

Appendix 18 Glossary

AMERICA'S CAREER INFORMATION NETWORK (ACINet): Website with wages, employment trends, occupational requirements, state-by-state labor market conditions, millions of employer contacts nationwide, and the most extensive career resource library online. It is funded by the Department of Labor and is a component of the agency's CareerOneStop.

AMERICA'S JOB BANK (AJB): The largest and one of the busiest job banks on the Internet. Job seekers can post their resume where thousands of employers search every day, search 1 million job postings, and find their dream job. Employers can post job listings in the nation's largest online labor exchange, create customized job orders, and search resumes automatically to find the right people fast. It is funded by the Department of Labor and a component of the CareerOneStop. America's Job Bank (AJB) is the largest and one of the busiest job banks on the Internet. VR&E uses America's Job Bank database and design for a similar Website for veterans.

AMERICA'S SERVICE LOCATOR (ASL): The newest part of America's CareerOneStop funded by the Department of Labor. Employers and jobseekers can find the services they need at a convenient Career One-Stop Center by entering their zip codes.

APPLICANT: Status of a veteran whose application, VA Form 28-1900, has been received and is being reviewed by VR&E to see if he or she is eligible for Chapter 31 services.

BALANCED SCORECARD: A measurement system used by the Veterans Benefits Administration. It consists of five core performance measures that are used throughout the organization.

BENEFITS DELIVERY NETWORK (BDN): The major computer system used by the Department of Veterans Affairs to process claims, records and fiscal awards. This data base is the source of the veteran's master records. Also, know as the TARGET system (a carry over name from the original installation in the late 1970s).

BUSINESS LINE: In VBA, all processes and functions that directly relate to or support one of the major benefit programs as outlined in Title 38 USC. VBA has six business lines: Compensation, Pension, Education, Loan Guaranty, Vocational Rehabilitation and Employment, and Insurance.

CAREER ONE STOP (formerly known as America's Career Kit): A suite of electronic tools including: America's Job Bank, America's Career InfoNet, and America's Service Locator. The tools were developed and are maintained through the leadership of the U.S. Department of Labor and in partnership with state workforce agencies, local workforce service delivery providers and education and training institutions and private sector organizations.

CASE MANAGER: The employee responsible for oversight of all services provided to a participant. The Case Manager provides direct services in those areas he or she has expertise; others may provide supportive or ancillary services.

CHAPTER 18: A Title 38 USC Program to provide vocational training and rehabilitation for Vietnam veterans' children with spina bifida and other covered birth defects.

CHAPTER 31: A Title 38 USC Program to provide for all services and assistance to enable veterans with service-connected disabilities to achieve maximum independence in daily living, and, to the extent feasible, to become employable and to obtain and maintain suitable employment.

CHAPTER 35: A Title 38 USC Program to provide special restorative training to spouses and children who might otherwise qualify for Dependents Educational Assistance in Chapter 31.

CHAPTER 36: A Title 38 Program to provide Educational and Vocational Counseling to honorably discharged veterans within 180 days of planned discharge or 1 year after discharge or to others eligible to receive other VA programs.

CLAIM: Also called application. A communication of any kind from a veteran or his or her representative requesting a determination of entitlement or evidencing a belief in entitlement to a specific benefit.

COMPUTER OUTPUT IDENTIFICATION NUMBER (COIN): A code number that identifies specific collections of management data.

COMBINED DEGREE: The combined degree of disability is expressed as a percentage (from zero to 100 in increments of 10) and represents the overall disabling effect of service-connected disabilities on a veteran.

CONTRACT SERVICE PROVIDER: A contractor hired to provide specific services.

CORPORATE WINRS (C-WINRS): An automated Case Management system used by VR&E staff to track and manage caseloads and program costs.

DEPARTMENT OF DEFENSE (DoD): The federal agency responsible for the management of members of the United States Armed Forces, to include the Army, Navy, Air Force and Marines.

DEPARTMENT OF LABOR (DOL): A federal agency that is the funding source for the Veterans Employment and Training Service (VETS). State Employment Services' veterans programs include the Disabled Veterans' Outreach and Local Veterans' Employment Representative programs.

DEPENDENTS: Qualifying dependents for VA benefit purposes are a veteran's spouse and child (natural child, adopted child, or stepchild). A veteran's mother or father may also be considered a dependent generally if there is financial need and he or she is otherwise entitled.

DISABILITY COMPENSATION: A monetary benefit paid to veterans for service-connected disability.

