**Human Service to Business Language**

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| **Human Service Terminology** | **Business Terminology** |
| Community Rehab Program/Org.  Mental Health Program/Org. | Employment Agency Employment Services Organization |
| Clients, Consumers, “My people” | Job Candidates Job Seekers  Human Resources Applicants  Potential Employees Talent/Talent Pool |
| Job Coach, Job Developer | Recruitment Specialist, Employment Consultant |
| Vocational Rehabilitation Counselor | Employment Counselor or Career Counselor |
| Supported/Community  Employment Services | Employment Services |
| Job Development | Recruitment Assistance or Assistance finding applicants/employees, Assistance with sourcing candidates, Assistance with hiring/staffing, Assistance with talent acquisition efforts |
| Job Analysis | Identifying job tasks and functions |
| Vocational Assessment  Community Based Assessment  Situational Assessment | Determination of work skills and career interests  Job Shadowing  Internship (or short-term internship)  Work Experience |
| Job Matching | Matching skills, qualifications and “fit” |
| Job Placement  Placing People | Assisting employers/businesses to find quality/qualified candidates (employees) |
| Job Modification  Assistive Technology/Devices  Job Accommodations  Reasonable Accommodations | Tools/strategies to help an employee perform their job  Enhancements to help employee productivity  (“accommodation” is not the most favorable term in the business world) |
| Universal Design | Modifications that can benefit everyone (employees, customers, etc.) |
| Job Carving/Customized Employment | Job Restructuring, Streamlining duties  (businesses see these as accommodations) |
| Job Coaching | Post-hire follow-up services, Retention Support |
| Social Integration | Opportunities meet/interact with co-workers |
| Natural Supports | Training and co-worker support offered by the employer |
| Job coaching, job counseling, modifications, intervention, site visits, fading, follow-along | Job Retention Services and Support,  Ongoing consultation and support |
| The Employer, My Employer, Placement Sites, Assessment Sites | Name of Company |
| Assistance with finding candidates, support through the hiring process/orientation, connecting with co-workers, support learning tasks/processes, support with acclimating to work environment and culture, support routine evaluation and feedback on new employee performance | Supporting the company with the onboarding process |