



Glossary of Terms for Service Providers in the Veteran, Homeless, and Workforce Systems

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Veterans, Homelessness, and Workforce System GLOSSARY OF TERMS

The following terms are meant to assist workers in the Housing, Homeless Assistance, and Workforce Development systems in understanding terminology across their fields.

Activities of Daily Living Skills (ADLS): Basic skills required to take care of one's personal needs, such as grooming, housekeeping, budgeting, and using transportation.

AIDS (Acquired Immunodeficiency Syndrome): The advanced stage of HIV disease is characterized by a severely compromised immune system that increases vulnerability to life-threatening opportunistic infections. The criteria established for diagnosis includes HIV infection with a CD4 count below 200, a CD4 lymphocyte percentage of total lymphocytes of less than 14, or a clinical condition listed by the Centers for Disease Control (CDC) as AIDS defining.

Americans with Disabilities Act (ADA): Federal legislation that defines the rights of access to and use of public accommodations, commercial facilities, and the workplace for people with disabilities. ADA provides mechanisms for enforcement of rights of disabled persons against private persons, other entities (such as employers), and state and local governments.

Assertive Community Treatment (ACT) Teams: Multidisciplinary teams that provide case management, crisis intervention, medication monitoring, social support, assistance with everyday living needs, access to medical care, and employment assistance for people with mental illness. The programs are based on an assertive outreach approach with hands-on assistance provided to individuals in their homes and neighborhoods.

Benchmarking: The process of identifying, sharing, and using knowledge and best practices. Benchmarking focuses on how to improve any given business process by using top-notch approaches rather than merely measuring the best performance. Finding, studying,

and implementing best practices provides the greatest opportunity for gaining a strategic, operational, and financial advantage.

Benefits Planner: A person who interprets complex policy, rules, and procedures, administrative code, and legislative language into practical and understandable information. Under the Ticket to Work and Work Incentives Improvement Act, Congress created a formal program, known as the Benefits Planning Assistance and Outreach (BPAO) program, as a core employment support for people with disabilities who receive Supplemental Security Income and Social Security Disability Income. All 50 states participate in the BPAO program.

Benefits Planning: The person-centered analysis of the effect that work and other life situation changes have on public and private programs, including income support programs. Benefits planning helps people with disabilities steer through the maze of public and private benefits programs while minimizing disincentives and barriers that exist for them to prepare for, obtain, advance in, retain, leave, and regain employment.

Blended Funding: Funding that pools dollars from multiple sources and makes them in some ways indistinguishable.

Braided Funding: This is similar to Blended Funding, but the funding sources remain visible while they are used in common to produce greater strength, efficiency, and/or effectiveness.

Business Leadership Networks (BLN): Chaired by the U.S. Chamber of Commerce, the BLN is a national program led by employers in concert with state Governor's Committees and/or community agencies that engages the leadership and participation of companies throughout the United States to hire qualified job candidates with disabilities.

Buy-In: The level to which an individual or member of a community is involved with and supports the ideas, concepts, processes, and projects that are advanced by the leadership.

Career Preparation: Core activities that help youth become prepared for a successful future in careers or post-secondary education institutions, including career awareness activities that expose young people to information about the job market, job-related skills, the wide variety of jobs that exist, and the education and training they require, as well as the work environment where they are performed. Core activities also include: career assessments (formal and informal); opportunity awareness, including guest speaker informational interviews, research-based activities such as wage comparisons, and Web searches; community mapping; and exposure to post-secondary education such as campus visits and college fairs, and work-readiness skills such as soft-skills development, computer competency, and job search skills.

Case Management: The overall coordination of an individual's use of services, which may include medical and mental health services, substance use services, and vocational training and employment. Although the definition of case management varies with local requirements and staff roles, a case manager often assumes responsibilities for outreach, advocacy, and referral on behalf of individual clients.

Chronically Homeless: A person who is "chronically homeless" is an unaccompanied homeless individual with a disabling condition who has either been continuously homeless for a year or more OR has had at least four episodes of homelessness in the past 3 years. In order to be considered chronically homeless, a person must have been sleeping in a place not meant for human habitation (e.g., living on the streets) and/or in an emergency homeless shelter." A disabling condition is defined as "a diagnosable substance use disorder, serious mental illness, developmental disability, or chronic physical illness or disability, including the co-occurrence of two or more of these

conditions." A disabling condition limits an individual's ability to work or perform one or more activities of daily living. An episode of homelessness is a separate, distinct, and sustained stay on the streets and/or in an emergency homeless shelter. A chronically homeless person must be unaccompanied and disabled during each episode. (To receive housing assistance through the HUD grants, program participants must meet the [McKinney-Vento Act](#) definition of disability for Supportive Housing Program [SHP] and persons with disabilities for Shelter Plus Care [S+C]).

Clinical: Pertaining to standardized evaluation (through direct observation and assessment) and conducted with the intent to offer intervention/treatment.

Collateral Providers: The various organizations involved in the provision of services to an individual.

Community Rehabilitation Program: In the vocational rehabilitation system, a "community rehabilitation program" is a program that provides directly, or facilitates the provision of, vocational rehabilitation services to people with disabilities to enable them to maximize opportunities for employment. Some of the services provided by a community rehabilitation program may include, but are not limited to: medical, psychiatric, psychological, social, and vocational services that are provided under one management; recreational therapy, physical and occupational therapy, speech, language, and hearing therapy; psychiatric, psychological, and social services including positive behavior management; disability evaluations and orientation and mobility services; and job development, placement, and retention services. A community rehabilitation program often has in-depth knowledge about disability supports, services, and providers in their communities.

Community Building: Efforts intended to accomplish any of the following: develop and sustain strong relationships among individuals, develop and sustain involvement in neighborhood and community-based organizations and institutions, and develop group capacity to collaboratively identify and accomplish common goals.

Community Organizing: The process of bringing people together to identify common interests and work collaboratively to accomplish common goals.

Competitive Employment means employment for which an employer—employee relationship exists and in which the employee receives minimum wage or better, the work is performed in integrated work settings, and includes on-the-job placements in which the employer has agreed (or there is substantial likelihood) to retain the person in their workforce. Competitive employment may be full-time (35 hrs/week or more) or part-time (less than 35 hrs/wk) and may include transitional employment placements (TEP) that meet the features of competitive employment:

- Employer—employee relationship
- Minimum wage or better
- Integrated work setting
- Work is an hour or more per week

Consolidated Plan: A long-term housing and community development plan developed by state and local governments and approved by the U.S. Department of Housing and Urban Development (HUD). The Consolidated Plan contains information on homeless populations. The plan also contains both narratives and maps, the latter developed by localities using software provided by HUD.

Consolidated Plan Certification: The form, required by law, in which a state or local official certifies that the proposed activities or projects are consistent with the jurisdiction's Consolidated Plan and, if the applicant is a state or unit of local government, that the jurisdiction is following its Consolidated Plan.

Consumers: Recipients of health, mental health, and/or social services.

Continuum of Care (CoC): The CoC is a community plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximum self-sufficiency. It includes action steps to end homelessness and prevent a return to homelessness.

