

FUNCTIONAL CAPACITY AREA & DEFINITION

Communication:

is a person's ability to transmit and/or receive information through spoken, written or other non-verbal means. The emphasis is on limitations resulting from the disability-related communication difficulty, not from a communication problem resulting from language or cultural differences.

SERIOUS LIMITATION

- Individual is not able to communicate effectively,
- or is dependent upon a person, service, device or alternate mode of communicating and/or augmentation in order to communicate,
- and may not be readily understood by others, or understand others.

POINTS TO CONSIDER

- Can't participate in conversation without speech-reading, sign language or other visual clues (language board, written aids), can't interpret telephone conversations even with amplification.
- Requires customized rehabilitation technology.
- Expressive communication is not intelligible to the general public
- Unable to receive meaningful communication or does so with extreme difficulty
- Requires a format other than standard print for written information.
- Communication such as echolalia, word salad and word finding difficulties would be included in this functional capacity area so long as it is severe enough to seriously limit the individual's expressive communication.

DIFFERENTIATION POINTS

- Work skills vs. Communication: When considering if a person might also have a serious limitation in work skills, assess if a person is able to learn new work skills once their communication difficulties have been accommodated. If the person can reasonably learn new work skills without additional accommodations then the person would probably not have a serious limitation in work skills.

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Interpersonal Skills:

are a person's ability to establish and/or maintain personal, family or community relationships as they affect job performance. This could include appropriate and acceptable behavior, ability to cooperate in a team setting, understanding, and use of tact as they affect a person's job performance and participation in work-related activities.

SERIOUS LIMITATION

- Individual has difficulty establishing and maintaining relationships;
- And/or exhibits behaviors which are socially unacceptable;
- And/or does not accept instructions and respond appropriately to criticism.

POINTS TO CONSIDER

- Routinely unable to participate in typical job preparation or work tasks due to social isolation/withdrawal or rejection by others.
- Unable to understand acceptable levels and types of personal interaction.
- Frequent conflict with fellow workers, supervisors or others.
- Serious problems in interpreting and responding appropriately to the behavior and communications of others.
- Often mistakes the intent of others and responds with extreme hostility/anger and may become violent in work settings
- Demonstrates extreme fear/anxiety during interaction with others

DIFFERENTIATION POINTS

- Communication vs. Interpersonal Skills: Determining if serious problems with interpreting and responding appropriately to the behavior and communications of others are due to interpersonal skills limitations or to problems with communication. If the person can reasonably interact with others once their communication difficulties have been accommodated than that person would probably NOT have a serious limitation with interpersonal skills.
- Self-Direction vs. Interpersonal Skills: Determine if the need for substantially more supervision than others is due to disorientation and confusion (self-direction) or to severe difficulty understanding acceptable levels and types of relationships (interpersonal skills.)

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Mobility:

is a person's ability to move to and from home and work or within a work environment, access and use transportation, as well as use of spatial and perceptual relationships. This may include limitations in terms of distance and/or terrain that can be traveled.

SERIOUS LIMITATION

- Most common life and work activities are impaired or prevented and/or the person usually requires assistance from others to get around the community;
- And/or their range of travel is severely limited; And/or they require modifications, adaptive technology
- And/or accommodations (not typically required by others) to move about the community

POINTS TO CONSIDER

- Unable to ambulate unassisted (i.e. requires wheelchair, attendant, sighted-guide)
- Unable to utilize public transportation unassisted
- Unable to travel unassisted in unfamiliar places. Unable to drive, due to impairing condition.
- Requires special adaptations or training that is currently not in place.
- Requires orientation and/or other mobility training.
- Conditions required for independent travel result in restricted employment possibilities and/or require accommodations.

DIFFERENTIATION POINTS

- Self Care vs. Mobility: If case manager is required for assistance in getting to appointments as part of a ongoing service plan this may be better reflected under self-care.

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Self-Care:

is a person's ability to independently perform activities of daily living, to participate in training or work-related activities, including eating, toileting, grooming, dressing, cooking, shopping, washing, housekeeping, money management and health and safety needs.

SERIOUS LIMITATION

- Person is dependent on others and/or requires extensive services or devices to complete these activities

POINTS TO CONSIDER

- Requires assistance on the job for personal needs.
- Requires extra monitoring or attention to prevent accident or injury.
- Unable to handle money or manage financial affairs.
- Requires routine assistance with medication and/or medical treatment compliance.

