

ARIZONA DEPARTMENT OF ECONOMIC SECURITY – Rehabilitation Services Administration  
**DEFINITIONS**

Accessible Format: Formatting for a document or website which complies with A.R.S. 41-3531 and 3532 as may be amended and Section 508 of the Rehabilitation Act of 1973, which requires that employees and members of the public shall have access to and use of information technology that is comparable to the access and use by employees and members of the public who are not individuals with disabilities.

ADES Representatives: A person designated by ADES as a point of contact.

Assistive Technology (AT): Any item, piece of equipment, or product system, whether acquired commercially off the shelf, modified, or customized, that is used to increase, maintain, or improve the functional capabilities of an individual with a disability, and related services.

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.

Available: When the MSP receives a referral for a new Client for a service, it will issue a request to the approved Vendor Community through its Vendor Management System, with basic information regarding the Client, to determine if the Vendor(s) are available and willing to service. If the Vendor is able to provide the service, it shall respond that it is available.

Business Day(s): Any day Monday through Friday from the hours of 6:00am to 6:00pm Arizona time, excluding State Holidays.

Client Legal Guardian: A person who has the legal authority and duty to care for the personal and property interests of another person.

Client Representative: An individual chosen by a Client to be their representative in matters relating to the VR program and/or to be present in VR appointments.

Community Work/Integration Services: Are used to meet a VR Client's specific vocational needs that will lead toward the achievement of a successful employment outcome utilizing strategies, equipment, and rehabilitation outcomes achieved during the neurorehabilitation services.

Competitive Employment: Work in the competitive labor market that is performed on a full-time or part-time basis in an integrated setting and for which an individual is compensated at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals who are not disabled. Wages are paid by the employer not the Vendor.

Competitive Integrated setting: A location where work:

ARIZONA DEPARTMENT OF ECONOMIC SECURITY – Rehabilitation Services Administration  
**DEFINITIONS**

1. Is performed on a full-time or part-time basis (including self-employment) and for which an individual is compensated at a rate that:
  - a. Is not less than the higher of the rate specified in section 6(a)(1) of the Fair Labor Standards Act of 1938 (29 U.S.C. 206(a)(1)) or the rate required under the applicable State or local minimum wage law for the place of employment;
  - b. Is not less than the customary rate paid by the employer for the same or similar work performed by other employees who are not individuals with disabilities and who are similarly situated in similar occupations by the same employer and who have similar training, experience, and skills; and
  - c. In the case of an individual who is self-employed, yields an income that is comparable to the income received by other individuals who are not individuals with disabilities and who are self-employed in similar occupations or on similar tasks and who have similar training, experience, and skills;
  - d. Is eligible for the level of benefits provided to other employees;
  - e. Presents, as appropriate, opportunities for advancement that are similar to those for other employees who are not individuals with disabilities and who have similar positions.
2. Is at a location:
  - a. Typically found in the community; and
  - b. Where the employee with a disability interacts for the purpose of performing the duties of the position with other employees within the particular work unit and the entire work site, and, as appropriate to the work performed, other persons (e.g., customers and vendors), who are not individuals with disabilities (not including supervisory personnel or individuals who are providing services to such employee) to the same extent that employees who are not individuals with disabilities and who are in comparable positions interact with these persons; and
  - c. Presents, as appropriate, opportunities for advancement that are similar to those for other employees who are not individuals with disabilities and who have similar positions.

Customized Employment: An employment setting and relationship which has been modified in ways that meets the needs of both employees and employers. It is based on an individualized determination of the strengths, needs, and interests of the person with a disability, and is also designed to meet the specific needs of the employer.

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 VR Client's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

Extended Supported Employment: Ongoing services, which are being subsidized by an agency other than VR, are needed to support and maintain the VR Client in employment after successful job placement and completion of IPE services in the VR program.

**DEFINITIONS**

Functional Limitation: A limitation imposed by a disability that impedes or limits an individual’s functioning in an employment setting.

