



Vocational Rehabilitation Job Coaching Context Guide - Cleaning Services Employment

Context-Specific Interpretation of the VRJ Whole Quality Standard - Core

AMSI CONTEXT GUIDE VJC1

(Informative)

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AMERICAN SUPPORT STANDARDS INITIATIVE

Foreword

Cleaning work is part of everyday life in many workplaces.

Offices, schools, stores, healthcare facilities, transportation facilities, residential buildings, public spaces, and many other places depend on cleaning work being performed reliably.

For some workers, maintaining a cleaning-services job may require Job Coaching support.

A Job Coach may help the worker understand routes and task sequences, use workplace instructions, respond to feedback, adjust to changed assignments, manage pace or accuracy, communicate at work, or gradually perform with less direct support.

The work may appear simple when described as cleaning tasks, service hours, prompts, observations, or completed records.

But the quality of Job Coaching support depends on more than whether the cleaning was completed or whether the Job Coach was present.

A worker may complete assigned tasks while receiving too much support. A cleaned area may look acceptable while an important safety or dignity problem remains. A change in products, equipment, routes, schedules, or employer expectations may make previously appropriate support ineffective. Support may also help task completion while unintentionally interfering with the worker's independence or ordinary employee role.

For this reason, the quality of Job Coaching support in cleaning-services employment cannot be understood from task completion, appearance of the cleaned area, documentation, or continued employment alone.

This Guide therefore asks a practical question:

How should the VRJ1 Core be applied to Job Coaching support in cleaning-services employment?

The Guide keeps the same VRJ1 Core Quality Factors and Core Quality Indicators and applies them to the actual conditions of cleaning-services work.

It provides cleaning-specific Quality Outcome Criteria and identifies relevant conditions, risks, evidence, and limitations needed to examine the support responsibly.

The sections that follow develop this application step by step.

Table of Contents

Foreword.....	2
1. Scope and Purpose	5
1.1 Scope	5
1.2 Purpose.....	5
1.3 Relationship to VRJ1.....	5
1.4 Governing Concepts and Occupational Reference.....	6
1.5 Determination, Verification, and Claims	6
1.6 Intended Users.....	6
1.7 Relationship to Other Contexts	6
2. Cleaning-Services Employment Context and Quality Object.....	6
2.1 Cleaning-Services Employment Context.....	6
2.2 What Job Coaching Support May Include.....	7

2.3 What Is the Support Expected to Help Achieve?	7
2.4 What Makes Up the Job Coaching Support Service?	7
2.5 Describing the Quality Object.....	8
2.6 Service Period and Support Arrangement	8
2.7 How the Support May Be Provided	8
2.8 Context Variability	8
2.9 Structural Checkpoints	9
2.10 How Job Coaching Support Can Fail in This Context	9
2.11 Critical Conditions and Uncertainty	9
3. Boundaries, Interfaces, Responsibilities, and Reference Sources	10
3.1 Support Service Boundary	10
3.2 Internal Boundaries and Interfaces	10
3.3 External Boundary and Interfaces.....	10
3.4 Roles and Responsibilities	10
3.5 Tools, Products, Equipment, and Technology	10
3.6 Reference Sources	11
3.7 Assumptions, Uncertainty, and Unresolved Conditions	11
3.8 Quality Claim Boundary	11
4. Context-Specific Application of the VRJ1 Core Quality Factors, Core Quality Indicators, and Quality Outcome Criteria.....	11
4.1 General	11
4.2 Factor 1 - Protection from Foreseeable Employment Harm.....	12
4.3 Factor 2 - Sustained Job Performance at Employer-Acceptable Standards.....	14
4.4 Factor 3 - Functional Independence and Appropriate Support Balance	16
4.5 Factor 4 - Respect for Worker Role, Dignity, and Autonomy	19
4.6 Factor 5 - Timely Recognition and Response to Employment Risk.....	21
4.7 Factor 6 - Workplace Integration and Social Navigation	23
4.8 Factor 7 - Continuity and Accuracy of Employment-Relevant Information.....	25
4.9 Factor 8 - Practice and Judgment Within Functional Scope	28
5. Evidence, Findings, Factor Interpretation, and Quality State Determination	30
5.1 Determination Sequence.....	30
5.2 Evidence Sources	30
5.3 Evidence Sufficiency, Contrary Evidence, and Uncertainty	30
5.4 Evidence-Supported Findings	31
5.5 Quality Factor Interpretation.....	31
5.6 Critical-Condition and Non-Compensability Review.....	31
5.7 Cleaning-Specific Critical Service Conditions	31
5.8 Establishing the Support Service Quality State.....	31
5.9 Absence of Observed Failure.....	32