Customized Employment: Customized employment means individualizing the employment relationship between employees and employers in ways that meet the needs of both. It is based on an individualized determination of strengths, needs, and interests of the person with a disability and involves simultaneously employing strategies designed to meet the specific needs of the employer. It may include approaches such as supported employment; supported entrepreneurship; individualized job development; job carving and restructuring; use of personal agents (including

individuals with disabilities and family members); development of micro-boards, micro-enterprises, cooperatives, and small businesses; and use of personal budgets and other forms of individualized funding that provide choice and control to the person and promote self-determination. These and other job development or restructuring strategies result in job responsibilities being customized and individually negotiated to fit the needs of individuals with disabilities. Customized employment assumes the provision of reasonable accommodations and supports necessary for the individual to perform the functions of a job that is individually negotiated and developed.

Damp Supportive Housing: Housing that discourages but does not prohibit alcohol use on premises.

Day Treatment: Provides therapeutic, recreational, and social services to individuals who have chemical dependencies or emotional, psychological, developmental, physical, or behavioral needs.

Decompensation: Movement away from functioning at baseline level toward a reduced level of functioning and stability; psychological imbalance.

Detoxification: The process of ridding the body of substances via a gradual or complete decrease of substances, intended to result in the cessation of use.

Disability: The HUD definition of disabilities [24 CFR 582.5] that is used as the basis for determining eligibility in the Shelter Plus Care (S+C) Program is the same as that used in the Section 811 (Supportive Housing for Persons with Disabilities) program. Persons with disabilities are defined as a household composed of one or more persons at least one of whom is an adult who has a disability.

1. A person shall be considered to have a disability if such person has a physical, mental, or emotional impairment which is expected to be of long-continued and indefinite duration; substantially impedes his or her ability to live independently; and is of such nature that such ability could be improved by more suitable housing conditions.
2. A person will also be considered to have a disability if he or she has a developmental disability, which is a severe, chronic disability that:
 - (i) Is attributable to a mental or physical impairment or combination of mental and physical impairments;
 - (ii) Is manifested before the person attains age 22;
 - (iii) Is likely to continue indefinitely;

(iv) Results in substantial functional limitations in three or more of the following areas of major life activity:

- (A) Self-care
- (B) Receptive and expressive language;
- (C) Learning;
- (D) Mobility;
- (E) Self-direction;
- (F) Capacity for independent living; and
- (G) Economic self-sufficiency.

(v) Reflects the person's need for a combination and sequence of special, interdisciplinary, or generic care, treatment, or other services that are of lifelong or extended duration and are individually planned and coordinated.

Key to the definition is determining that the impairment is of long-continued and indefinite duration AND substantially impedes the person's ability to live independently. For example, drug or alcohol abuse or an HIV/AIDS condition that does not substantially impede a person's ability to live independently does not qualify as a disability in the S+C Program. Written documentation that a person's disability meets the program definition must come from a credentialed psychiatric or medical professional trained to make such a determination. The possession of a title such as case manager or substance abuse counselor does not by itself qualify a person to make that determination. "Self-certification" is also unacceptable.

Disability—Social Security Administration (SSA):

For both Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) programs, SSA defines disability as an inability to engage in any substantial gainful activity by reason of any medically determinable physical or mental impairment that can be expected to result in death or has lasted or can be expected to last for a continuous period of not less than 12 months. Social Security disability has three distinct components that must all be present before SSA will consider an individual disabled. These components are:

- An inability to do substantial work;
- A severe physical or mental impairment or impairments; and
- Duration of 12 months or will result in death.

SSA evaluates the work activity of individuals claiming or receiving disability benefits under SSDI. For the SSI program, it evaluates only those individuals claiming benefits because of a disability. Under both programs, SSA uses earnings guidelines to evaluate whether the work activity is SGA (Substantial Gainful Activity), and whether the person is considered disabled under the law. Though this is only one of the tests used to decide whether a person meets SSA's definition of disability, it is the critical first step in the disability evaluation.

Disability Program Navigators (DPNs): These positions exist in a growing number of One Stop Centers to build staff capacity and work with people with disabilities and service providers to access, facilitate, and navigate the complex statutory and regulatory provisions and application processes for public and private programs.

DSM V (Diagnostic and Statistical Manual of Mental Disorders): A publication of the American Psychiatric Association that describes mental disorders and the criteria for diagnosis.

Dually-Diagnosed: Term used to describe individuals who are diagnosed with two different disorders, typically a combination of mental health and substance use diagnoses.

Earned Income Disregard (EID): EID refers to a HUD rule requiring housing providers to disregard incremental income from earnings for a 24-month period when calculating rent for qualified people with disabilities living in public housing, Section 8, Supportive Housing Program (SHP), Housing Opportunities for People Living with Aids (HOPWA), and HOME Investment Partnership housing.

Engagement: Refers to efforts to develop a relationship between a staff person and a client of the service system in which that staff person works. Such efforts are characterized by purposeful strategies and intentional interventions, and are designed to connect the client with needed services and maintain that connection.

Entitlements: Publicly funded financial and medical benefits available to individuals who meet criteria usually based on income or disability measures.

Fair Housing: Refers to federal laws designed to protect access to housing regardless of race, color, religion, national origin, sex, familial status, or disability.

Group Development: The stages through which groups naturally progress: orientation and exploration, power and control, growth and working, maturation and performance, and termination. Groups may move back and forth between developmental stages depending upon changes in the group membership, conflicts that emerge, and shifts in the group focus.

GPRA: The acronym for Government Performance and Results Act which requires federal agencies to set certain goals by which their performance will be measured. A federal agency's GPRA often extends to its grantees.

Halfway House: Transitional residential program focusing on reintegration of participants into the community, such as substance users or ex-offenders.

Harm Reduction: Harm reduction is a set of practical strategies that reduce the negative consequences associated with drug use, including safer use, managed use, and non-punitive abstinence. These strategies meet drug users "where they're at," addressing conditions and motivations of drug use along with the use itself. Harm reduction acknowledges an individual's ability to take responsibility for his or her own behavior. This approach fosters an environment where individuals can openly discuss substance use without fear of judgment or reprisal, and does not condone or condemn drug use. Staff working in a harm-reduction setting work in partnership with tenants, and are expected to respond directly to unacceptable behaviors, whether or not the behaviors are related to substance use. The harm reduction model has also been successfully broadened to reducing harms related to health and wellness, as well as many other issues.

HIV Disease: The entire continuum of infection with the human immunodeficiency virus (HIV), from the point of infection through AIDS.

Homeless Definition: The term "homeless" or "homeless individual or homeless person" includes:

- (1) An individual who lacks a fixed, regular, and adequate nighttime residence; and
- (2) Who has a primary nighttime residence that is:
 - (A) A supervised publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill);
 - (B) An institution that provides a temporary residence for individuals intended to be institutionalized; or
 - (C) A public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.

Hospice Care: End-of-life assistance focused on caregiving and emotionally supportive services rather than aggressive treatment.

Housing First: The goal of "Housing First" is to immediately house people who are homeless. Housing comes first no matter what is going on in one's life, and the housing is flexible and independent so that people get housed easily and stay housed. Housing First can be contrasted with a continuum of housing "readiness," which typically subordinates access to permanent housing to other requirements. Although not every community has what it needs to deliver Housing First, such as an adequate housing stock, every community has what it takes to move toward this approach.

HVRP or Homeless Veterans Reintegration

Program: A program of the U.S. Department of Labor, Veterans Employment and Training Service, targeting homeless veterans to help them access and succeed in meaningful employment within the labor force and to stimulate the development of effective service delivery systems that will address the complex problems facing veterans who are experiencing homelessness.

