VR program.
144. **Rehabilitation Engineering Services**: The systematic application of engineering sciences to design, develop, test, evaluate, apply, and distribute technological solutions to problems confronted by clients with functional limitations in areas such as mobility, communications, hearing, vision, and cognition, and in activities associated with employment, independent living, education, and integration into the community.
145. **Rehabilitation Instructional Services (RIS)**: A variety of informative and teaching services including Adjustment to Disability, Orientation and Mobility training and Manual communication to assist VR clients in achieving their individualized vocational and/or independent living goals and functioning more independently in the workplace.
146. **Rehabilitation Technology**: The systematic application of technologies, engineering methodologies or scientific principles to meet the needs of, and address the barriers confronted by, clients with disabilities in areas that include

education, rehabilitation, employment, transportation, independent living and recreation.

147. **Required Textbooks and Supplies:** Materials that are needed for a student to successfully complete their post- secondary training. These materials are deemed necessary by the course instructor or post- secondary institution and are typically detailed within course syllabi or other course-related documentation.
148. **Schedule A Documentation:** The agency letterhead completed and signed by a VR Counselor verifying that an applicant/client has a disability. This letter may be used by the applicant/client when applying for federal jobs.
149. **Seating and Mobility Assessment:** A service that provides evaluations to determine a client's need for an item or equipment to perform normal living or employment skills tasks.
150. **Self-Employment IPE:** A type of IPE used for clients who are seeking competitive and integrated employment in a self-employment setting, have provided VR with a complete business concept overview proposal, and VR has concluded that self-employment is an appropriate option.
151. **Self-Employment Review Committee:** A statewide committee established by RSA to review business plans and provide recommendations.
152. **Self-report:** Information provided by an individual, their family member or representative identifying disability-related challenges (at home, school, and work), behavior patterns, activities of daily living, interpersonal skills, vocational interests and other factors (cultural, environmental) that affect the employment and rehabilitation needs of the individual.
153. **Short Term Job Supports:** Services for a client who has been placed in employment in order to stabilize the placement and enhance job retention and may include job coaching, follow-up and follow-along, and job retention services.
154. **Sighted Guide:** A service that provides one-on-one (1:1) assistance for an individual who is blind and visually impaired in navigating new environments through the use of sighted guide technique.
155. **Signature:** A direct signature in ink on the document; signature via electronic signature pad on the document; or email approval attached to the document, from the person authorized to make decisions (approval, acceptance or obligation) regarding the client's VR program.
156. **Social Security Benefit Verification Letter (Social Security Award Letter):** Serves as proof of retirement, disability, Supplemental Security Income (SSI), or Medicaid benefits.

157. **Social Security Number or SSN:** A nine-digit number issued by the Social Security Administration to all citizens and non-citizens who have permission to work in the United States.
158. **Specific Employment Outcome:** A specific profession or occupation identified on the Individualized Plan for Employment that a client is expected to achieve as a result of the services provided by the VR program under an IPE.
159. **Student Aid Report or SAR:** A paper or electronic document that summarizes information from FAFSA, indicates if a FAFSA is selected for verification, and provides potential types of aid the student may receive for their post- secondary training.
160. **Student with a Disability:** An individual with a disability in a secondary, postsecondary, or other recognized education program who is not younger than 14 years of age and not older than 22 years of age, eligible for and is receiving special education or related services under Part B of IDEA, or a student with a disability under section 504. This includes secondary students who are homeschooled, and students in non-traditional secondary education programs such as special education programs within the juvenile justice system, GED programs, and occupational training programs.
161. **Subminimum Wage Employment:** Employment where the individual earns less than the Federal minimum wage identified under section 6(A)(1) of the Fair Labor Standards Act.
162. **Substantial Impediment to Employment:** A physical or mental impairment (in light of attendant medical, psychological, vocational, educational, communication, and other related factors) that hinders an individual from preparing for, entering into, engaging in, advancing in, or retaining employment consistent with the individual's abilities and capabilities.
163. **Substitute Address:** The address assigned to the client for use during participation in the ACP.
164. **Supported Education:** Provides instructions and assistance to clients in preparing for the education and/or training necessary to successfully achieve employment in their chosen field as outlined in the client's service plan.
165. **Supported Employment Services:** Ongoing support services, including customized employment, and other appropriate services needed to support and maintain a client with a most significant disability, including a youth with a most significant disability, in supported employment.
166. **Supported Employment IPE:** A type of IPE used for clients with the most significant disabilities who are seeking competitive and integrated employment and will need supported employment services and extended services to obtain and maintain employment.