6. Verification, Claims, and Continued Validity	32
6.1 Relationship to SCM1	32
6.2 Support Service Quality Claim Statement.....	32
6.3 Claim Limits.....	32
6.4 Continued Validity	32
6.5 Prohibition of Implied or Rolling Claims	32
7. Non-Prescriptive Interpretation and Reference-Layer Limits.....	33
7.1 Non-Prescriptive Interpretation	33
7.2 Limits of Task Completion and Employment Continuity.....	33
7.3 Limits of Documentation and Compliance.....	33
7.4 Employer Direction, Worker Direction, and Actual Conditions	33
7.5 Training, Competence, and Authorization.....	33
7.6 Technology, Tools, Products, and Equipment Limits	33
Annex A (Informative) - Cleaning Services Employment Structural Checkpoint Checklist.....	33
Annex B (Informative) - Cleaning Services Employment Job Coaching Support Service Quality Object Illustration	34
Annex C (Informative) - Illustrative VJC1 Evidence Plan Elements.....	35
Annex D (Informative) - Illustrative Support Service Quality Claim Statement Elements	35
Annex E (Informative) - Worker- and Population-Specific Interpretation in Cleaning Services Employment.....	36
E.1 Purpose and Limits	36
E.2 Illustrative Functional Support Conditions	36
E.3 Interpretation Across the VRJ1 Factors.....	37
E.4 Illustrative Criteria and Evidence Considerations	37
E.5 Claim Limits	37
Copyright and Use Notice.....	37

1. Scope and Purpose

1.1 Scope

This Context Guide applies the VRJ1 Core Standard to Vocational Rehabilitation Job Coaching support provided to help a worker maintain employment in cleaning-services work.

Cleaning-services employment may include work performed in offices, public buildings, residential or community facilities, healthcare or educational settings, retail or commercial spaces, hospitality environments, transportation facilities, and other workplaces where cleaning work is performed.

Depending on the job and workplace, the context may include:

- assigned spaces and routes;
- cleaning tasks and task sequences;
- tools, carts, supplies, products, and equipment;
- pace, accuracy, inspection, and rework;
- schedules and transportation;
- access and security requirements;
- communication with supervisors, coworkers, customers, residents, or the public;
- changing assignments or workplace conditions; and
- other conditions that affect the worker's ability to maintain the job.

The Guide applies only to Job Coaching Support Work within the authorized Job Coaching Support Role and Functional Scope.

It does not prescribe cleaning methods, employer procedures, workplace safety programs, staffing models, training methods, product use, or other requirements that belong to the employer or other responsible parties.

1.2 Purpose

The purpose of this Guide is to make the VRJ1 Core usable in cleaning-services employment.

The Guide asks:

What does each VRJ1 Quality Indicator mean when Job Coaching support is being provided for an actual cleaning-services job?

To answer this question, the Guide keeps the VRJ1 Core unchanged and provides the cleaning-specific details needed to apply it.

These details include:

- the actual cleaning-employment context;
- relevant job requirements and workplace conditions;
- cleaning-specific Quality Outcome Criteria;
- possible evidence sources;
- important risks and failure conditions; and
- limitations that affect the Quality State determination or claim.

The Guide does not create a different Job Coaching Core Standard.

1.3 Relationship to VRJ1

VRJ1 establishes the common Core for Vocational Rehabilitation Job Coaching support services.

It establishes the eight Core Quality Factors and thirty-two Core Quality Indicators that remain applicable across different Job Coaching contexts.