Indigenous Leadership: Members of any community who, without any outside intervention, are guiding or directing a group toward the accomplishment of common goals, or who have the skills and capacity to do so.

Informed Choice: A concept that was developed in the vocational rehabilitation system to empower people with disabilities. Informed choice refers to a person’s ability to understand and use programs successfully, because the programs and services are designed to enable consumers to navigate them competently and without fear of reprisal. Individuals with disabilities need to know how to find, evaluate, and use information, which will better inform their decision-making process. Service delivery systems should facilitate—not stifle or direct—this decision-making process.

In-House Employment: Job opportunities within an organization that are available to the users of its services.

In-Reach: Efforts to engage people living in shelters for the purposes of connecting them to services and, in particular, housing.

Intake: The process for determining or assessing eligibility of applicants for services.

Intervention: The action taken to address a situation or problem.

Job Development: Creating or connecting to job opportunities.

Late-Stage Chronic Inebriate: Long-term chronic alcohol user usually suffering from related medical conditions.

Life Skills: See *Activities of Daily Living Skills (ADLS)*

Living Wage: Income provided through employment that is at an adequate level to afford necessities such as housing, food, and medical services. The Massachusetts Institute of Technology has developed an excellent [living wage calculator](#).

Long-Term Homelessness: This term includes all people who have been homeless for long periods of time, as evidenced by repeated (three or more times) or extended (a year or more) stays in the streets, emergency shelters, or other temporary settings, sometimes cycling between homelessness and hospitals, jails, or prisons. This definition intentionally includes a larger group of people than the federal government’s definition, such as families and youth. The federal government (and as a result, many states, cities, and service providers) frequently uses the term “chronically homeless,” defined as “an unaccompanied homeless individual with a disabling condition who has either been continuously homeless for a year or more, or has had at

least four episodes of homelessness in the past three years” (Notice of Funding Availability for the Collaborative Initiative to Help End Chronic Homelessness/Federal Register, Vol. 68, No. 17/Monday, January 27, 2003, 4019). This definition excludes homeless families and partnered homeless people, as well as those who do not have a documented disability. The National Veterans Technical Assistance Center believes that anyone who has been homeless for the long-term may be well served by the services and housing offered by permanent supportive housing providers.

Low-demand Housing: Housing provided in a low-demand environment emphasizes ease of entry and ongoing access to services with minimal requirements. The focus is on helping tenants retain their housing, rather than layering the housing within various program participation requirements. The application and admission processes, admission criteria, and conditions of tenancy are limited in their demands of tenants and potential tenants. This term is usually closely related to “voluntary services” and “harm reduction.”

McKinney-Vento Homeless Assistance Act: Named after authors Representative Stewart B. McKinney of Connecticut and Bruce F. Vento of Minnesota, this 1987 federal legislation established programs and funding to serve homeless people.

Medicaid: The Medicaid program provides medical benefits to low-income and disabled people who have no medical insurance. Although the Federal Government establishes general guidelines for the program, the Medicaid program requirements are actually established by each state. Eligibility for Medicaid and the actual services offered vary from state to state depending on the state’s federally approved Medicaid Plan. The Medicaid program is funded through state and federal funds. States have different federal matching rates that are based on a formula that takes into account the number of people in that state living at or below the federal poverty level. States are required to provide eligibility to certain types of individuals and may include other groups. The mandatory eligible groups include: very low income families and children who are eligible for the state’s welfare (TANF) benefits; Supplemental Security Income (SSI) recipients; or in states using more restrictive criteria, individuals who are aged (65+), blind, or disabled.

Medicaid Buy-In: Federally approved expansion of the Medicaid program giving states the option to permit employees with disabilities to purchase health-care coverage through the Medicaid program. Income requirements and sliding-scale premiums are determined by participating states.

Medicare: A federal program that provides health insurance to people age 65 and older, those who have permanent kidney failure, and certain people with disabilities.

Mood Disorders: A cluster of mental disorders characterized by depression, anxiety, and/or mania.

Motivational Interviewing: [Motivational Interviewing](#) is a directive, client-centered counseling style for eliciting behavior change by helping clients to explore and resolve ambivalence. Compared with nondirective counseling, it is more focused and goal-directed. The examination and resolution of ambivalence is its central purpose, and the counselor is intentionally directive in pursuing this goal.

Mutual Aid: Peer support, which allows those who have experienced homelessness or other social conditions and moved through the process of healing to directly assist those who are starting the process.

Non-competitive Employment: This means it does not require an employer-employee relationship and includes work experiences or in-house paid training such as those positions working in a nonprofit agency or for-profit company (in which appropriate approvals exist) that are less than minimum wage or that are transitional jobs paying less than minimum wage; stipend work at less than minimum wage (such as those provided for under HUD regulations in supportive housing); time-limited placements designed to provide experience for the purposes of self-discovery about a type of occupation rather than an ongoing source of earned income; or volunteer jobs and internships linked to training that are designed as part of such training and are time limited. Non-competitive employment may be full-time (35 hrs/week or more) or part-time (less than 35 hrs/wk). The following are non-competitive employment features:

- Temporary work designed for learning about vocational choices;
- May be paid less than minimum wage, stipend or volunteer (internship);
- May be integrated or segregated settings;

- May or may not include an employer-employee relationship; and
- Work is an hour or more per week.

Outreach: Refers to a process and set of activities aimed at identifying and engaging people to connect them with the services they need. In a National Veterans Technical Assistance Center context, this means outreach to people living without permanent homes to connect them with a range of services and assistance to help them end their homelessness.

Permanent Housing: In the world of supportive housing, the term “permanent” typically refers to affordable rental housing in which the tenants have the legal right to remain in the unit as long as they wish, as defined by the terms of a renewable lease agreement. Tenants enjoy all of the rights and responsibilities of typical rental housing, so long as they abide by the (reasonable) conditions of their lease.

Reasonable Accommodations: A key provision of the ADA, which requires that alterations in the work environment (including scheduling and physical modifications) be made by employers (with more than 15 employees) who are aware of the limitations of a qualified individual with a disability, thus enabling the employee to perform his or her job functions.

Rehabilitation: A treatment approach that involves assessing a person’s skills and needs, and teaching skills to reduce a person’s disability and maximize a person’s functioning in the community.

Relapse: A return to use drugs and/or alcohol after a period of abstinence. It may take the form of an isolated incident of use or repeated use. This is also known as “picking up.”

Relapse Prevention: A variety of supports and tools, including group and individual work intended to assist individuals who have made a commitment to abstinence.

Release of Information (ROI) Forms: Documents signed by residents that allow staff to share confidential information (e.g., mental health and substance use treatment, HIV information) with other service providers, as necessary.

Rent Up: The process by which a newly developed property fills vacant units.

Representative Payee: Refers to instances when a person's SSI, SSDI, or public assistance check is payable to someone other than the recipient (e.g., a family member, an agency).

Safe Haven (SH): SHs are housing projects must meet the following criteria: (1) Have no limit on length of stay; (2) serve hard-to-reach homeless persons who have severe mental illness, are on the streets, and have been unable or unwilling to participate in supportive services; (3) provide 24-hour residence for an unspecified duration; (4) provide private or semiprivate accommodations; and (5) have overnight occupancy limited to 25 persons. Safe Havens can be considered permanent housing when tenants hold lease agreements with the owner/sponsor.

Scatter-Site Housing: Dwelling units in apartments or homes spread throughout a neighborhood or community that are designated for specific populations, usually accompanied by supportive services.

