Occupation, Job, Work, Service, Quality, and Conformity Assessment in AMSI Inclusive Quality Service Standards

Foundational Architecture for the Standardization of Human Services

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1. Purpose and Foundational Role of This Article

This article establishes the **foundational legal, conceptual, and quality architecture** underlying all current and future work of the **American Support Standards Institute (AMSI)**.

It defines, in one coherent framework, the exact meanings and relationships between:

- **Occupation**
- **Job**
- **Work**
- **Result**
- **Service**
- **Quality**
- **Inclusive Quality Service Standards**
- **Conformity Assessment**

These concepts are frequently used inconsistently across:

- Workforce regulation,
- Disability policy,
- Human service delivery,
- Contracting and procurement,
- Accreditation and oversight.

AMSI's mission is to create **nationally portable, model-neutral, and stakeholder-inclusive service standards**. That is impossible without first fixing the **ontology of work and service** at the national level.

This document therefore serves as:

The conceptual and legal foundation for all AMSI service standards, annexes, indicators, and future verification frameworks.

It is intended for:

- Regulators
- Service providers
- Workforce agencies
- Vocational rehabilitation systems
- Disability service organizations
- Researchers and policymakers
- Employers and payers

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2. Core Legal Meaning of "Occupation" (SOC-Based, Non-Circular)

Occupation is a *standardized category of work defined by the nature of the activities performed and the knowledge, skills, and abilities required, independent of any specific employer, job position, job title, funding model, or individual worker.*

An occupation:

- Exists as a **type of work**, not as an employment relationship
- Is defined by **work content and competency requirements**, not by positions
- Is **independent of disability, employer, or payor**
- Serves as a **national regulatory and statistical unit** for labor, disability, and workforce policy

Correct logical dependency:

Occupation is primary → Jobs are realizations of occupations in employment.

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3. Occupation in the 2018 Standard Occupational Classification (SOC)

Under the official **2018 Standard Occupational Classification (SOC)** of the U.S. Office of Management and Budget:

Occupations are classified based on the nature of the work performed and the level and specialization of the knowledge, skills, and abilities required.

For AMSI purposes this means:

- SOC classifies **types of work themselves**
- Jobs and positions are **empirical employment instances** used to observe that work
- The **existence of an occupation does not depend on the existence of current job openings or job titles**

Thus:

SOC defines what work *is*; employers define how that work is packaged into jobs.

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4. Occupation vs. Job vs. Employment (Corrected, with Blending)

Term	AMSI Meaning
Occupation	A standardized *type of work* defined by activities and required competencies (SOC-based)
Job	A specific *employment instance* with a particular employer, in which **one or more SOC occupations (or substantial parts of them)** are performed during the worker's schedule
Employment	The legal relationship governing the job (contract, rights, obligations)
Profession	An occupation with formal licensure
Vocation	A broader life/work path (rehabilitation context)
Task / Duty	A component activity within the work of an occupation

Correct Dependency with Blending

One occupation may give rise to many jobs.
One job may involve one dominant occupation or a blend of several occupations.
For coding purposes, a job may be assigned one or several SOC codes with time-sharing.
Occupations remain logically and legally independent of jobs.

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5. How "Occupation" Is Used Across U.S. Law

5.1 ADA & Rehabilitation Act

Occupations determine:

- Essential functions
- Reasonable accommodations
- Equal access to work

A person may be unable to perform a **specific job**, but still capable of performing the **same occupation** in another setting.

5.2 Social Security & Workers' Compensation

Disability is evaluated against:

- Past relevant **occupations**
- Transferable occupational skills
- Capacity for **occupations in the national economy**

5.3 Workforce & Vocational Rehabilitation (WIOA, VR)

Occupations define:

- Training targets
- Credential alignment
- Employment outcome reporting
- Federal funding categories

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6. Portability Across States

"Portable across states" means that an occupation is recognized under the same federal definition in all U.S. jurisdictions, without redefinition at state borders.

This means:

- SOC codes are identical nationwide
- Occupational identity travels with the worker
- Workforce and VR planning remain transferable

It does **not** mean:

- Licensure transfers automatically
- Pay rates transfer
- Medicaid eligibility transfers
- Program rules transfer

Occupation = national
Licensing & funding = state-specific

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7. Occupation, Work, Result, and Service — Core AMSI Model

AMSI formally distinguishes:

- **Occupation** = standardized category of work
- **Work** = the actual performance of occupational functions
- **Result** = the measurable outcome produced by that work
- **Service** = the work performed **plus** the result produced

Formal AMSI Expression

Service = Work + Result

And:

Occupation defines the kind of work.
Work is the performance of the occupation.
Service is the work together with its result.

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8. Single-Occupation and Blended-Occupation Services

(SOC-2018-Based, Corrected)

8.1 Single-Occupation Service

One SOC occupation primarily produces the service.

Example

- **Occupation:** 21-1093 Social and Human Service Assistants
- **Work:** Community-based functional assistance
- **Result:** Improved access and stability
- **Service:** Community support service

One occupation → Work → Result → Service

8.2 Blended-Occupation Service (Job Coach Example — SOC-Accurate, Final)

In practice, a single **job title** may cover duties that belong to more than one SOC occupation. During their work schedule, a worker may be engaged in tasks that fit more than one occupation, and in coding practice such a job may be represented by one or several SOC codes with time-splitting.