This Guide applies those same Factors and Indicators to cleaning-services employment.

It does not rename, replace, omit, or redefine them.

Where this Guide and VRJ1 are interpreted differently, VRJ1 governs.

1.4 Governing Concepts and Occupational Reference

This Guide uses the concepts and vocabulary established by the Whole Quality Institute and the American Support Standards Initiative.

The Whole Quality Institute Foundational Articles introduce the underlying ideas used in the Guide, including the Quality Object, Intended Function, Boundary, Interface, Scale and Resolution, Quality Factors, Quality Indicators, Evidence, and Quality State.

AMSI ORF1 provides the occupational reference used to distinguish the Job Coaching Support Role, Functional Scope, and related responsibilities.

A job title, employer description, program label, payer category, or worksite assignment does not by itself determine what the Job Coach is authorized or responsible to do.

The actual functions, responsibilities, authority, and important interfaces shall remain clear for the support service being examined.

1.5 Determination, Verification, and Claims

This Guide provides cleaning-specific criteria and evidence considerations for applying VRJ1.

AMSI SCM1 governs the more detailed method for Evidence evaluation, Quality State determination, verification, claim decisions, continued validity, and third-party certification where a separately authorized scheme applies.

Use of this Guide by itself does not constitute certification.

1.6 Intended Users

- Workers Receiving Job Coaching Support and their authorized representatives;
- Vocational Rehabilitation Job Coaches and other Support Workers;
- provider organizations, supervisors, program administrators, and quality personnel;
- employers and workplace supervisors where relevant to the support service;
- vocational rehabilitation agencies, payers, commissioning parties, and oversight bodies;
- evaluators, researchers, standards developers, regulators, and advocates; and
- other parties who need to understand or examine Job Coaching support in cleaning-services employment.

1.7 Relationship to Other Contexts

Cleaning-services employment does not exist in isolation.

Job Coaching support may interact with transportation, healthcare, benefits, workplace accommodation, technology, family support, employer systems, or other services.

Those connections may be important to the quality of the support without automatically becoming part of the Job Coaching Quality Object.

Where another Context Guide is also used, each Guide retains its own defined scope.

Use of more than one Guide does not automatically combine separate Quality Objects or enlarge a Quality Claim.

2. Cleaning-Services Employment Context and Quality Object

2.1 Cleaning-Services Employment Context

Before examining the quality of Job Coaching support, the actual job and workplace must be understood.

Cleaning-services jobs can differ greatly.

The worker may clean one small area or follow a complex route through many spaces.

Work may occur during business hours, after hours, in public areas, restricted areas, healthcare environments, schools, transportation facilities, residential buildings, or other settings.

The job may involve different surfaces, products, tools, equipment, inspection requirements, schedules, access rules, communication needs, and workplace expectations.

These conditions form the cleaning-services employment context in which the Job Coaching support is examined.

2.2 What Job Coaching Support May Include

Job Coaching support in cleaning-services employment may include:

- understanding actual job duties, routes, sequences, schedules, and workplace expectations;
- observation, cueing, modeling, prompting, rehearsal, communication, and problem solving within Functional Scope;
- support for using authorized checklists, visual cues, timers, task lists, route aids, tools, supplies, or technology;
- support related to pace, accuracy, inspection, rework, transitions, or changed assignments;
- support for workplace communication and participation;
- adjustment, fading, intensification, or redirection of support as conditions change;
- communication, assistance seeking, escalation, or referral within the Job Coaching role; and
- other authorized Job Coaching Support Work included in the declared Quality Object.

These examples do not prescribe one coaching method or one way of performing cleaning work.

2.3 What Is the Support Expected to Help Achieve?

The basic question is:

What is the Job Coaching support expected to help the worker achieve in this cleaning-services job?

The principal Intended Function is to help the worker maintain the cleaning-services employment safely, respectfully, effectively, and consistently with the actual job requirements, the worker's abilities, rights, preferences, goals, authorized supports, and workplace conditions.