Self-Disclosure: The sharing of personal information about oneself with others.

Self-Help: when an individual helps himself/herself or peers acquire the skills needed to achieve personal goals.

Self-Medicare: The use of un-prescribed substance, or misuse of prescribed substances, to alleviate symptoms of mental illness, physical pain, and other discomforts.

Shelter Plus Care (S+C): A homeless assistance program under the McKinney-Vento Act for people with disabilities. To be eligible to participate in a Shelter Plus Care funded project, a person must be both homeless and disabled. Persons with disabilities are those who have a disability that:

- Is expected to be of long-continued and indefinite duration;
- Substantially impedes his or her ability to live independently; and
- Is of such a nature that the disability could be improved by more suitable housing conditions.

The disability may be a physical, mental, or emotional impairment, including an impairment due solely to alcohol or drug abuse. The S+C Program specifically targets several disabilities, including serious mental illness; chronic alcohol and/or other drug abuse, and

AIDS or related diseases. The disability may also be developmental. A severe, chronic developmental disability is characterized as: Being caused by mental or physical impairment; manifested before the person is 22 years old, likely to continue indefinitely; reflecting a need for a combination and sequence of special, inter-disciplinary, or generic care, treatment, or other services that are of lifelong or extended duration and are individually planned and coordinated; and resulting in substantial functional limitations in at least three of the following areas: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, and economic self-sufficiency.

Single Room Occupancy (SRO) Building: A type of building that offers residents a single, furnished room, usually with shared bathroom and kitchen facilities.

Single-Site Housing: A housing program in which all living units are located in a single building or complex.

Sober or Dry Supportive Housing: Housing that emphasizes abstinence and prohibits alcohol and the use of illegal psychoactive substances.

Social Entrepreneurial Venture: A for-profit business that benefits a nonprofit or other mission-driven organization.

Social Security Disability Insurance (SSDI): 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.

Supplemental Security Income (SSI): SSI is 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.

Sponsor: (1) An organization that pays for or plans and carries out a project or activity; (2) an individual in recovery from alcoholism who mentors another person in recovery, usually through the Alcoholics Anonymous (AA) program; or (3) a HUD Project Sponsor, which is a primary organization responsible for carrying out the proposed project activities.

Stages of Change: A model of understanding change in human behavior, especially as it relates to substance use. Related interventions are based on the individual's state of awareness and desire to change behavior at a given point in time. It includes five stages: pre-contemplation, contemplation, preparation, action, and maintenance or relapse.

Stakeholders: Individuals who have a vested interest in the outcomes or the process of a particular endeavor.

Stigma: Misperception that results in bias toward an individual or group.

Substantial Gainful Activity (SGA): SGA is a term SSA uses to determine the extent of a worker's earning capacity. These amounts are established by law and are adjusted each year based on the national average wage.

Supported Employment (SE): SE is an employment intervention in which a person receives assistance to choose a job in an integrated setting that matches their skills/interests and where ongoing support, on or off the job-site, is provided by a job coach from an agency with expertise in providing vocational services to people with complex needs.

Supportive Housing (SH): Combines and links permanent, affordable housing with flexible, voluntary support services designed to help the tenants stay housed and build the necessary skills to live as independently as possible. The housing may be apartments scattered throughout a community; clustered in an apartment complex or apartments in a single building in which the tenancy is people with disabilities, or may be integrated with non-disabled people with mixed income.

Supportive Housing Program (SHP): A homeless assistance program under the McKinney-Vento Act.

Tenancy Obligations: Minimum requirements to be a tenant in good standing, such as payment of rent, following house rules, maintaining a healthy and safe living unit, and meeting other lease requirements.

Tenant: Whenever possible, use the term "tenant" (rather than consumer, resident, client, or participant) to refer to the people who live in supportive housing projects. This emphasizes the importance of permanent housing in ending homelessness and recognizes that in many programs, tenants may or may not also be voluntary customers of support services provided.

This is not meant to minimize the great amount of time and energy some programs spend with people before they are actually tenants. It is, however, intended to underscore that tenants of supportive housing should have the same rights and responsibilities of tenants of other lease-based, permanent housing.

Therapeutic communities: Highly structured, residential treatment programs for substance users.

Transitional Employment: Temporary employment focused on helping individuals develop the skills needed to achieve permanent, competitive employment.

Transitional Housing: Housing meant to help homeless people access permanent housing, usually within 2 years.

Triggers: Conscious or subconscious reminders of traumatic events that can lead to reactions such as violence or drug use.

Triply-Diagnosed: Term used to describe individuals who are diagnosed with three different disorders, typically a combination of mental health, substance use, and HIV/AIDS diagnoses.

Twelve-Step Model: An alcohol and substance use recovery model characterized by its peer-run approach, anonymous meetings, peer sponsorship, and a series of twelve steps that members must work through as part of the recovery process. Examples of such programs are Alcoholics Anonymous (AA), Narcotics Anonymous (NA), and Cocaine Anonymous (CA).

Vocational Assessment: Evaluation to assist consumers in identifying skills, goals/interests, areas of expertise, and needed skills development.

Voluntary Services: The term "supportive" in supportive housing refers to voluntary, flexible services designed primarily to help tenants maintain housing. Voluntary services are those that are available to, but not demanded of, tenants, such as service coordination/case management, physical and mental health care, substance use management and recovery support, job training, literacy and education, youth and children's programs, and financial management.



Wet Housing: A housing model that utilizes the harm reduction approach to service provision. See *Harm Reduction*

Withdrawal: The period of time following cessation of the use of some drugs and alcohol, characterized by symptoms that may cause discomfort, severe pain, and in some instances death.

Workforce Investment Board (WIB): An appointed body, certified by the Governor to set policy, guide implementation, and provide oversight to the local workforce development system, as authorized by Public Law 105-220, the Workforce Investment Act of 1998. The WIB is also a forum for planning workforce development strategies. The Board attempts to anticipate economic and business trends, develop community linkages and partnerships, and provide a focus on system outcomes.

Work Incentives: Special rules make it possible for people with disabilities to work and continue to receive certain federal or state benefits. People receiving SSDI payments or SSI can work and still receive monthly payments and Medicare or Medicaid. Social Security calls these rules “work incentives.” There are different work incentive and different rules under the Social Security Administration. The U.S. Department of Housing and Urban Development also encourages eligible tenants with disabilities living in HUD-assisted housing to work by disallowing earned income in calculating monthly rents for certain programs. See *Earned Income Disregard*



U.S. Department of Labor

Veterans' Employment and Training Service

GLOSSARY OF TERMS

Adequate Employment: See *Unsubsidized Employment*

Administrative Costs: Administrative costs shall consist of all direct and indirect costs associated with the supervision and management of the program. These costs shall include the administrative costs, both direct and indirect, of sub-recipients and contractors. All indirect costs are considered administrative costs for Homeless Veterans' Reintegration Program (HVRP)/ Veterans' Workforce Investment Program (VWIP) purposes, therefore, administrative costs including indirect costs shall not exceed 20 percent of the total grant award.

Adult Basic Education: Education for adults whose inability to speak, read, or write the English language or to effectively reason mathematically, constitutes a substantial impairment of their ability to get or retain employment commensurate with their real ability, which is designed to help eliminate such inability and raise the level, of education of such individuals with a view to making them less likely to become dependent on others, to improve their ability to benefit from occupational training, and otherwise increase their opportunities for more productive and profitable employment, and to make them better able to meet their adult responsibilities.