DISABLED TRANSITION ASSISTANCE PROGRAM (DTAP): A workshop implemented jointly by DoD, DOL, and VA, along with representatives of Veterans Service Organizations, to provide benefit information and assistance to disabled service members who are transitioning from military service to civilian life. Each agency's responsibilities are outlined in a memorandum of understanding.

DISABLED VETERANS' OUTREACH PROGRAM (DVOP): Program funded by the Department of Labor that provides employment and employability development services to disabled veterans and to economically disadvantaged veterans through a system of state-employed specialists. DVOP specialists also inform service members about to separate from active duty through the Transition Assistance and the Disabled Transition Assistance Programs.

DISALLOWED (DISALLOWANCE): The process or status of a veteran or a dependent who is found not eligible or not entitled for the specific benefits for which he or she applied.

DISCONTINUED: Status of a case that does not result in successful completion of either an evaluation or a planned set of services.

ELIGIBILITY DETERMINATIONS: A legal decision, which may be made by an Adjudicator or VR&E staff member, indicating that a veteran meets the requirements for Chapter 31 benefits.

EMPLOYMENT HANDICAP: An impairment of the veteran's ability to prepare for, obtain, or retain employment consistent with the veteran's abilities, aptitudes and interests.

EMPLOYMENT SERVICES: A series of services to help the Chapter 31 participant find suitable employment. These services include resume preparation, interviewing assistance, assistive technology as needed, labor market information and self-directed job search via networking and electronic databases.

EMPLOYMENT SPECIALIST: A VR&E employee whose duties include providing job ready services and working with employers to help veterans with service-connected disabilities obtain suitable jobs.

ENTITLED: A term applied to a veteran who was found entitled for Chapter 31 benefits based on a service-connected disability and an employment handicap.

EVALUATION AND PLANNING: The stage in the vocational rehabilitation process in which entitlement to services is determined. The veteran's need for specific rehabilitation services is evaluated, and if entitled, the veteran and the Counselor develop a plan of services that will be necessary to obtain and maintain suitable employment.

EVALUATION FOR ENTITLEMENT FOR A PROGRAM OF REHABILITATION

SERVICES: The process used to determine degree of service-connected veteran's employment handicap, the course of rehabilitation, and the feasibility in obtaining a vocational goal.

EXTENDED EVALUTATION: Status of a veteran with a serious employment handicap to allow more time to determine the current feasibility of the veteran's achieving a vocational goal when this decision reasonably cannot be made on the basis of information developed during the initial evaluation. See also **INDIVIDUALIZED EXTENDED EVALUATION PLAN**.

FISCAL YEAR: A 12-month period at the end of which all accounts are completed in order to furnish a statement of financial condition. The federal government's Fiscal Year begins on October 1 and ends on September 30.

FUNCTIONAL CAPACITY EVALUATION (FCE): Technology that provides a systematic method of measuring a person's ability to perform meaningful tasks on a safe and reliable basis.

INDEPENDENT LIVING (IL): A program tailored to the Chapter 31 veteran whose service-connected disability or disabilities and overall condition make employment goals infeasible at that time. The program might incorporate such devices and services as assistive technology, IL skills training, or connection to community-based support services to improve the quality of life with the hope of employment later. An IL determination is made by VR&E counselor who may use personal interviews, consultation with other professionals who may be providing medical or support services, feedback from family members, and additional assessment if necessary to decide the services needed.

INDEPENDENT LIVING STATUS: The status when the focus is to help the veteran gain maximum independence in daily living. By definition, all veterans entering this status must have been found to possess a Serious Employment Handicap and the acquisition of a vocational goal has been determined to be not reasonably feasible at that time.

INDIVIDUALIZED EMPLOYMENT ASSISTANCE PLAN (IEAP): A plan written by the VR&E Case Manager and the veteran when the veteran has the skills making them employable and is, at a minimum, 60 days from job seeking. The plan takes into account the most current and projected labor market information and defines the vocational goal. The plan can include acquiring tools the veteran may need in his or her job search, information about employer incentives, or identification of the need for short term or supplemental training.

INDIVIDUALIZED EXTENDED EVALUATION PLAN (IEEP): A plan written with a veteran based upon current evidence of record including psychometrics, medical reports, and socioeconomic data. Employment or employment-based training may not be currently feasible.

INDIVIDUALIZED INDEPENDENT LIVING PROGRAM (IILP): A rehabilitation plan for participants for whom regular vocational training or employment is not considered to be currently feasible. This plan emphasizes tasks and functions that would increase the independence of the veteran for normal daily living skills.

