# Vocational Rehabilitation Services Manual Part E – Appendices

Revised April 1, 2019

**E-100: Glossary**

**Customer Representative**

An individual who is designated by the customer to act on behalf of the customer or appointed by a court to act on the customer’s behalf.

**Consumable**

Consumable items are those that are typically used up and then replaced. Examples of consumable office supplies include paper, pens, file folders, post-it notes, and toner or ink cartridges.

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# Noncompetitive Purchase

The purchase of goods or services that involves dealing directly with the vendor using an application or enrollment process, or a purchase totaling less than $5,000.

**Non-consumable**

Non-consumable items are used repeatedly and for a long time. Examples of non-consumable items are computers, laptops, phones, power tools, and many of the assistive technology devices used by VR customers.

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# Substantial Gainful Activity (SGA)

Financial guideline used by SSA that is updated each year on January 1. See the current [SGA](https://www.ssa.gov/oact/cola/sga.html) amount.81

**Substantial Service**

A substantial service is any core VR service that contributes significantly to the customer’s successful employment outcome regardless of the amount of time, effort, or funds expended. Examples of substantial services include counseling and guidance, diagnosis and treatment of impairments, training, employment-related services and rehabilitation technology. For more information see VRSM B-504-5: Planned Services.

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