

# ***CROSS-SITE COMMON SERVICE CATEGORIES & DEFINITIONS***

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## **VOCATIONAL SERVICES**

### **1. VOCATIONAL ASSESSMENT/EVALUATION**

The comprehensive assessment of an individual's vocational skills, attitudes, behaviors, preferences, and interests, through a variety of formal and informal methods. Results in the formulation of a set of recommendations designed to encourage vocational development and progress based on the potential and capability demonstrated in the evaluation.

### **2. JOB DEVELOPMENT/FINDING: CLIENT SPECIFIC**

Direct and indirect contact with potential employers and/or networking with other individuals or organizations who have job information ON BEHALF OF AN INDIVIDUAL CLIENT.

### **3. JOB DEVELOPMENT/FINDING: NOT CLIENT SPECIFIC**

Direct and indirect contact with potential employers and/or networking with other individuals or organizations who have job information ON BEHALF OF ALL CLIENTS IN GENERAL WITHIN A VOCATIONAL PROGRAM.

### **4. COLLABORATION WITH AN EMPLOYER: CLIENT SPECIFIC**

Working with A SPECIFIC CLIENT'S EMPLOYER in order to help **identify**, resolve or prevent conflicts; to **negotiate reasonable accommodations**, job duties, schedules, approaches or techniques used for specific tasks, or any other area related to the client's employment.

### **5. COLLABORATION WITH AN EMPLOYER: NOT CLIENT SPECIFIC**

Working with employers in order to help resolve or prevent conflicts; to negotiate job duties, schedules, approaches or techniques used for specific tasks, or any other area related to the employment of clients from your program.

### **6. VOCATIONAL SUPPORT GROUPS**

Participation in facilitated discussions with other vocational rehab consumers away from the workplace and outside of work hours regarding employment related experiences.

### **7. COLLABORATION WITH FAMILY/ FRIENDS**

Direct or indirect communications with client's family member(s) and/ or friends regarding the employment experiences of the client, such as the importance of providing support and encouragement.

### **8. VOCATIONAL TREATMENT PLANNING/ CAREER DEVELOPMENT**

Following Vocational Assessment/ Evaluation, and with the involvement of the client, developing a written plan of action for finding or maintaining employment.

### **9. SKILLS TRAINING/ EDUCATION: OFF-SITE**

Training offered across several possible areas, including job seeking (e.g., interviewing, resume writing, developing job leads), work readiness (e.g., attendance, following instructions, grooming), social skills (e.g., greetings, conversations, understanding the intent of humor), and specific job skills (e.g., filing, answering telephones, using particular tools).

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### **10. VOCATIONAL COUNSELING: OFF-SITE**

Counseling, support, and problem solving related to employment provided by meeting with an individual client away from the work site and outside of work hours.

### **11. JOB SUPPORT: ON-SITE**

On-site counseling, support, and problem solving. Providing on-the-job help with vocational skills in different work situations and production levels, social skill in the work environment, and job-related skills; may include on-the-job training/assistance.

### **12. TRANSPORTATION**

Making arrangements for transportation to and from work. This may include identifying walking routes, developing car pool resources, identifying and practicing bus routes, or having someone actually transport the worker.

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### **NON-VOCATIONAL SERVICES**

#### **13. CASE MANAGEMENT**

Case managers assist individuals to access services and make choices about opportunities and services. They help primary consumers to make effective use of formal and informal helping systems to gather resources to live in the community.

#### **14. FAMILY/ COUPLES COUNSELING**

Therapeutic interaction with family members or significant others, with or without the presence of the individual to address the individual's therapeutic goals, by providing emotional support, developing insight, producing cognitive/behavioral change, improving decision-making and/or reducing stress. May include education about management of a behavioral health disorder, including relapse prevention and recovery strategies. May be provided to multiple families.

#### **15. EMERGENCY SERVICES**

This service provides immediate, short-term mental health services to all citizens who are experiencing an emergency or crisis situation. This service may be available in hospitals or other facilities.

#### **16. EVALUATION/ DIAGNOSIS**

An evaluation for the purposes of intake, treatment planning, eligibility determination or functional assessment by a qualified mental health professional. This includes psychiatric evaluation/ mental status by a psychiatrist or other qualified mental health professional for diagnostic or disposition purposes, commitment evaluation, psychosocial evaluation and psychological evaluation with or without testing.

#### **17. INDIVIDUAL COUNSELING**

Scheduled outpatient mental health services provided on an individual basis in a clinic, similar facility, or other location. These services may include diagnosis and evaluation, counseling, psychotherapy, behavior management for the purposes of developing insight, producing cognitive/behavioral change, improving decision-making and/or reducing stress.

#### **18. GROUP COUNSELING**

Psychotherapy provided to more than one client. Includes psychotherapy, activity group therapy, groups, etc. for the purposes of developing insight, producing cognitive/behavioral changes, improving decision-making and/or reducing stress.

#### **19. MEDICATION EVALUATION/MAINTENANCE**

Services provided by a physician to evaluate, prescribe and monitor medications for the treatment of psychiatric disorders. Includes medication review and administration services provided by a RN under the supervision/ order of a physician. Includes visits for the purpose of prescribing medication as well as for medication refills or dosage regulation. Medication service does not include methadone maintenance, etc. or detoxification.

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### **20. PARTIAL HOSPITAL PROGRAM**

This service is targeted to clients in need of stabilization through an active treatment environment. The goal is to maximize and individual's level of functioning in the community and to prevent acute inpatient care. This service will primarily be used for persons recently discharged from the hospital or individuals in immediate danger of rehospitalization.