

ARIZONA DEPARTMENT OF ECONOMIC SECURITY – Rehabilitation Services Administration
Customized Employment Services
DEFINITIONS

Accommodations: Adjustments or modifications in the workplace that enable individuals with disabilities to perform their job duties effectively. These can include physical changes, assistive technologies, flexible scheduling, or modified training methods.

Authorization: A written notice authorizing the approved Vendor to provide direct contract services to an individual Client issued through the RSA Case Management System or System of Record processed through the Managed Service Provider to the selected Vendor.

Benefits Counselor: A professional who provides guidance to individuals with disabilities on navigating the impact of employment income on benefits, such as Social Security or Medicaid, and offers strategies to maintain necessary supports.

Benefits Plan: A personalized plan that helps the VR Client understand how employment income impacts disability-related benefits and provides strategies for maintaining necessary supports while maximizing financial independence.

Competitive Integrated Employment: Work in the competitive labor market where individuals with disabilities earn standard wages, receive equal benefits, and work alongside non-disabled peers.

Customized Employment: An individualized, person-centered employment strategy that aligns the VR Client's strengths, skills, and interests with an employer's unmet business needs through job customization, task negotiation, and tailored supports.

Client Service Plan (CSP): A foundational document created collaboratively with the VR Client and their team, outlining roles, goals, timelines, and next steps for achieving successful employment outcomes.

Customized Employment Team: A group of individuals identified by the VR Client to support their employment journey. This team may include the Vocational Rehabilitation (VR) Counselor, Division of Developmental Disabilities (DDD) Support Coordinator, DDD Employment Service Specialist, Behavioral Health Provider, Case Manager, Secondary or Post Secondary school(s), Tribal Vocational Rehabilitation (TVR) Specialist, VR Client's Guardian/Representative, Individual(s) who lives with the VR Client or who has direct daily interactions in their living environment, and other trusted individual(s) identified by the VR Client who play a key role in providing guidance and support throughout Customized Employment Services.

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Direction and Supervision: The oversight and guidance provided by a qualified individual to ensure the quality and effectiveness of service delivery. This role involves reviewing and approving work, providing feedback, and ensuring alignment with service specifications, best practices, and VR client objectives. It does not require the supervisor to be physically present during service delivery but ensures they are accessible for consultation and regularly monitor progress to maintain standards and compliance.

Discovery: Identifies the VR Client's strengths, interests, abilities, support needs, workplace preferences, and potential contributions through observation, conversation, and participation in everyday community settings.

Employment Goal: The competitive integrated occupation or type of work identified in the VR Client's Individualized Plan for Employment (IPE) that guides Customized Employment Services.

Employment First: The shared belief that everyone can work in competitive integrated employment with the right supports.

Employment Profile: A detailed plan synthesizing information from Discovery to define the VR client's employment goals, preferences, and required supports for success. It also includes detailing strategies, potential employers, and next steps for securing Customized Employment aligned with the VR client's goals.

Employer Engagement: Structured outreach and relationship-building activities with employers to secure placement into existing competitive integrated positions aligned with the VR client's employment goal.

Employer Contact Log: A detailed record of all interactions with potential employers, documenting outreach efforts, employer details, contact information, and alignment with the VR client's employment plan.

Extended Services: Ongoing supports provided after VR case closure to ensure the long-term success of a VR client in Competitive Integrated Employment.

Fade plan: Strategic documentation outlining the process of gradually reducing job coaching supports as the VR Client becomes independent and extended services and/or ongoing workplace and/or natural supports are established in the workplace.

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Fidelity: The degree to which a service is delivered consistently and in alignment with the intended design, principles, requirements, and expected practices of the model.

Individualization: The process of tailoring a job to align with the unique abilities, interests, and needs of the VR Client.

Individualized Plan for Employment (IPE): A written program of service developed with the VR Client that comprehensively documents the purpose, goals, responsibilities, and services necessary for a VR Client's successful rehabilitation and employment outcome.

Informational Interviews: Structured conversations with employers or professionals to learn about specific industries, job roles, and workplace cultures, often used as a strategy to build relationships and explore potential employment opportunities.

Job Coaching: Structured, one-on-one (1:1) support provided to a VR Client in the workplace to assist with learning job tasks, developing effective work behaviors, and achieving consistent job performance in a Competitive Integrated Employment setting.

