



How to Read the Vocational Rehabilitation Job Coaching

Quality Service Standard — Core
(*Informative*)

Purpose of This Document

This document explains **how to read and use** the *Vocational Rehabilitation Job Coaching Quality Service Standard — Core* (“VRJ Core”).

It is intended for:

- job coaches and vocational rehabilitation professionals;
- service providers and organizations;
- funders, policymakers, and reviewers; and
- others seeking to understand what quality means in vocational rehabilitation job coaching.

This document is **informative**.

It does not contain requirements and does not modify the VRJ Core Standard.

What the VRJ Core Standard Is — and Is Not

What it is

The VRJ Core Standard defines **what quality means** in Vocational Rehabilitation Job Coaching services focused on **employment maintenance**.

It defines quality by examining:

- the **work performed**, and
- the **results produced**,

using a stable set of **Quality Factors and Quality Indicators**.

What it is not

The VRJ Core Standard is **not**:

- a program description;
- a funding or billing manual;
- a training curriculum;
- a checklist or task list;
- a certification or licensing scheme; or
- a regulatory or compliance document.

This Standard does not prescribe methods, tools, technologies, staffing models, documentation systems, or operational procedures.

Scope: Employment Maintenance Only

The VRJ Core Standard applies **only** to job coaching services whose purpose is **maintaining competitive integrated employment over time**.

This includes:

- sustained job performance;
- workplace adaptation;
- employment stability; and
- continuity of employment.

It **does not apply** to:

- job development;
- job placement;
- hiring negotiations; or
- initial onboarding.

Understanding this boundary is essential to reading the Standard correctly.

How Quality Is Defined in VRJ1

Quality in VRJ1 is defined at the **service level**.

A service exists when:

- occupational work is performed; and
- a result is produced.

A service may exist even when quality is poor.

Quality is evaluated using four related elements:

1. **Quality Factors**
Broad domains of quality.
2. **Quality Indicators**
Statements describing **what is to be examined** to evaluate quality.
3. **Quality Outcome Criteria**
Context-specific conditions used to evaluate whether quality expectations are met.
4. **Evidence**
Information examined against Quality Outcome Criteria.

The VRJ Core defines **Quality Factors** and **Quality Indicators**.
Quality Outcome Criteria are defined only in **Context Guides**.

Why the Core Standard Is Abstract

The VRJ Core Standard is intentionally abstract.

It does not describe specific practices because:

- job coaching occurs across many employment settings;
- employment models and funding structures vary widely; and
- rigid prescriptions would undermine professional judgment.

The Core Standard defines **what matters**, not **how services must be delivered**.

Context Guides and Appendices

Context Guides

Context Guides support application of the VRJ Core in defined **service contexts**, such as:

- employment type;
- workplace environment; or
- organizational setting.

Context Guides:

- define context-specific Quality Outcome Criteria;
- provide illustrative examples; and
- do not add or modify Core requirements.

The VRJ Core remains authoritative in all cases.

Appendices

Disability-related issues, health conditions, and functional limitations are addressed through **Appendices to Context Guides**, not through diagnosis-specific Context Guides.

This approach avoids fragmenting the Standard by disability type and preserves a service-focused structure.

Evidence Is Not the Same as Documentation

The VRJ Core Standard distinguishes clearly between **evidence** and **documentation**.

- Documentation may provide evidence.
- Documentation alone does not demonstrate quality.
- Quality may be evident even when formal documentation is limited.

Evidence is evaluated **against Quality Outcome Criteria**, not directly against Quality Indicators.

How to Use the VRJ Core Standard in Practice

A practical way to use the Standard is:

1. **Identify the service being evaluated**
Confirm that it falls within employment maintenance scope.
2. **Identify applicable Quality Indicators**
Using the VRJ Core Standard.
3. **Apply Context Guides, if available**
Use their Quality Outcome Criteria to evaluate evidence.

Where no Context Guide exists, the Core Indicators are applied directly using professional judgment.

Quality Claim Statements

The VRJ Core Standard allows the use of **Quality Claim Statements**.

A Quality Claim Statement:

- is bounded and transparent;
- identifies scope, context, and Indicators assessed;
- states assumptions and limitations; and
- is evidence-based.

A Quality Claim Statement is **not certification** and does not imply regulatory approval.

Relationship to Other AMSI Documents

The VRJ document set includes:

- this *How to Read* document (informative);
- the VRJ Quality Service Standard — Core (normative);
- VRJ Context Guides (informative); and
- Appendices to Context Guides (informative).

No Foundational Guidance document is required for application of the VRJ Core Standard.

Key Takeaway

The VRJ Core Standard defines quality in vocational rehabilitation job coaching by focusing on:

- what work is performed;
- what results are produced; and
- whether those results support sustained employment over time.

It provides a **common quality language** without prescribing practice, enabling consistent evaluation across diverse employment contexts.

This document is published by the American Support Standards Institute (AMSI) as part of the Vocational Rehabilitation Job Coaching Quality Service Standard document set.