Expected results may include:

- sustained employer-acceptable job performance;
- reliable completion of routes and assigned tasks;
- appropriate response to changed assignments, products, tools, schedules, or expectations;
- maintained or increased Functional Independence;
- an appropriate level of Job Coaching support;
- preserved dignity, privacy, autonomy, and employee role;
- ordinary workplace participation;
- timely recognition and communication of employment risk;
- continuity of employment-relevant information; and
- Job Coaching Support Work performed within the authorized Support Role and Functional Scope.

2.4 What Makes Up the Job Coaching Support Service?

The support service exists through the relationship between the work performed by the Job Coach and what happens as a result.

Job Coaching Support Work + Job Coaching Support Result = Job Coaching Support Service

This relationship is conceptual rather than arithmetic.

Completion of Job Coaching Support Work does not by itself demonstrate that the expected result was achieved.

Likewise, continued employment or an apparently clean work area does not by itself demonstrate satisfactory Job Coaching support.

For example, acceptable cleaning results may coexist with excessive prompting, task substitution, loss of dignity, unsafe continuation of work, inaccurate information, or support that no longer matches the worker's needs.

2.5 Describing the Quality Object

Before quality is examined, it must be clear what Job Coaching support service is being considered.

The description should make clear, as applicable:

- the Worker Receiving Job Coaching Support;
- the Job Coach and other included Support Workers;
- the Job Coaching Support Work included;
- what the support is expected to help achieve;
- the actual cleaning job, assigned areas, routes, and tasks;
- the relevant tools, supplies, products, and equipment;
- the workplace and work conditions;
- the Service Period;
- the Support Service Arrangement;
- important responsibilities and role limits;
- important connections with the employer and other external parties;
- applicable requirements; and
- the evidence available for examining the support.

The amount of detail needed depends on the service and the determination being made.

2.6 Service Period and Support Arrangement

Quality is always determined for a defined period of time.

The Service Period may be one interaction, one Job Coaching episode, one shift, a recurring series of episodes, an authorization period, or another sufficiently defined period.

A determination based on one isolated episode shall not automatically be treated as representing recurring support.

The Support Service Arrangement describes how the Job Coaching support is authorized, organized, directed, coordinated, and provided.

Different arrangements may be appropriate in different cleaning-employment contexts.

The arrangement does not change the VRJ1 Core Quality Factors or Core Quality Indicators.

2.7 How the Support May Be Provided

Job Coaching support may be provided in different ways.

It may include direct observation, verbal or visual cueing, modeling, task analysis, checklists, environmental supports, coaching before or after task performance, periodic check-ins, remote support, coordination, fading, or other authorized approaches.

No one approach is automatically better than another.

The important question is whether the approach works appropriately for the worker, job, workplace, and period being examined.

2.8 Context Variability

Cleaning-services employment varies from one job and workplace to another.

Differences may include the worker's abilities and support needs, assigned tasks, route, workplace size, public or restricted access, products and equipment, inspection expectations, pace, schedules, transportation, supervisors, coworkers, environmental conditions, and other workplace factors.

For this reason, a criterion or evidence source shall be interpreted within the declared Quality Object and cleaning-employment context.

2.9 Structural Checkpoints

Before detailed Factor interpretation begins, it must be clear enough what Job Coaching support service is being examined.

Structural Checkpoints provide this completeness check.

They ask whether the following are sufficiently clear:

- the Quality Object and purpose of the determination;
- the worker and Job Coach;
- the included Job Coaching Support Work and expected results;
- the Service Period and Support Service Arrangement;
- the cleaning job, assigned areas, routes, and important job requirements;
- relevant tools, products, equipment, schedules, and workplace conditions;
- important responsibilities, role limits, boundaries, and interfaces;
- applicable external requirements;
- the evidence basis and important uncertainty; and
- the intended scope of any Quality Claim.

A Structural Checkpoint does not determine whether the Job Coaching support is good or bad.

If important parts of the Quality Object remain unclear, the description or proposed determination shall be refined before proceeding.

2.10 How Job Coaching Support Can Fail in This Context

Cleaning-services Job Coaching support can fail or weaken in recurring ways.