For example, an employer may use the job title **"Job Coach"** for a worker supporting individuals with intellectual and developmental disabilities (IDD). During their work schedule at the workplace, this worker may:

1. Perform **vocational rehabilitation and job placement duties** that fall under
   21-1015 Rehabilitation Counselors
   (Illustrative example in SOC 2018: *Vocational Rehabilitation Job Coach*), and
2. Perform **practical community-based assistance and support coordination duties** that fall under
   21-1093 Social and Human Service Assistants.

In SOC/AMSI practice, this **one job** may therefore be represented in coding as:

- **One SOC code** (for example, 21-1015) **if most of the worker's time is spent in that occupation**, or
- **Multiple SOC codes (21-1015 and 21-1093)** with **time division between them according to the worker's actual schedule**, if duties are substantially split between occupations.

Thus:

One job title ("Job Coach") = blended work from several SOC occupations, which may be coded either as one dominant occupation or as multiple occupations with time-sharing.

From the AMSI Inclusive Quality perspective, the **supported employment service** delivered by this worker is therefore a **blended-occupation service**: its quality depends on the quality of the work and results associated with **all occupations actually being performed**, not merely on a single reporting code.

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9. Core AMSI Meaning of "Quality"

Quality is the degree to which defined quality factors, their indicators, and their measurable quality outcome criteria are achieved.

- **Quality Factor** = a dimension of quality
- **Indicator** = how that factor is observed or measured
- **Quality Outcome Criterion** = the required measurable result

Quality is:

- Structured
- Evidence-based
- Outcome-anchored
- Technically verifiable

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10. Quality of Service = Quality of Work + Quality of Result

Because:

Service = Work + Result

It follows:

Quality of Service = Quality of Work Performed + Quality of the Result Produced

Therefore:

- Correct work with poor results is **not** quality service
- Good results achieved through unsafe or uncontrolled work are **not** quality service
- Both **work quality** and **result quality** must meet defined criteria

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11. What a "Service Standard" Means in AMSI

A service standard defines the required quality of both:
(a) the work to be performed, and
(b) the results that must be produced by that work,
through quality factors, indicators, and quality outcome criteria.

A service standard is:

- Not only a task list
- Not only a list of outcomes
- Always a **dual requirement: work + results**

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12. AMSI's QMS-Free Inclusive Quality Standard Position

AMSI makes a deliberate methodological choice:

AMSI does NOT prescribe a Quality Management System (QMS) for service providers.

Because:

- Service and employment models vary widely
- Each operates under different regulatory, funding, and governance systems
- Prescribing one QMS would reduce inclusion and interoperability

Instead:

**AMSI establishes Inclusive Quality Service Standards based solely on:
Quality Factors → Indicators → Quality Outcome Criteria.**

How an organization manages itself internally remains **flexible**, as long as the **required inclusive quality outcomes are achieved**.

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13. Meaning of "Inclusive" in AMSI Inclusive Quality Service Standards

"Inclusive" in AMSI means that all legitimate stakeholder interests are embedded directly into the quality standard itself.

This includes at minimum:

- The **service recipient**
- The **worker providing the service**
- The **family or legal representative**
- The **provider organization**
- The **payer / funding authority**
- The **regulator**
- The **community and public interest**

All of these interests are translated into:

Quality Factors → Indicators → Measurable Outcome Criteria

Not into management-system rules.

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14. Common Framework vs. Variable Standards (Corrected)

The same AMSI Inclusive Quality *Framework* is used across service domains.

However:

The specific quality factors, indicators, and outcome criteria may — and often must — vary by service type, employment model, jurisdiction, and stakeholder configuration.

Thus:

- **Framework = common and stable**
- **Standards = specific and context-dependent**

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15. Conformity Assessment in the AMSI QMS-Free Model

AMSI retains **conformity assessment at the service level only**.

15.1 Conformity Assessment of Work

Verifies whether:

- Work met defined indicators
- Competence, safety, dignity, and ethics were demonstrated
- Regulatory requirements were respected

15.2 Conformity Assessment of Results

Verifies whether:

- Defined outcomes were achieved
- Effectiveness and safety criteria were met
- Unacceptable harm or failure occurred

15.3 Integrated Rule

A service is conforming only when both the work and the results conform to the defined quality outcome criteria.

There is **no separate QMS conformity assessment** in AMSI service standards.

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16. Unified AMSI Architecture (Flagship Logic)

Occupation → Work → Result → Service
Quality Factors → Indicators → Quality Outcome Criteria
Inclusive Service Standard → Required Quality of Work + Required Quality of Results

Conformity Assessment → Verification of Work + Verification of Results
Framework = national and stable; Standards = variable by context
Inclusive = all stakeholder interests embedded

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17. Core AMSI Principles (Final, Foundational Set)

1. **Occupation is a standardized type of work; jobs are employment instances that may blend several occupations.**
2. **All service consists of work and its result (Service = Work + Result).**
3. **Quality of service exists only when both work and results meet defined quality outcome criteria.**
4. **A service standard always governs both work and results.**
5. **AMSI does not prescribe management systems; it prescribes inclusive quality outcomes.**
6. **Conformity assessment applies to work and results, not to QMS.**
7. **Occupations are federally defined and portable across states.**
8. **The AMSI Framework is common; specific standards vary by model and context.**
9. **"Inclusive" means inclusion of all stakeholder interests in the quality standard itself.**