Ancillary Services: Employment and training-related activities other than core training that may enhance a participant's employability.

Apprenticeship Training: A formal occupational training program that combines on-the-job training and related instruction and in which workers learn the practical and conceptual skills required for a skilled occupation, craft, or trade. It may be registered or unregistered.

Assessment/Intake: A process for screening individual applicants for program eligibility and making the level of need determinations; making an initial determination what services or programs can best benefit the applicants; providing information about services, program eligibility, and the availability of those services; and routing or selecting individual applicants for particular service delivery or program participation.

Assisted Placements Into Unsubsidized Employment: Assisted placements into unsubsidized employment should be recorded where the definition for placement with unsubsidized employment is met, but the placement was arranged by an agency to which the homeless veteran was referred. Grantees can report and take credit for one (1) assisted placement into unsubsidized employment per enrolled eligible participant. See *Entered Employment*

Average Hourly Wage at Placement: The average hourly wage at placement is the average hourly wage rates at placement of all assisted placements plus direct placements.

Assurance and Certifications: The act of signifying intent to comply with applicable federal and state laws and regulations as a condition for receiving and expending U.S. Department of Labor grant funds.

Barriers to Employment: Characteristics that may hinder an individual's hiring promotion or participation in the labor force. Identification of these barriers will vary by location and labor market. Some examples of individuals who may face barriers to employment include: single parents, women, displaced homemakers, youth, public assistance recipients, older workers, substance abusers, teenage parents, certain veterans, ethnic minorities, and those with limited English-speaking ability or a criminal record or with a lack of education, work experience, credential, child care arrangements, transportation, or alternative working patterns.

Campaign Badge Veteran: A veteran who served on active duty during a war (e.g., WWII), action (e.g., Korea, Vietnam, Desert Storm, Operation Enduring Freedom) or in a campaign or expedition for which a campaign badge or an expeditionary medal has been authorized (e.g. Haiti, Somalia, Bosnia and Grenada). A complete listing is available on the following web site maintained by the Office of Personnel Management (OPM): <https://www.fedshirevets.gov/hire/hrp/vetguide/index.aspx>.

Carry-Over Registrants: This is an unduplicated count of enrolled participants from a previous grant award period who were unemployed at the end of the grant expiration date and who continued to seek employment and supportive services from the grantee in the next grant award period. All services provided to carry-over registrants are to be recorded in the grant period that such services are received. As examples:

- The initial grant award period was from July 1st through June 30th, and a participant was enrolled into the program but as of June 30th the participant was still unemployed. Therefore, the participant (who is still seeking employment and supportive services from the grantee) will be carried over into the next grant award cycle beginning July 1st.
- A participant was enrolled into the program on May 23rd and was still unemployed and seeking grantee assistance as of July 1st, therefore, this participant is carried over into the next grant award period.

- A participant was enrolled into the program on February 20th and entered employment on June 1st, therefore, this participant does not carry over into the next grant award period.

Note: Carry-over registrants are added to the total number of enrolled participants and are to be included in all applicable performance statistics, targeted sub-groups, and calculations (i.e., cost per placement, placement into employment rate, number retaining employment for 90 and 180 days, average hourly wage at placement, etc.). As examples:

- Twenty-five currently enrolled participants plus 10 carry-over participants from the previous grant award period equals 35 total enrolled participants.
- Out of the 35 enrolled participants, 27 were successful in gaining employment; therefore, the grantee achieved a 77% placement into employment rate (27 entered employments divided by 35 total enrolled participants equals 77%).
- Out of 35 enrolled participants, 27 were successful in gaining employment, and of those 27 who gained employment, 24 retained employment for 90 days, therefore, the grantee achieved an 89% 90-day retention in employment rate (24 retained employments divided by 27 total entered employments equals 89%).

Case Management: A client-centered approach in the delivery of intensive services, designed to prepare and coordinate comprehensive employment plans for participants, to assure access to the necessary training and supportive services, and to provide support during program participation and after job placement.

Case Manager: One who coordinates, facilitates, or provides direct services to a client or trainee from application through placement, post placement follow-up, or other case closing, exclusively, through periodic contact and the provision of appropriate assistance.

Classroom Training: Any training of the type normally conducted in an institutional setting, including vocational education, which is designed to provide individuals with the technical skills and information required to perform a specific job or group of jobs. It may also include training designed to enhance the employability of individuals by upgrading basic skills, throughout the provision of courses such as remedial education, training in the primary language of persons with limited English language proficiency, or English as a second language training.

Close Out: Grant close out is the process by which the federal grantor agency (in the case of VETS grants, Department of Labor) determines that all applicable administrative actions and all required work of the grant have been completed by the grantee and the grantor.

Cognizant Federal Agency: The federal agency that is assigned audit or indirect cost rate approval responsibility for a particular recipient organization by the Office of Management and Budget (OMB Circular A-87 and A-102 [20 CFR, Part 97]).

Community-Based Organization: A private non-profit organization that is representative of a community or a significant segment of a community and that has demonstrated expertise and effectiveness in the field of workforce investment. Faith-Based organizations are considered a subset.

Compensated Work Therapy (CWT): A Department of Veterans Affairs (DVA) sponsored program for veteran inpatients and outpatients provided for under 38 U.S.C. 1718(a). CWT incorporates a work regiment with monetary incentives. DVA reimbursements to participants who are in the program are related to their productive capabilities. Every effort is to be made to create a realistic work environment, so earnings should be commensurate with wages paid in the community for essentially the same quality and quantity of work and that payments to the patient be prompt and at regular intervals. Although industrial business practices are utilized to simulate usual working conditions, therapy is still the primary objective. The Department of Labor, Veterans' Employment and Training Service encourages and supports the use and integration of CWT to benefit the Homeless Veterans' Reintegration Program (HVRP) and Veterans' Workforce Investment Program (VWIP) enrolled participants by improving their job readiness. For HVRP and VWIP purposes, CWT is considered a supportive service and is not to be considered a placement into unsubsidized employment.

Cost Per Placement: The cost per placement into unsubsidized employment is obtained by dividing the total HVRP/VWIP funds expended by the total number of enrolled participants placed into employment. As examples:

- As of the 2nd quarter, the grantee expended \$150,000 and placed 50 enrolled participants into employment, therefore, the grantee cost per placement was \$3,000 (\$150,000 expended divided by 50 enrolled participants into employment equals \$3,000 cost per placement).
- As of the 90-day final report, the grantee expended \$300,000 and placed 100 enrolled participants into employment, therefore, the grantee cost per placement was \$3,000 (\$300,000 expended divided by 100 enrolled participants placed into employment equals \$3,000 cost per placement).

Counseling/Vocational Guidance: A form of assistance that provides guidance in the development of a participant's vocational goals and the means to achieve those goals; and/or assist a participant with the solution to one or more individual problems that may pose a barrier(s) to sustained employment. The participant is achieving vocational goal (e.g. PTSD counseling substance abuse, counseling job training, etc.).

Counselor (Employment/Vocational): A trained and qualified professional authorized to provide direct assistance (beyond advising and informing) through planning, testing, training, and otherwise readying an individual for sustained employment.

