



AMSI PCQ1 – Person-Centered Quality in Job Coaching

First Edition – 2025

Summary:

Provides a detailed, measurable framework for VR job coaching services supporting individuals with IDD, aligned with the CQL Basic Assurances®. Covers ten core quality factors—including rights protection, dignity, natural supports, safety, health, staff resources, and continuity—to ensure services are ethical, person-centered, and effective in sustaining competitive integrated employment.

Purpose:

To guide job coaches, supervisors, and quality teams in delivering consistent, compliant, and empowering employment support that meets mandatory CQL accreditation requirements and promotes personal outcomes.

Key Points:

- Aligns job coaching practices with CQL Basic Assurances® indicators and objectives
- Defines rights, dignity, safety, individualized planning, and skill development standards
- Integrates positive behavioral supports, safe environments, and best possible health practices
- Emphasizes continuous improvement, collaboration, and accurate documentation
- Harmonizes interests of individuals with IDD, employers, families, and service providers

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