



## Glossary of Terms Related to the Provision of Supportive Services

**Acetylcholine:** A neurotransmitter at all autonomic nerve endings that helps control muscle tone, learning, and primitive drives and emotions.

**Activities of daily living skills (ADLS):** Basic skills required to take care of one's personal needs, such as grooming, housekeeping, budgeting, and using transportation.

**Agranulocytosis:** A disease in which the production of granulated white blood cells by the bone marrow is impaired. Although the disease may occur spontaneously, it is usually induced by exposure to antithyroid drugs, sulfonamides, phenothiazines, chemotherapy, and radiation therapies.

**AIDS (Acquired Immunodeficiency Syndrome):** The advanced stage of HIV disease is characterized by a severely compromised immune system that increases vulnerability to life-threatening opportunistic infections. The criteria established for diagnosis includes HIV infection with a CD4 count below 200, a CD4 lymphocyte percentage of total lymphocytes of less than 14, or a clinical condition listed by the Center for Disease Control (CDC) as AIDS defining.

**Akathisia:** Describes the pattern of intense inner restlessness often associated with neuroleptic and antidepressant medications.

**Americans with Disabilities Act (ADA):** Federal legislation that defines the rights of access to and use of public accommodations, commercial facilities, and the workplace for people with disabilities. Also provides mechanisms for enforcement of rights of disabled persons against private persons, other entities (such as employers), and state and local governments.

**Anemia:** Inability of the blood to carry sufficient oxygen through the body.

**Antiretrovirals:** Medication specifically targeting HIV.

**Anxiolytic:** A sedative or minor tranquilizer used primarily to treat episodes of anxiety.

**Assertive community treatment (ACT) teams:** Multidisciplinary teams that provide case management, crisis intervention, medication monitoring, social support, assistance with everyday living needs, access to medical care, and employment assistance for people with mental illness. The programs are based on an assertive outreach approach with hands-on assistance provided to individuals in their homes and neighborhoods.

**Asymptomatic:** Without symptoms.

**Blunted affect:** Refers to a milder variant of flat affect; someone who is only able to express a limited range of feeling in response to current circumstances, or when describing emotionally charged events from the past, fails to show the expected degree of responsiveness.

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Note: This document is included within the *Supportive Services* section of CSH's *Toolkit for Developing and Operating Supportive Housing*, which is available at [www.csh.org/toolkit2](http://www.csh.org/toolkit2). This document has been adapted from CSH's publication *Developing the "Support" in Supportive Housing*, which is available at [www.csh.org/publications](http://www.csh.org/publications).

**Borderline personality disorder:** Personality disorder characterized by instability of interpersonal relationships, self-image and affects, and significant impulsivity, believed to stem from desperate efforts to avoid abandonment (actual or imagined).

**Buy-in:** The level to which an individual or member of a community is involved with and supports the ideas, concepts, processes, and projects that are advanced by the leadership.

**Case management:** The overall coordination of an individual's use of services, which may include medical and mental health services, substance-abuse services, and vocational training and employment. Although the definition of case management varies with local requirements and staff roles, a case manager often assumes responsibilities for outreach, advocacy, and referral on behalf of individual clients.

**CD4 count:** A test that measures the number of CD4 cells in a blood sample. CD4 cells are white blood cells that coordinate the immune system's response to infection. Normal CD4 counts in adults range from 500 to 1,200 cells per cubic millimeter (mm<sup>3</sup>) of volume.

**Cholinergic:** Refers to the parasympathetic nervous system, which produces the neurotransmitter, acetylcholine, a chemical the brain needs to process information and to function normally.

**Cholinergic syndrome:** The clinical syndrome that results from excessive stimulation of acetylcholine receptors. It is characterized by mental status changes, muscle weakness, and excessive secretory activity.

**Clinical:** Pertaining to standardized evaluation (through direct observation and assessment) and conducted with the intent to offer intervention/treatment.

**CMV (Cytomegalovirus):** A virus that may become active in people with AIDS, resulting in serious, possibly life-threatening illnesses, including blindness and disease of the colon or nervous system.

**Cognitive:** Relating to intellectual activity, such as thinking, reasoning, and remembering.

**Collateral providers:** The various organizations involved in the provision of services to an individual.

**Community building:** Efforts intended to accomplish any of the following: develop and sustain strong relationships among individuals, develop and sustain involvement in neighborhood and community-based organizations and institutions, and develop group capacity to collaboratively identify and accomplish common goals

**Community organizing:** The process of bringing people together to identify common interests and work collaboratively to accomplish common goals.