DIFFERENTIATION POINTS

- Self-Direction vs. Self-Care: A person who gets confused or disoriented or who needs cues or prompts to stay on task, resulting in the need for substantially more supervision than others has a SFL in self direction. Consider self care if the person's limitations mean they need to be monitored to be safe.
- Interpersonal Skills vs. Self-Care: A person who functions independently but needs supervision or accommodations to get along with others or to understand appropriate behavior has a limitation in interpersonal skills.
- Self-Care vs. Communication: A person who is dependent on someone else to complete applications or other written documents has a communication limitation rather than a self-care limitation.

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Self-Direction:

is a person's ability to independently plan, initiate, problem solve, organize, or carryout goal directed activities.

SERIOUS LIMITATION

- Individual requires supervision on an ongoing basis or has episodes during which they require supervision in order to begin or carry through on tasks, monitor one's own behavior, and make decisions.
- Requires customized technology to accommodate the lack of concentration or to remember instructions or to understand instructions

POINTS TO CONSIDER

- Requires supervision on a frequent basis.
- Confused or disoriented and requires constant supervision.
- Highly distractible/short attention span/severe difficulty concentrating on work.
- Difficulty shifting focus from one activity or task to another.
- Unaware of consequences or behavior.
- Unable to adjust own behavior appropriately.
- Unable to independently problem solve during job preparation and/or job performance.

DIFFERENTIATION POINTS

- Self direction issues can look like interpersonal skills issues. The difference is in whether or not the behavior involves relationships.
- Self direction issues are usually trouble with executive functions like planning and problem solving. The interpersonal skills issues are relationship ones.

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Work Skills:

are a person's ability to perform specific tasks required to carry out job functions as well as the capacity to benefit from training in the necessary skills.

SERIOUS LIMITATION

- Serious limitation means the individual, due to their disability, is not able to obtain or maintain employment normally available to persons of equivalent age and education
- and has very limited skills which could readily be used on a job which exists in the local economy, resulting in limited vocational options;
- And/or the individual, due to the disability, will require more training and supervision (not typically given to other trainees) to obtain/maintain work skills;
- And/or due to the disability, the individual will require accommodations in order to participate in and benefit from training.

POINTS TO CONSIDER

- Requires repeated demonstrations to learn work tasks.
- Consistently requires very concrete or single step instructions to perform work tasks.
- Can only learn tasks that are routine and repetitive.
- Requires accommodations or rehabilitation technology to participate in training to develop work skills.
- Unable to perform work tasks at the level of speed and/or quality expected of other workers.
- Existing work skills are not transferable as a result of the impairing condition(s).

DIFFERENTIATION POINTS

- It can be difficult to separate a serious limitation in work skills from other functional areas, especially work tolerance, interpersonal skills, self-direction or communication.
- Work skills have to do with learning and performing the tasks of the job.
- Work tolerance has to do with capacity and endurance.
- Interpersonal skills are the soft skills someone uses to get along on the job.
- Communication is the exchanging of information.
- All of these may be necessary for someone to perform the job, and all of them may affect the person's ability to perform job tasks, but they should not be confused with whether or not the consumer has work skills.
- Do not assume that because an individual might possibly require post secondary training or other skills training, that the person has a serious limitation in the area of work skills.

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Work Tolerance:

is a person's ability to fulfill the demands of the work place regardless of the work skills already possessed by the individual. Limitations may be due to physical disability, stamina, fatigue, effects of medication, or psychological factors.

SERIOUS LIMITATION

- A significant limitation indicates the individual will require modification, adaptive technology, and/or accommodations (not typically made for other workers) in terms of capacity or endurance.

POINTS TO CONSIDER

- Unable to consistently sustain the required level of work function due to physical or psychological restrictions.
- Requires modifications, adaptive technology and/or accommodations to perform work task.
- Requires assistance to determine which accommodations are appropriate.
- Has environmental restrictions that significantly limit the types of employment an individual can consider.
- Must build stamina to prepare for employment.

DIFFERENTIATION POINTS

- Work Tolerance vs. Self Direction. Attention or concentration due to self direction is about having problems in monitoring one's own actions or becoming distracted by externals. Attention or concentration issues due to work tolerance have to do with fatigue or endurance more in response to internal factors.
- Work tolerance vs. Work Skills. Work Tolerance is about physical or psychological capacity and endurance. Work skills have to do with learning and performing job tasks with or without accommodations.