Covered Veteran. Any of the following; (1) disabled veterans; (2) veterans who served on active duty in the Armed Forces during a war or in a campaign or expedition for which a campaign badge has been authorized; (3) veterans who, while serving on active duty in the Armed Forces, participated in a United States military operation for which an Armed Forces service medal was awarded pursuant to Executive Order No. 12895; or (4) Recently Separated Veterans.

Customized Training: A training program designed to meet the special requirements of an employer who has entered into an agreement with a Service Delivery Area to hire individuals who are trained to the employer's specifications. The training may occur at the employer's site or may be provided by a training vendor able to meet the employer's requirements. Such training usually requires a commitment from the employer to hire a specified number of trainees who satisfactorily complete the training.

Department or Agency: Any agency of the Federal Government or the District of Columbia, including any executive agency as defined in section 105 of Title 5 and the United States Postal Rate Commission.

Direct Placements Into Unsubsidized Employment: A direct placement into unsubsidized employment must be a placement made directly by staff with an established employer who covers all employment costs for 20 or more hours per week at or above the federal minimum wage. Day labor and other very short-term placements should not be recorded as placements into unsubsidized employment. Grantees can report and take credit for one (1) direct placement into unsubsidized employment per enrolled eligible participant. See *Entered Employment*

Disabled Veteran: (1) A veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary, or (2) A person who was discharged or released from active duty because of a service-connected disability.

Disallowed Costs: Charges to a grant that the grantor agency (or its representative) determines to be unallowable in accordance with the applicable Federal Cost Principles or other conditions in the grant.

DVET: Director of Veterans' Employment and Training

DVOP (Disabled Veterans' Outreach Program): A program of federal assistance through grants to states to staff full-time and half-time DVOP Specialists as the state determines appropriate and efficient to carry out intensive services in accordance with 38 U.S.C. 4103A.

Economically Disadvantaged: An individual who (a) receives, or is a member of a family that receives, cash welfare payments under a federal, state, or local welfare program; (b) has, or is a member of a family that has, received a total family income for the 6-month period prior to application for the program involved (exclusive of unemployment compensation, child support payments, and welfare payments) which, in relation to family size, was not in excess of the higher of (i) the official poverty line (as defined by the Office of Management and Budget, and revised annually in accordance with section 673 (2) of the Omnibus Budget Reconciliation Act of 1981 (42 U.S.C. 9902[2]), or (ii) 70 percent of the lower living standard income level; (c) is receiving (or has been determined within the 6-month period prior to the application for program involved to be eligible to receive) food stamps pursuant to the Food Stamp Act of 1977; (d) qualifies as a homeless individual under section 103 of the Stewart B. McKinney Homeless Assistance Act; (e) is a foster child on behalf of whom state or local government payments are made; or (f) in cases permitted by regulations of the Secretary of Labor, is an individual with a disability whose income meets the requirements of clause (a) or (b), but who is a member of a family whose income does not meet such requirements.

Eligible: Meeting the minimum requisite qualifications to be considered for the provision of services or entry into a position under a funded program or as required by law.

Employability Development Services (EDS): This includes services and activities that will develop or increase the employability of the participant. Generally, this includes vocational counseling, classroom and on-the-job training, pre-employment services (such as job-seeking skills and job search workshops), temporary or trial employment, sheltered work environments and other related services and activities. Planned services should assist the participant in addressing specific barriers to employment and finding a job. These activities may be provided by the applicant or by a sub-grantee, contractor, or another source such as the local Workforce Investment Act program or the DVOP personnel or LVERs. Such services are not mandatory but entries should reflect the services described in the application and the expected number of participants receiving or enrolled in such services during each quarter. Participants may be recorded more than once if they receive more than one service.

Employment Development Plan (EDP): An individualized written plan or intervention strategy for serving an individual which, as a result of an assessment of the veteran's economic needs, vocational interests, aptitudes, work history, etc., defines a reasonable vocational or employment goal and the developmental services or steps required to reach the goal and which documents the accomplishments made by the individual.

Employment Service: The state-level organization or public labor exchange system affiliated with the Department of Labor's United States Employment Service.

Employment Service Delivery System: A service delivery system at which or through which labor exchange services, including employment, training, and placement services are offered in accordance with the Wagner-Peyser Act.

Enlistments: Individuals who have expressed an interest, signed up for a workshop, or enrolled in the program.

Entered Employment: Enrolled eligible participants who were placed in jobs or otherwise obtained employment as a result of grantee services used or received. Grantees are allowed to report and take credit for one (1) placement per enrolled eligible participant.

Entered Employment Rate: This is a method used to determine the percentage of participants who become employed during the grant award period. The percentage is calculated by dividing the total number of participants who were enrolled in the program (including carry-over participants from the previous grant award who were still unemployed at the end of the grant period) by the number of participants who were placed into jobs or otherwise obtained employment as a result of grantee services used or received. See *Carry-over Registrants*

Enrolled Veteran: Shall be synonymous with the term participant. This is a veteran who has been determined eligible for services at intake and who is receiving or scheduled to receive training services.

ETA 9002: Report reflects total services by Service Delivery Point (SDP) State Merit Staff.

Faith-Based Organization: See *community-based organization*

Follow-up: The tracking of clients for a period of time up to 180 days after initial placement into employment, last referral date for services, or completion of training programs to determine current status, outcome or whether to offer additional services (such as additional referral, job retention advisement, etc.).

Full-Time Equivalent (FTE): A personnel charge to the grant equal to 2,080 hours per year.

FY—Fiscal Year: For federal government purpose, any 12-month period beginning on October 1 and ending on September 30.

General Equivalency Diploma (GED): A high school equivalency diploma that is obtained by passing the General Educational Diploma Equivalency Test that measures the application of skills and knowledge generally associated with four (4) years of traditional high school instruction.

Grant Officer's Technical Representative (GOTR): An individual (usually the DVET) serving on behalf of the Grant Officer who maintains and ensures the integrity of the approved grant agreement by reviewing and making recommendations regarding technical matters not involving a change in scope, cost, or conditions.

Homeless or Homeless Individual: Includes persons who lack a fixed, regular, and adequate nighttime residence. It also includes persons whose primary nighttime residence is either a supervised public or private shelter designed to provide temporary living accommodations; an institution that provides a temporary residence for individuals intended to be institutionalized; or a private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings. [Reference 42 U.S.C., Section 11302 (a)].

Indirect Cost: A cost that is incurred for a common or joint purpose benefiting more than one cost objective and that is not readily assignable to the cost objective specifically benefited. All indirect costs are considered administrative costs for HVRP/VWIP purposes, therefore, administrative costs including indirect costs shall not exceed 20 percent of the total grant award.

In-kind Services: Property or services that benefit a federally-assisted project or program and that are contributed without charge to the grantee.

Institutional Skills Training: Training conducted in an institutional setting and designed to ensure that individuals acquire the skills, knowledge, and abilities necessary to perform a job or group of jobs in an occupation for which there is a demand.

Intake: A process for screening individual applicants for program eligibility or making level of need determinations; making an initial determination of what services or program can best benefit the applicants; providing information about services, program eligibility, and the availability of those services, and the routing or selecting of individual applicants for particular service delivery or program participation.

Intensive Services: The provision of concentrated staff services to clients who indicate the need for facilitation or interventions to secure lasting employment. The case management approach to service delivery is a viable model for successfully providing such services and obtaining the clients goals.

Job Club Workshop/Activities: A form of job search assistance provided in a group setting. Usually job clubs provide instruction and assistance in completing job applications and developing resumes and focus on maximizing employment opportunities in the labor market and developing job leads. Many job clubs use telephone banks and provide group support to participants before and after they interview for job openings.