These may include:

- foreseeable physical, psychological, dignity, role, or employment harm not being recognized or addressed;
- support that is disconnected from the worker's actual cleaning duties, employer-acceptable standards, inspection requirements, or changed work demands;
- too little support, too much support, or substitution by the Job Coach for the worker's assigned job functions;
- loss of dignity, privacy, autonomy, employee role, or ordinary workplace participation;
- delayed recognition or response to performance problems, changed assignments, transportation problems, communication failures, or other employment risks;
- inaccurate, incomplete, delayed, or inappropriate sharing of employment-relevant information;
- problems involving tools, supplies, products, technology, access, or other workplace connections that affect the support; and
- Job Coaching Support Work performed outside the authorized Support Role or Functional Scope.

These recurring ways of losing or weakening the intended support help explain the VRJ1 Core Quality Factors applied in Section 4.

2.11 Critical Conditions and Uncertainty

Some conditions are too important to be offset by good performance elsewhere.

For example, satisfactory task completion cannot compensate for a serious unresolved safety problem, inappropriate substitution by the Job Coach for the worker's job, support outside authorized Functional Scope, or evidence too weak to support the determination.

Such conditions may be treated as Critical Service Conditions.

Uncertainty shall also remain visible.

Incomplete information, conflicting evidence, changing workplace conditions, unclear responsibility, or other unresolved matters shall not automatically be treated as satisfactory merely because the worker remains employed or the cleaning work appears complete.

3. Boundaries, Interfaces, Responsibilities, and Reference Sources

3.1 Support Service Boundary

The Boundary identifies what is included in the Job Coaching Support Service Quality Object and what remains outside it.

Depending on the determination, the Quality Object may include particular Job Coaching activities, participants, cleaning assignments, routes, workplaces, Service Periods, responsibilities, and other relevant conditions.

The Boundary shall be sufficiently clear for the evidence and resulting Quality Claim to be interpreted responsibly.

3.2 Internal Boundaries and Interfaces

Different parts of the Job Coaching support service interact while support is being provided.

These may include the worker, Job Coach, Job Coaching Support Work, Support Results, information, responsibilities, and service conditions.

An Interface is an important connection or interaction among these parts.

In cleaning-services employment, internal Interfaces may include observation, communication, cueing, feedback, support adjustment, information transfer, decision-making, or escalation.

A problem at an Interface may weaken the whole support service even when an individual coaching activity appears to have been completed correctly.

3.3 External Boundary and Interfaces

The Job Coaching support service also interacts with people and systems outside the Quality Object.

These may include employers, supervisors, coworkers, customers, vocational rehabilitation agencies, provider management, transportation, healthcare services, funding systems, technology providers, safety systems, or other parties.

They do not automatically become part of the Quality Object.

Their influence remains relevant where an external connection affects whether the Job Coaching support can work as intended.

3.4 Roles and Responsibilities

Cleaning-services employment may involve responsibilities belonging to the worker, Job Coach, employer, workplace supervisor, provider organization, vocational rehabilitation agency, safety personnel, healthcare professionals, or other parties.

The Job Coaching Quality Object shall not silently absorb responsibilities that belong to another party.

Important responsibilities, decision authority, communication paths, and escalation routes shall therefore remain clear.

3.5 Tools, Products, Equipment, and Technology

Cleaning work often depends on tools, supplies, products, equipment, access systems, checklists, communication tools, or other technology.

These may affect the Job Coaching support even when they are not themselves part of the Quality Object.

Their relevant connection with the support shall be considered where it affects the worker's ability to perform the job or the Job Coach's ability to provide appropriate support.

This Guide does not prescribe the technical suitability, safety, or use of particular cleaning products or equipment.

3.6 Reference Sources

Cleaning-services Job Coaching support operates within requirements and information from outside this Guide.

These may include:

- laws and regulations;
- vocational rehabilitation and funding requirements;
- service authorizations;
- employer job requirements and instructions;
- workplace safety requirements;
- cleaning procedures and product or equipment instructions;
- provider procedures;
- contractual requirements;
- technology requirements; and
- other applicable professional or workplace requirements.