INDIVIDUALIZED WRITTEN REHABILITATION PLAN (IWRP): This plan outlines the rehabilitation services including, if appropriate, the participant's training needs in order to become employable. The plan takes into account the veteran's transferable skills, limitations due to the disabilities, test results, work experience, education, military background and interests. Analysis of the data and the most current and projected labor market information form the basis of the plan.

INDIVIDUAL UNEMPLOYABILITY (IU): Compensation is paid at the 100 percent rate for veterans who are determined to be unemployable as a result of their service-connected disability.

INTERNATIONAL CLASSIFICATION OF FUNCTIONING, DISABILITY, AND HEALTH (ICF): An international classification protocol announced by the World Health Organization in 2001. It describes and measures health and disability by focusing on how people live with their health conditions and how these individuals can achieve productive, fulfilling lives.

INITIAL EVALUATION: The stage in the vocational rehabilitation process in which entitlement to services is assessed.

INSTITUTE OF HIGHER LEARNING (IHL): Usually a university, college or community college. Institutional training also includes unpaid or nominally paid OJT or work experience in a Federal, State, local, or Indian tribal government agency

INTERRUPTED STATUS: A temporary break in the training program during which a specific re-entrance date is scheduled or there exists a clear indication that the participant will re-enter training.

JOB READY: Status of veterans who are determined to be ready, willing and able to participate in job developmental activities.

LOCAL VETERANS' EMPLOYMENT REPRESENTATIVE (LVER): An employee of the State Employment Service who provides job development, placement, and support services to veterans.

MEMORANDUM OF UNDERSTANDING (MOU): A written statement outlining the terms of an agreement between two or more organizations.

MEDICAL FEASIBILITY: The physical and medical capacity to initiate and pursue a planned program of training or employment services.

MEDICAL REHABILITATION: Professional services and treatment programs (other than those types of vocational rehabilitation services provided under Chapter 31) as are necessary to restore, to the maximum extent possible, the physical, mental and psychological functioning of an ill or disabled person.

MEMO RATING: A preliminary disability rating decision completed by the Veterans Benefits Administration based upon examination of available medical evidence. The memo rating allows VR&E to begin working with the veteran before a permanent rating decision has been rendered.

ONLINE EMPLOYMENT RESOURCES: Employment services for veterans such as resume preparation and job searches that are on the Internet. These include the VR&E Webpage <http://www.vba.va.gov/bln/vre/vec.htm>, VR&E's Job Bank for veteran job seekers and employees <http://dva.jobsearch.org>, which uses the same database as DOL's America's Job Bank. <http://www.ajb.org>. DOL also maintains eVets <http://www.dol.gov/elaws/evets.htm>, a transition site for veterans.

ON-THE-JOB-TRAINING (OJT): A mode of training where the participant learns an occupation while working in a specific job as a trainee. Commonly lasts from a minimum of six months to a maximum of 24 months. A specific training outline is prepared before training to ensure that the participant is working towards the full skills of a journeyman in that occupation.

ORIGINAL CLAIM: A claimant's first application for a particular benefit.

ORIGINAL PLAN: An original Vocational Rehabilitation Plan.

OUTBASED PERSONNEL: VR&E staff in locations other than VA Central Office or in VA Regional Offices. Out-based personnel may be located in government buildings or in leased space.

OUTCOME MEASURE: An indicator used to gauge whether or not a program is achieving its intended results.

OUTCOME: Accomplishment of program objective attributable to program outputs.

PEACETIME VETERANS: Those veterans who served during a period not statutorily defined as a period of war.

PRISONER OF WAR (POW): Veterans who were forcibly detained (confined) by an enemy or hostile force while serving in active military status.

RANGE OF DISABILITIES: Extent of disability expressed as a percentage from zero percent (for conditions that exist but are not disabling to a compensable degree) to 100 percent, in increments of 10 percent. A disability is evaluated according to the VA Schedule for Rating Disabilities.

RATING SCHEDULE: Schedule for evaluating a disability for service-connected compensation. It is found in Title 38, Code of Federal Regulations, Part 4.

RE-ENTRANCE INTO TRAINING: An authorized resumption of training following a period of interruption, discontinuance or rehabilitation.

RE-EVALUATION COUNSELING: The process for a veteran who was approved for vocational rehabilitation but for a specific reason, has been asked to return to the counseling relationship for further services to either modify the plan or change the overall vocational goal.

REGIONAL OFFICE (RO): The Veteran Benefits Administration has 56 regional offices, at least one in each state (except Wyoming).

REHABILITATED: Status of a participant who has maintained suitable employment for a period of at least 60 days after achieving their vocational rehabilitation plan goals or the status of a veteran who was assessed 60 days after achieving their independent living rehabilitation plan goals.