Good Standing: No disciplinary actions have been taken by any licensing or regulatory agency against the Vendor, any staff employee, any subcontractor or subcontractor employee. This includes, but is not limited to: cancellation with cause, civil penalty, decree of censure, inactivation with cause, letter of reprimand, practice restriction, probation, revocation, summary suspension, surrender of licenses, suspension, etc.

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.

Information Technology (IT): The technology involving the development, maintenance, and use of computer systems, software, and networks for the processing and distribution of data (www.Merriam-Webster.com).

Integrated Employment: Employment in which individuals with disabilities interact with nondisabled individuals (other than direct care support staff) to the same extent that nondisabled individuals in comparable positions interact with other persons.

Integrated Setting:

1. With respect to the provision of services, a setting typically found in the community in which applicants or eligible individuals interact with non-disabled individuals, other than nondisabled individuals who are providing services to those applicants or eligible individuals;
2. With respect to an employment outcome, a setting typically found in the community in which applicants or eligible individuals interact with non-disabled individuals, other than nondisabled 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.

Interpersonal Skills: An individual’s ability to establish and maintain relationships with others at a level which allows the individual to participate in work-related activities.

Job Retention: Support services provided to a VR Client who is employed in order to stabilize the placement and promote continued employment.

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

Partial Payment: A partial payment based upon an approved Cost Proposal.

Peer Mentoring: One-on-one (1:1) meetings or phone contacts between a person who has lived and gained experience in coping with a spinal cord injury (a “Peer Mentor”), providing encouragement and a positive

ARIZONA DEPARTMENT OF ECONOMIC SECURITY – Rehabilitation Services Administration  
**DEFINITIONS**

role model to another person who is less experienced and/or the family for the purpose of sharing guidance, experience, and resources on living with a spinal cord injury and assisting in solving problems encountered as a consequence of the disability in order to expedite recovery and rehabilitation.

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

Self-Care: An individual's ability to perform activities of daily living at a level which allows the individual to participate in work activities.

Self-Direction: An individual's ability to initiate, organize, and make decisions in one's own best interest at a level which allows the individual to participate in work activities (this does not pertain to the validity or worth of the goals or plans).

Situational Assessment: An exploration of a VR Client's ability and capacity to perform work duties in a work setting for the purposes of determining eligibility for Comprehensive Neurorehabilitation Services.

Spinal Cord Injury: A severance or severe injury to the spinal cord caused by trauma which may result in partial or total paralysis of the arms or legs or both, and which may also impair vital functions.

Successful Employment: An outcome which entails entering or retaining competitive employment in an integrated setting (including customized employment, self-employment, telecommuting, or business ownership), or supported self-employment, supported employment, or any other type of employment in an integrated setting, including self-employment, telecommuting, or business ownership, that is consistent with an individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

Successful Rehabilitation: A VR Client is considered to be successfully rehabilitated when the following requirements are met:

1. The VR Client and the VR Counselor consider the employment outcome to be satisfactory and agree that the VR Client is performing well on the job and can be considered to have achieved successful rehabilitation status; or
2. When a VR Client's employment is different from what was planned on the Individualized Plan for Employment, the VR Counselor must agree that all closure criteria have been met; or
3. When a VR Client chooses employment which is not deemed to be compatible with their disability, employment can be considered successful only if the record documents efforts to guide the VR Client into suitable employment.

**DEFINITIONS**

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.

Trial Work Plan: A plan developed by VR Counselors to assess the VR Client’s ability to perform in work situations through the use of trial work experiences consistent with the informed choice and rehabilitation needs of the individual.

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 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.

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.

W3C Accessibility Standards: Design features for accessibility posted on the Internet website [www.w3.org](http://www.w3.org). Similar standards may be found on [www.webaim.org](http://www.webaim.org).

Work Skills: Those skills which enable an individual to meet employment expectations.

Work Tolerance: An individual’s ability to meet the demands of participating in work related activities.