Job Customization: Negotiation of job duties or creation of a new position tailored to an individual's strengths and an employer's unmet needs. Job Customization is included within Customized Employment services and not Supported Employment services.

Job Development: Activities focused on building relationships with employers and aligning the VR client's skills with competitive integrated employment opportunities.

Job Placement Report: Documentation confirming the details of a VR client's employment, including employer name, job tasks, hours, and supports provided.

Job Sequence: A clear, step-by-step outline of the tasks and responsibilities associated with a job, ensuring the VR client understands their role and expectations.

Job Shadow: An opportunity for a VR client to observe a professional in the workplace, gaining firsthand insights into specific job roles, tasks, workplace culture, and industry expectations.

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Managed Service Provider (MSP): A business contracted with the State of Arizona for administration and monitoring of specific services.

Mandatory Case Consultation: A required meeting within Supported Employment services between the Vendor, VR client, and VR counselor to confirm the service match with the VR client's support needs and authorize progression to Job Search and Development.

Meaningful Employment: Paid, competitive work in integrated settings that is valued by both the employee and employer and provides real responsibilities and contributions to the workplace. It is not a charity placement or symbolic role.

Milestone Payment: A flat-rate reimbursement tied to the achievement of a clearly defined service outcome or service phase completion. Milestone payments are issued when required documentation is submitted and approved, and when objective criteria outlined in the Service Specification are met.

Most Significant Disabilities (MSD): Individuals who require intensive, ongoing support and coordinated services to obtain and maintain competitive integrated employment. A diagnosis alone does not determine eligibility.

Natural Supports: Assistance provided informally by coworkers, supervisors, or workplace resources, fostering the VR client's independence and integration into the workplace.

Rapid Job Search: Employer engagement and job development activities begin promptly following service authorization and shall not be delayed by extended pre-vocational or job readiness activities.

Real environments: Integrated community settings where people without disabilities live, work, and participate, and where competitive employment skills can be observed in natural contexts. These environments include homes, neighborhoods, community locations, and businesses that reflect Competitive Integrated Employment. Real environments do not include environments designed primarily for service delivery rather than community participation.

Reporting Packet: A function of the MSP through which the Vendor requests payment for services provided during a calendar month or reporting period.

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Significant Disabilities (SD): A physical or mental impairment that seriously limits one or more functional capacities related to employment and results in the need for multiple Vocational Rehabilitation services over an extended period of time to achieve an employment outcome.

Stabilization: The point at which the VR client demonstrates consistent job performance, support needs are predictable, and transition to extended or natural supports is appropriate.

Successful Employment: When a VR Client obtains and maintains competitive integrated employment (including customized employment, self-employment, telecommuting, or business ownership), that is consistent with an individual's strengths, resources, preferences, abilities, capabilities, interests, and informed choice.

System of Record: The database application(s) or system(s) used by ADES for information storage and retrieval of information which may include but is not limited to Client information, authorization of services, and payment of invoices.

Task Analysis: A detailed breakdown of specific job tasks into smaller, manageable steps to identify training needs, accommodations, or supports required for successful job performance.

Transition to Extended Services: The process for transferring a VR Client from VR-funded supports to Extended Services and/or ongoing workplace supports and/or natural supports for sustained employment success.

Unmet Employer Needs: Identified gaps or inefficiencies within a business that a VR client can address through their skills and abilities, creating opportunities for Customized Employment.

Vendor: Any person, business, or government agency in the Managed Service Provider's Network of Contracted Vendors that may provide Vendor Network Services on behalf of Arizona Department of Economic Security (ADES).

Vendor Management System (VMS): The established web-based digital application provided by the MSP in order to administer services with and monitor the performance of Vendors.

Visual Resume: A multimedia representation of a VR client's skills, interests, and strengths, designed to showcase their value to potential employers in an engaging, accessible format.

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Vocational Rehabilitation (VR) Services: Services provided to assist individuals with disabilities in preparing for, obtaining, maintaining and advancing in employment, as listed in 34 CFR 361.48.

Vocational Themes: Broad categories or industries identified during Discovery that reflect the job seeker's strengths, interests, and preferences, guiding job development efforts.

Work Experience: A process in which a VR client is observed performing tasks or activities in a real or simulated work environment to evaluate their skills, preferences, and support needs in relation to employment.

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