REHABILITATION: A systematic process by means to which persons with physical or mental handicaps are provided the medical, social, education and vocational services they need to attain independence in the community and/or suitable gainful employment.

REHABILITATION COUNSELOR: See Vocational Rehabilitation Counselor (VRC).

REHABILITATION SERVICES: The stage in the vocational rehabilitation process in which veterans in training may receive a number of available benefits such as medical services, training opportunities, and counseling services.

REHABILITATION TO THE POINT OF EMPLOYABILITY STATUS: Status of participants who are receiving direct services such as training, counseling, medical assistance, mental health support, materials and supplies, and self-employment guidance.

REHABILITATION SERVICES ADMINISTRATION (RSA): The agency in the Department of Education that administers and oversees the State Vocational Rehabilitation Program.

SERIOUS EMPLOYMENT HANDICAP: A significant impairment, caused in part by a service-connected disability, in the veteran's ability to prepare for, obtain, or retain employment consistent with his or her abilities, aptitudes, and interests.

SERVICE-CONNECTED DISABILITY: A disabling condition that has resulted or was aggravated from an injury or illness while the veteran was serving on active duty in the military.

SPECIAL ADAPTIVE EQUIPMENT: Aids and devices, such as special tape recorders, listening devices, adaptive hardware and software, that enable a person to undertake and pursue employment and improve one's quality of life.

SPECIAL EMPLOYER INCENTIVE: This special incentive program pays employers for additional expenses which they incur when either providing direct employment or training Chapter 31 veterans in an OJT position.

SPECIAL RESTORATIVE TRAINING: Special training assistance above what is normally required. Usually dictated because of a severe disability or special problems caused by a physical or mental disability.

SPECIALIZED VOCATIONAL TRAINING: A special course of vocational training for an eligible dependent who requires this mode of training because of a mental or physical handicap.

SUBSISTENCE ALLOWANCE: A monthly payment to a disabled veteran while pursuing a program of vocational rehabilitation. The amount of allowance is based upon the veteran's type of training, amount of training time, and number of dependents.

SUITABLE EMPLOYMENT: A job that is consistent with the veteran's interests, aptitudes and abilities, and compatible with the limitations of any disabling condition present.

TRANSITION ASSISTANCE PROGRAM (TAP): A workshop with benefit information and resources for service members who are separating from the military and transitioning to civilian life. It is authorized by legislation and jointly implemented by DoD, DOL, and VA as agreed upon in a memorandum of understanding.

TITLE 38 UNITED STATES CODE: The Code of Federal Regulations that pertains to Veterans Benefits.

VETERANS EDUCATIONAL ASSISTANCE PROGRAM (VEAP): An educational program administered by the VA, also known as Chapter 32.

VETERAN: A person who served in the active military services for a time period prescribed by Congress and who has been discharged or released under conditions other than dishonorable.

VETERANS BENEFITS ADMINISTRATION (VBA): An organization in the Department of Veterans Affairs responsible for administering a variety of benefit programs. The programs include compensation, pension, vocational rehabilitation and employment, education, home loan guaranty, and life insurance.

VETERANS' EMPLOYMENT AND TRAINING SERVICE (VETS): DOL agency that administers and/or funds a number of employment and training programs, including job search and job placement services.

VETERANS SERVICE CENTER: A division within the VA Regional Office that handles compensation and pension claims. This office also provides assistance to veterans and their dependents by providing general information about VA benefits and assists them in filing applications.

VETERANS SERVICE ORGANIZATIONS (VSO): Organizations chartered by Congress or state governments to assist veterans in receiving benefits. These organizations provide support and advocacy for veterans.

VOCATIONAL REHABILITATION AND EMPLOYMENT OFFICER: VR&E official who supervises the VR&E staff within a state, a geographic area within a state or sometimes a region that may include more than one state. The VR&E Officer is located at a Regional Office and is responsible for oversight of program services being delivered.

VOCATIONAL REHABILITATION COUNSELOR (VRC): VR&E employee who provides the full range of rehabilitation services, encompassing responsibilities, which in the past were performed by the Counseling Psychologists and the Vocational Rehabilitation Specialist.

VOCATIONAL REHABILITATION SPECIALIST (VRS): VR&E employee who has the primary responsibility of serving as the Case Manager for a Chapter 31 participant. The VRS facilitates the veteran's process to becoming employable.

WARTIME VETERAN: Those veterans who served during a period statutorily defined periods of war such as World War I, World War II, Korea, Vietnam, and Persian Gulf.