Job Development: The process of marketing a program participant to employers, including informing employers about what the participant can do and soliciting a job interview for that individual with the employer (targeted job development). Includes the development of one or more job openings or training opportunities with one or more employers using a variety of techniques and means of contact.

Job Placement Services: Geared toward placing participants in jobs and may involve activities such as job search assistance, training, or job development. These services are initiated to enhance and expedite participants' transition from training to employment.

Job Search Assistance: An activity that focuses on building practical skills and knowledge to identify and initiate employer contact and conduct successful interview with employers. Various approaches may be used to include participation in a job club, receive instruction in identifying personal strengths and goals, resume application preparation, learn interview techniques, and receive labor market information. Job search assistance is often self-service activity in which individuals obtain information about specific job openings or general jobs or occupational information.

Labor Exchange: Refers to the services provided to job seekers and employers by State Employment Services Agencies, or other designated entities. Preparatory services to job seekers may include assessment, testing, counseling, provision of labor market information, targeted job development, resulting in job referral and follow-up with former applicants and prospective employers. Employer-oriented services may include accepting job orders, screening applicants, referring qualified applicants and providing follow-up to foster job retention and develop additional job openings or training opportunities.

Labor Exchange Delivery System (LEDS): Describes the system of matching jobs and training opportunities with applicants operating with federal employment and job training funds.

Labor Force: The sum of all civilians classified as employed and unemployed and members of the Armed Forces stationed in the United States. [Bureau of Labor Statistics Bulletin 2175].

Labor Market Area: An economically-integrated geographic area within which individuals can reside and find employment within a reasonable distance or can readily change employment without changing their place of residence.

Life Skills/Money Management Training: Activities and guidance provided to enrolled participants regarding the building of life skills including personal financial management, work ethics, development of supportive social networks, meal planning and preparation, personal hygiene and grooming, etc.

Literacy and Bilingual Training: See *Adult Basic Education*

LVER (Local Veterans' Employment Representative Program): A program of federal assistance through grants to states to staff and support an allocated position level, appointed full-time or assigned half-time in accordance with 38 U.S.C. 4104 to perform a number of duties, to include: outreach to employers; conducting seminars; conducting job search workshops and job search groups; and facilitating employment, training, and placement services.

Minimum Economic Need: The level of wages paid to a program participant that will enable that participant to become economically self-sufficient.

Minority Veterans: For the purposes of the HVRP and VWIP programs, veterans who are Workforce Investment Act (WIA) eligible and are members of the following ethnic categories: African American, Hispanic, American Indian or Alaskan Native, Asian or Pacific Islander.

National Veterans' Training Institute (NVTI): An agency contracted with USDOL/VETS to further develop and enhance the professional skills of veterans' employment and training service providers throughout the United States.

Newly Separated Veteran: A veteran who has been released from active duty within the last 36 months.

Number Referred to VA for Benefits: An unduplicated count of the number of enrolled participants who were referred to the Department of Veterans Affairs for services and benefit claims.

Number Retaining Job for 90 Days: To be counted as retaining a job for 90 days, continuous employment with one or more employers for at least 90 days must be verified and the definition for either direct placement or assisted placement into unsubsidized employment met. This allows clients who have moved into a position with a different employer to be recorded as retaining the job for 90 days as long as the client has been steadily employed for that length of time.

Number Retaining Job For 180 Days: To be counted as retaining a job for 180 days, continuous employment with one or more employers for at least 180 days must be verified, and the definition for either placement or assisted placement into unsubsidized employment above is met. This allows clients who have moved into a position with a different employer to be recorded as retaining the job for 180 days as long as the client has been steadily employed for that length of time.

Occupational Skills Training: Includes both (1) vocational education that is designed to provide individuals with the technical skills and information required to perform a specific job or group of jobs, and (2) on-the-job training.

Offender: Any adult or juvenile who has been subject to any stage of the criminal justice process for whom services under this program may be beneficial or who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.

On-the-Job Training (OJT): Training by an employer that is provided to a paid participant while engaged in productive work in a job that: (a) provides knowledge or skill essential to the full and adequate performance of the job; and (b) provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training and additional supervision related to the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate. Usually in the OJT agreement, there is a promise on the part of the employer to hire the trainee upon successful completion of the training.

On-Site Industry-Specific Training: This is training that is specifically tailored to the needs of a particular employer and/or industry. Participants may be trained according to specifications developed by an employer for an occupation or group of occupations at a job site. Such training is usually presented to a group of participants in an environment or job site representative of the actual job/occupation, and there is often an obligation on the part of the employer to hire a certain number of participants who successfully complete the training.

One-Stop/One Stop Service Delivery Point (SDP): A location that connects employment, education, and training services into a coherent network of resources at the local, state, and national level.

Order of Precedence: In the event of any inconsistency between any provisions of the HVRP/VWIP grants, the following order of precedence shall apply: 1) Special Provisions; 2) General Provisions; 3) Applicable Solicitation for Grant Applications; and 4) Grantee's Application for Federal Assistance.

Outreach: An active effort by program staff to encourage individuals in the designated service delivery area to avail themselves of program services.

Outside Funds: Resources pledged to the grant program that have a quantified dollar value. Such resources may include training funds from programs such as WIA Title I that are put aside for the exclusive use by participants enrolled in a program. Outside funds do not include in-kind services.

Participant: An individual who has been determined to be eligible to participate in and who is receiving services (except follow-up services) under the program. Participation shall be deemed to commence on the first day, following determination of eligibility, on which the individual began receiving subsidized employment, training, or other services provided under the program. An individual who receives only outreach and/or intake assessment services does not meet this definition.

Participants Enrolled: A participant should be recorded as having been enrolled when an intake form has been completed, and services, referral, and/or employment has been received through the program. This will be an unduplicated count over the performance period (i.e., each participant is recorded only once, regardless of the number of times she or he receives assistance).

Participants Services: This cost includes supportive, training, or social rehabilitation services, which will assist in stabilizing the participant. This category should reflect all costs other than administrative.

Placed Into Transitional Or Permanent Housing: A placement into transitional or permanent housing should be recorded when a veteran served by the program upgrades his/her housing situation during the reporting period from shelter/streets to transitional housing or permanent housing or from transitional housing to permanent housing. Placements resulting from referrals by staff shall be counted. This item is, however, an unduplicated count over the year, except that a participant may be counted once upon entering transitional housing and again upon obtaining permanent housing.

Placement into Employment: The act of securing unsubsidized employment for or by a participant (also see entered employment). Grantees are allowed to report and take credit for one (1) placement (or entered employment) per enrolled eligible participant.

Placement Rate: This is a method used to determine the percentage of participants who become employed. The figure is calculated by dividing the number of total participants who were registered for services and enrolled in the program by the number of applicants or program participants who were placed into employment or otherwise entered employment.

Pre-apprenticeship Training: Any training designed to increase or upgrade specific academic, or cognitive, or physical skills required as a prerequisite for entry into a specific trade or occupation.

Pre-enrollment Assessment: The process of determining the employability and training needs of individuals before enrolling them into the program. Individual factors usually addressed during pre-enrollment assessment include: an evaluation and/or measurement of vocational interests and aptitudes, present abilities, previous education and work experience, income requirements, and personal circumstances.