**Consumers:** Recipients of health, mental health, and/or social services.

**Contraindication:** A situation in which a particular medical intervention is inadvisable.

**Damp supportive housing:** Housing that discourages but does not prohibit alcohol use on premises.

**Day treatment:** Provides therapeutic, recreational, and social services to individuals who have chemical dependencies or emotional, psychological, developmental, physical, or behavioral needs.

**Debriefing:** A process that allows people to discuss thoughts, feelings, and opinions regarding a recent experience.

**Decompensation:** Movement away from functioning at baseline level toward a reduced level of functioning and stability; psychological imbalance.

**Delirium tremens (DTs):** Mental disturbances characterized by confusion, disordered speech, hallucinations, and tremors that is induced by excessive and prolonged use of alcohol.

**Delusion:** A serious disturbance in thought content; belief systems that are not based in reality

**Depression:** A mood disorder that is characterized by anhedonia (the inability to experience pleasure), hopelessness, and loss of mood reactivity (the ability to feel a mood uplift in response to something positive).

**Detoxification:** The process of ridding the body of addictive substances via a gradual or complete decrease of substances, intended to result in the cessation of use.

**Dosage:** Amount of prescribed medication.

**DSM IV (*Diagnostic and Statistical Manual of Mental Disorders*):** A publication of the American Psychiatric Association that describes mental disorders and the criteria for diagnosis.

**Dually diagnosed:** Term used to describe individuals who are diagnosed with two different disorders, such as mental illness and chemical addiction.

**Dystonia:** A neurological movement disorder characterized by involuntary muscle contractions that force certain parts of the body into abnormal, sometimes painful, movements or postures. It can affect any part of the body including the arms, legs, trunk, neck, eyelids, face, or vocal cords.

**Efficacy:** Capacity or power to produce a desired effect.

**Entitlements:** Publicly funded financial and medical benefits available to individuals who meet criteria usually based upon income or disability measures.

**Expansiveness:** Open and communicative; overly talkative or effusive.

**Fair housing:** Refers to federal laws designed to protect access to housing regardless of race, color, national origin, sex, familial status, or disability.

**Gastrointestinal distress:** Symptoms of the gastrointestinal system (stomach and intestine), such as severe abdominal pain, diarrhea, and gas.

**GED (*general education diploma*):** High school equivalency diploma, which can be attained without enrollment in a formal high school setting.

**Group development:** The stages through which groups naturally progress: orientation and exploration, power and control, growth and working, maturation and performance, and termination. Groups may move back and forth between developmental stages depending upon changes in the group membership, conflicts that emerge, and shifts in the group focus.

**Halfway house:** Transitional residential program focusing on reintegration of participants into the community, such as substance abusers or ex-offenders.

**Hallucination:** A false or distorted perception of objects or events, including sensations of sight (visual), sound (auditory), taste (gustatory), smell (olfactory), or touch (tactile).

**Harm reduction:** A model of substance-use intervention that focuses on helping people who use substances to better manage their use and reduce the harmful consequences to themselves and others.

**Harm reduction or wet supportive housing:** A housing model that allows individuals with chronic substance-abuse problems who are unable to achieve sobriety to get and stay housed in spite of active use.

**Herpes simplex virus:** A virus whose varying types cause painful cold sores or genital/rectal lesions.

**Highly active anti-retroviral therapy (HAART):** A combination of at least three antiretroviral medications used in an effort to manage HIV disease.

**HIV disease:** The entire continuum of infection with the human immunodeficiency virus (HIV), from the point of infection through AIDS.

**Hospice care:** End of life assistance focused on caregiving and emotionally supportive services rather than aggressive treatment.

**Hypersensitivity reaction:** A severe negative and potentially life-threatening immune response to a medication or other agent.

**Hypertension:** High blood pressure.

**Hypotension:** Low blood pressure.

**Immune compromised:** An individual whose immune system functions below normal capacity.

**Impulse control:** A term used to describe someone's ability to control his/her urges.

**Indigenous leadership:** Members of any community who, without any outside intervention, are guiding or directing a group towards the accomplishment of common goals or who have the skills and capacity to do so.