167. **Support Service for Deaf-blind Individuals (SSP):** A service that provides visual information to a deaf-blind individual to allow them to access their community, make informed decisions and participate in vocational, home-, and community-based activities.
168. **Supportive Intervention and Guidance:** Individual or group counseling or therapy provided by a professionally licensed counselor to resolve issues as defined in the referral for services.
169. **The Work Number:** A database that RSA staff can use to verify employment and income information for a client when employment verification is not available.
170. **Third Party:** Any individual or entity who is not directly involved, either organizationally or contractually, in the provision of service for a client of the Arizona Rehabilitation Services Administration.
171. **Title II (of the Social Security Act):** Established the Social Security disability insurance program and provides for payment for disability benefits to disabled individuals who are “insured” under the Act by virtue of their contributions to the Social Security trust fund through Social Security tax on their earnings, as well as to certain disabled dependents of insured individuals.
172. **Title XVI (of the Social Security Act), also known as Supplemental Security Income:** Federal program that provides cash payments to individuals who are elderly, blind, or disabled and have low incomes.
173. **Training:** Services designed to help the client improve educationally or vocationally, or to adjust to the functional limitations of their impairment.
174. **Training Not Elsewhere Classified:** A single short-term educational/guidance course that helps develop the necessary skills for the client to obtain towards the specific employment goal.
175. **Transition Services:** A coordinated set of services based on the student or youth with a disability’s needs and interests, designed to promote movement from school to post-school services (education, training, employment, independent living, etc.) and promote the achievement of the employment outcome identified in the individual’s IPE.
176. **Transportation:** A means for a person to travel from one (1) place to another.
177. **Transportation Worksheet:** RSA form to calculate mileage and cost of transportation.
178. **Treatment of Impairments:** VR service that is expected to modify, correct, or improve the physical or mental disability that is a substantial impediment to the approved IPE specific employment goal within a reasonable length of time.

179. **Trial Work Experience:** An exploration of a client's ability and capacity to perform work duties in a realistic, integrated work setting for the purposes of eligibility decision.
180. **Trial Work Plan:** A written plan to assess a client's ability to perform in work situations using a trial work experience.
181. **Tuition Statement, also known as a Financial Statement:** A document listing the fees incurred for a given period of tuition. The statement includes the costs for coursework, additional fees associated with the institution or training program, any received payments, scholarships, grants, or other funds and the balance that is still due.
182. **Visual Acuity:** Sharpness of vision, measured by the ability to discern letters or numbers at a given distance according to a fixed standard.
183. **Vocational or Occupational Training:** Occupational, vocational, or job skill training provided by a community college and/or business, vocational/trade or technical school to prepare students for gainful employment in a recognized occupation.
184. **Vocational Counseling and Guidance:** A systematic process in providing information and support services to assist individuals with physical, mental, developmental, cognitive, and emotional disabilities in exercising informed choice.
185. **Vocational Rehabilitation IPE:** A type of IPE used for clients who are seeking competitive and integrated employment and do not need long-term job supports to obtain and maintain employment. This IPE type is also used for clients who are considering self-employment but for whom a business plan is not yet approved.
186. **Wage:** Money that is paid or received for work or services, as by the hour, day, or week.
187. **Work Adjustment Training (WAT):** Training in the meaning, value and demands of work in the development of positive attitudes toward work.
188. **Work-Based Learning Experiences:** A service that provides short-term in-school, after-school, or community work experiences, including internships, in a real work environment.
189. **Workers' Compensation:** A type of business insurance which provides benefits to employees who suffer work-related injuries or illnesses. This insurance helps pay for medical care, wage from lost work time, etc.
190. **Workplace Readiness Skills Training:** A service that provides instruction in developing employability or soft skills, social and independent living skills required for successful employment.

191. **Work-Related Tools:** Instruments that are regularly required for the chosen occupation, trade, or profession.
192. **Workstation Evaluation:** A service that provides evaluations to determine a client's need for alterations to a work environment to assist the client in performing work functions.
193. **Youth with a Disability:** An individual with a disability who is not younger than 14 and not older than 24 years of age.