Preference: The application of priorities in the consideration and selection through appointment or assignment of staff to funded positions, or in the provision of direct services and order of referral to listed openings in the order designated by statute regulation, and grant agreement.

Priority of Service: With respect to any qualified job-training program funded by the Department of Labor, that a covered person shall be given priority over a non-veteran for the receipt of employment, training, and placement services provided under that program, not withstanding any other provision of law.

Program Resources: Includes the total of both program or grant and outside funds.

Program Year (PY): The 12-month period beginning July 1 in the fiscal year for which the appropriation is made, and ending on the following June 30.

Qualified (for employment): Having the ability to perform the essential functions of the position with or without reasonable accommodation for an individual with a disability.

Qualified (for job training program): Any workforce preparation, development, or delivery program or service that is directly funded, in whole or in part, by the Department of Labor.

Rate of Placement Into Unsubsidized Employment:

The rate of placement into unsubsidized employment is obtained by dividing the number placed into unsubsidized employment, plus the number of assisted placements into unsubsidized employment by the number of clients enrolled.

Recently Separated Veteran: Refers to an individual who applies for program participation or assistance within 48 months of separation from active U.S. military service [29 U.S.C. 1503 (27) (c)].

Remedial Education: Education instruction, particularly in basic skills, to raise an individual's general competency level in order to succeed in vocational education or skill training programs or employment.

Service Connected Disabled: A veteran with a service-connected disability rated by the Department of Veterans Affairs at any level (0% to 100%).

Service Delivery Point (SDP): Includes offices of the public employment delivery system operated directly or by contract with the State Workforce Agency as grantee within a State and may include One-Stop Career Centers, local employment service offices, and any satellite or itinerant offices at which labor exchange services are available.

Solicitation for Grant Applications (SGA): A document that provides the requirements and instructions for the submission by eligible applicants identified in the document's text of requests for federal domestic assistance (funds) for one or more programs or grants-in-aid.

Special Disabled Veteran: (1) A veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary for a disability rated at (a) 30 percent or more, or (b) 10–or 20 percent in the case of a veteran who has been determined under section 3106 of this title to have a serious employment handicap; or (2) a person who was discharged or released from active duty because of a service-connected disability.

Stand Down: An event held in a local community where a variety of social services are provided to homeless veterans. Stand Down organizers partner with local businesses and social service providers such as the State Workforce Agency including the Disabled Veterans' Outreach Program (DVOP) and Local Veterans' Employment Representative (LVER)

staff, Department of Veterans' Affairs, Department of Health and Human Services, Federal Emergency Management Agency (emergency food and shelter grants), Veteran Service Organizations, and local non-profit organizations including faith-based and community-based organizations. The Director for Veterans' Employment and Training Service (DVET) is a vital link to determining the needs of veterans within his/her respective State. VETS encourages and supports local Stand Down Events and may award up to \$8,000 per event per year. The DVET is the primary point of contact for all Stand Down inquiries.

State: Each of the States of the United States, the District of Columbia, the Commonwealth of Puerto Rico, Guam, American Samoa, the Virgin Islands, the Commonwealth of the Northern Marianas Islands, and the Trust Territory of the Pacific Islands.

State Workforce Agency (SWA): The state-level organization, as affiliated with the former United States Employment Service.

Subgrant: An award of financial assistance in the form of money, or property in lieu of money, made under a grant by a grantee to an eligible subgrantee.

Subgrantee: The government or other legal entity to which a subgrant is awarded and which is accountable to the grantee for the use of the funds provided.

Suitable Employment: See *Unsubsidized Employment*

Substance Abuser: An individual dependent on alcohol or drugs, especially narcotics, whose dependency constitutes or results in a substantial barrier to employment.

Supportive Services: Services that are necessary to enable an individual eligible for training, but who cannot afford to pay for such services, to participate in a training program funded under the grant. Such supportive services may include transportation, health care, financial assistance (except as a post-termination service), drug and alcohol abuse counseling and referral, individual and family counseling, special services and materials for individuals with disabilities, job coaches, child care and dependent care, temporary shelter, financial counseling, and other reasonable expenses required for participation in the training program and may be provided in-kind or through cash assistance.

Targeted Job Development: The identification and marketing of a group of qualified applicants with similar occupations or employment barriers requiring personal visitation/phone contact with those employers likely to employ these individuals.

Total Planned Expenditures: Identified forecasted financial needs to accomplish programmatic objectives broken down into fiscal quarters.

Unpaid Work Experience: When an enrolled participant performs specific duties on a voluntary basis (does not receive any financial compensation) and gains specific work experience and/or skills.

Unsubsidized Employment: Employment not financed from funds provided under the grant. In the grant program, the term “adequate” or “suitable” employment is also used to mean placement in unsubsidized employment that pays an income adequate to accommodate the participants’ minimum economic needs.

Upgrading or Retraining: Training given to an individual who needs such training to advance above an entry-level or dead-end position. This training shall include assisting enrolled eligible veterans in acquiring needed state certification to be employed in the same field as they were trained in the military (e.g., Commercial Truck Driving License [CDL], Emergency Medical Technician [EMT], Airframe & Power Plant [A&P], Teaching Certificate, etc.).

Veteran for HVRP and VWIP Purposes: The term “veteran” means a person who served in the United States active military, naval, or air service, and who was discharged or released there from under conditions other than dishonorable [38 U.S.C 101 (2)].

Veterans’ Workforce Investment Program (VWIP): Competitively awarded employment and training grants to meet the needs of veterans with significant barriers to employment, with service-connected disabilities, who served on active duty in the armed forces during a campaign or expedition for which a campaign badge has been authorized, and recently separated veterans. The U.S. Department of Labor’s, Veterans’ Employment and Training Service awards VWIP grants as authorized under the Workforce Investment Act (WIA), Section 168.

Vocational Exploration Training: Through assessments such as interest inventories and/or counseling, a process of identifying occupations or occupational areas in which a person may find satisfaction and potential, and for which his or her

aptitudes and other qualifications may be appropriate.

Vocational Guidance: The provision of information, suggestions, and advice through discussion with individuals who are considering a geographical or vocational choice or change, relating to their career decision.

Wartime Veteran: See *Campaign Veteran*

Welfare and/or Public Assistance Recipient: An individual who, during the course of the program year, receives or is a member of a family who receives cash welfare or public assistance payments under a federal, state, or local welfare program.

Workforce Investment Act (WIA): The purpose of this Act is to establish programs to prepare youth and unskilled adults for entry into the labor force and to afford job training to those economically disadvantaged individuals and other individuals, including veterans, who face serious barriers to employment and who are in need of such training to obtain prospective employment. The Act requires the Assistant Secretary for Veterans’ Employment and Training to consult with the Secretary of the Department of Veterans Affairs to ensure that programs funded under VWIP of this Act meet the employment and training needs of service-connected disabled, campaign, and recently separated veterans and are coordinated, to the maximum extent feasible, with related programs and activities.

Work Experience: A temporary activity (6 months or less) that provides an individual with the opportunity to acquire the skills and knowledge necessary to perform a job, including appropriate work habits and behaviors, and which may be combined with classroom or other training. When wages are paid to a participant on work experience and when such wages are wholly paid for under WIA, the participant may not receive this training under a private, for profit employer.

Young Adults: Commonly thought of as individuals between 18 to 24 years of age. Some programs are designed for young adults.

Youth: Commonly thought of as individuals between the ages of 13 and 18.