**In-house employment:** Job opportunities within an organization that are available to the users of its services.

**Intake:** The process for determining or assessing eligibility of applicants for services.

**Intervention:** The action taken to address a situation or problem.

**Job development:** Creating or connecting to job opportunities.

**Karposi's sarcoma (KS):** An AIDS-defining illness manifested by external or internal lesions.

**Kidney toxicity:** Some level of poisoning to the kidneys.

**Late-stage chronic inebriate:** Long-term chronic alcohol abuser usually suffering from related medical conditions.

**Life skills:** See *activities of daily living skills (ADLS)*.

**Lipodystrophy:** Abnormal production and distribution of fat, resulting in thinning of the face, legs and arms and the accumulation of fat in the abdomen and upper back, and in women the enlargement of breasts.

**Liver toxicity:** Some level of poisoning to the liver.

**Living wage:** Income provided through employment that is at an adequate level to afford necessities such as housing, food, and medical services.

**Low-demand environment:** A low threshold program that emphasizes ease of entry and ongoing access to services with minimal requirements.

**Mania:** Mood disturbance characterized by grandiosity, pressured speech, excessive energy and activity, and an inflated sense of self-worth.

**Mediation:** A process by which a neutral facilitator assists disputing parties to resolve conflicts and reach a settlement.

**Medicaid buy-in:** Federally approved expansion of the Medicaid program giving states the option to permit employees with disabilities to purchase health-care coverage through the Medicaid program. Income requirements and sliding-scale premiums are determined by participating states.

**Medicare:** A federal program that provides health insurance to people age 65 and over, those who have permanent kidney failure, and certain people with disabilities.

**MICA:** Designates the coexistence of mental illness and chemical abuse/addiction.

**Mood disorders:** A cluster of mental disorders characterized by depression, anxiety, and/or mania

**Mutual aid:** Peer support.

**Negative symptoms:** Those aspects of mental illness that manifest as deficits in functioning (e.g., inability to engage with other people, passive behavior, blunted affect, and poverty of speech and/or thought).

**Neuroleptic malignant syndrome:** A life-threatening idiosyncratic side effect of medication characterized by muscle rigidity and hyperthermia.

**Neuropathy:** Conditions involving damage to the nerves, causing symptoms ranging from tingling or numbness to severe, debilitating pain.

**Opportunistic infections:** Infections that take advantage of a weakened immune system and become active. Frequently refers to AIDS-defining conditions and illnesses.

**Osteoporosis:** Loss of bone density.

**Pancreatitis:** Potentially life-threatening inflammation of the pancreas causing severe abdominal pain.

**Pathogens:** Microorganisms that cause disease.

**Perinatal:** Referring to the period of time near birth.

**Personality disorder:** A cluster of personality traits and behaviors that deviate markedly from the

expectations of an individual's culture and are inflexible, pervasive, maladaptive, and/or cause subjective distress.

**Picking up:** A return to alcohol or drug use after a period of abstinence; also called *relapse*.

**Pneumocystis carinii pneumonia:** An AIDS-defining lung infection and historically a leading cause of death among people with AIDS.

**Prophylaxis:** Treatment used to prevent the occurrence of illness.

**Protease inhibitor:** A class of antiretroviral drugs used in combination with other antiretrovirals to treat HIV disease.

**Psychosis:** An extreme break with reality, characterized by disturbances in thinking (delusions), perception (hallucinations), mood, and/or behavior, generally resulting in functional impairments.

**Psychotropics:** Psychiatric medications that reduce the symptoms of mental illness.

**Reasonable accommodations:** A key provision of the ADA, which requires that alterations in the work environment (including scheduling and physical modifications) be made by employers (with more than 15 employees) who are aware of the limitations of a qualified individual with a disability, thus enabling the employee to perform his or her job functions.

**Rehabilitation:** A treatment approach that involves assessing a person's skills and needs, and teaching skills to reduce a person's disability and maximize a person's functioning in the community.

**Relapse:** A return to addictive behavior after a period of abstinence. It may take the form of an isolated incident of use or repeated use. Also known as *picking up*.

**Relapse prevention:** A variety of supports and tools, including group and individual work intended to assist individuals who have made a commitment to abstinence.

**Release of information forms:** Documents signed by residents that allow staff to share confidential information (e.g., mental health and substance use treatment, HIV information) with other service providers as necessary.

**Rent up:** The process by which a newly developed property fills vacant units.

**Representative payee:** Refers to instances when a person's SSI, SSD, or public assistance check is payable to someone other than the recipient (e.g., a family member, an agency).

**Scatter-site housing:** Dwelling units in apartments or homes spread throughout a neighborhood or community that are designated for specific populations, usually accompanied by supportive services.

**Schizophrenia:** A biochemical disturbance that causes and is accompanied by social withdrawal, disorganized thinking, and other maladaptive behavior.

**Self-disclosure:** The sharing of personal information about oneself with others.

**Self-help:** An individual helps himself/herself or peers to acquire the skills needed to achieve personal goals.

**Self-medicate:** The use of unprescribed or misuse of prescribed substances to alleviate symptoms of mental illness, physical pain, and other discomforts.

**Shingles:** Extremely painful blisters that follow the path of individual nerves caused by a reactivation of the virus causing chicken pox.

**Single room occupancy (SRO) Building:** A type of building that offers residents a single, furnished room, usually with shared bathroom and kitchen facilities.

**Single-site housing:** A housing program in which all living units are located in a single building or complex.

**Sober or Dry supportive housing:** Housing that emphasizes abstinence and prohibits alcohol and the use of illegal psychoactive substances.

**Social entrepreneurial venture:** A for-profit business that benefits a nonprofit or other mission-driven organization.

**Sponsor:** An organization that pays for or plans and carries out a project or activity

**SSDI (Social Security Disability Income):** cash benefits for people with disabilities who have made payroll contributions to the federal social security program while they were employed.

**SSI (Supplemental Security Income):** federal cash benefits for people aged 65 and over, the blind or disabled. Benefits are based upon income and living arrangement.

**Stages of change:** A model of addiction and recovery that identifies phases of readiness to alter addictive behavior. Related interventions are based upon the individual's state of awareness and desire to change behavior at a given point in time.

**Stakeholders:** Individuals who have a vested interest in the outcomes or the process of a particular endeavor.

**Stigma:** Misperception that results in bias towards an individual or group.

**Suicidal gesture:** An action taken intentionally that may threaten one's own life.

**Suicidal ideation:** Thoughts of suicide that include plans for killing oneself; also a wish for one's own death not accompanied by a plan for killing oneself.

**Supported employment:** Employment in an integrated setting with ongoing support provided by an agency with expertise in providing vocational services to people with disabilities.

**Supportive housing:** Combines and links permanent, affordable housing with flexible, voluntary support services designed to help the tenants stay housed and build the necessary skills to live as independently as possible.

**Tardive dyskinesia:** A syndrome involving dysfunctional, involuntary movements caused by the long-term use of antipsychotic drugs.

**Tenancy obligations:** Minimum requirements to be a tenant in good standing, such as payment of rent, following house rules, maintaining a healthy and safe living unit, and meeting other lease requirements.

**Tension centers:** Predictable locations or instances in housing in which conflicts are most likely to develop, such as shared kitchens and TV lounges.

**Therapeutic communities:** Highly structured, residential treatment programs for substance abusers.

**Thrush:** Yeast infection occurring in the mouth.

**Transitional employment:** Temporary employment focused on helping individuals to develop the skills to achieve permanent, competitive employment.

**Transitional housing:** Housing meant to help homeless people access permanent housing, usually within two years.

**Triggers:** People, places, and things associated with precipitating an untoward event such as violence or drug use.

**Tuberculosis (TB):** A bacterial infection, which is AIDS-defining when it affects the lungs (where it most often occurs).

**Twelve-step model:** An alcohol- and substance-abuse recovery model characterized by its peer-run approach, anonymous meetings, peer sponsorship, and a series of twelve steps that members must work through as part of the recovery process. Examples of such programs are Alcoholics Anonymous (AA), Narcotics Anonymous (NA), and Cocaine Anonymous (CA).

**Universal precautions:** Workplace guidelines developed by the Centers for Disease Control (CDC) to minimize exposure to pathogens, such as HIV and hepatitis.

**Vocational assessment:** Evaluation to assist consumers to identify skills, goals/interests, areas of expertise, and needed skills development

**Withdrawal:** The period of time following cessation of an addictive substance, characterized by symptoms that may cause discomfort, severe pain, and in some instances death.