Together, relevant sources form the Reference Layer for the particular application.

Compliance with these requirements is important, but compliance alone does not establish the Quality State of the Job Coaching support service.

3.7 Assumptions, Uncertainty, and Unresolved Conditions

Not every condition can always be known with certainty.

Information may be missing, conflicting, outdated, or controlled by parties outside the Job Coaching support service.

Important assumptions and uncertainty shall therefore remain visible.

An unresolved condition shall not automatically be treated as satisfactory because the worker remains employed, the work area appears clean, or no complaint or incident has been reported.

3.8 Quality Claim Boundary

A Quality Claim shall not say more than the completed determination supports.

The claim shall remain limited to the declared Job Coaching Support Service Quality Object, Service Period, cleaning-employment context, evidence, and known limitations.

A Quality Claim concerning Job Coaching support does not automatically establish the quality of the worker, employer, cleaning operation, provider organization, workplace, or another service.

4. Context-Specific Application of the VRJ1 Core Quality Factors, Core Quality Indicators, and Quality Outcome Criteria

4.1 General

The previous sections establish the cleaning-services employment context, the Job Coaching Support Service Quality Object, and the conditions needed to understand that service.

The next question is:

What does each VRJ1 Core Quality Indicator mean in this particular cleaning-services context?

The eight VRJ1 Core Quality Factors and thirty-two Core Quality Indicators remain unchanged.

This Guide applies them to cleaning-services employment by providing Context-Specific Quality Outcome Criteria and related evidence considerations.

VRJ1 Core Quality Factor -> VRJ1 Core Quality Indicator -> Cleaning-Specific Quality Outcome Criterion -> Evidence

The Core identifies what shall be examined.

This Guide states what is expected in the cleaning-services employment context.

The evidence shows what is actually happening in the declared Job Coaching Support Service Quality Object.

Section 4.2 begins with Factor 1 - Protection from Foreseeable Employment Harm.

4.2 Factor 1 - Protection from Foreseeable Employment Harm.

Purpose of the Factor

The Support Intended Function of the Vocational Rehabilitation Job Coaching Support Service cannot be realized if foreseeable employment-related harm conditions are not appropriately identified, prevented, minimized, or escalated within the boundaries of the job coaching role.

This Factor addresses conditions that may affect the worker's safety, psychological well-being, dignity, social standing, workplace participation, or continued employment.

This Factor focuses on foreseeable employment-related harm conditions that may be present before or during service delivery. Emerging or changing risks requiring recognition, judgment, communication, escalation, or follow-through are addressed under Factor 5. Role-boundary discipline across all job coaching activities is addressed under Factor 8.

In employment-maintenance contexts, this Factor is especially visible in job-related safety concerns, dignity risks created by public support, role confusion, stigmatizing support visibility, and unsafe continuation of ordinary coaching when escalation is required.

Core architecture role: Keeps foreseeable physical, psychological, dignity, role, and employment harm conditions visible and supports prevention, mitigation, pausing, or escalation.

Context-Specific Interpretation

In cleaning-services employment, foreseeable harm may arise from wet or slippery floors, products or chemicals, waste or sharps, biohazard or restroom conditions, heavy carts, cords, restricted or isolated areas, public correction, stigmatizing support visibility, or role confusion.

Core Quality Indicators

The Indicator titles below are invariant and governed by VRJ1. VJC1 provides bounded context interpretation, Context-Specific Quality Outcome Criteria, and illustrative Evidence considerations.

Indicator 1.1 - Identification of Foreseeable Employment-Related Harm Conditions

Cleaning-Employment Interpretation

Within cleaning services employment, foreseeable harm conditions may include wet or slippery floors, chemical or product exposure, waste or sharps concerns, biohazard or restroom conditions, heavy carts, restricted areas, after-hours or isolated areas, visibility of support, role confusion, social conflict, schedule instability, communication barriers, or conditions that may threaten dignity or job continuation.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 1.1-a - foreseeable cleaning-context harm conditions are recognized before or during job coaching and are traceable to the declared Support Service Boundary;
- VJC1-QOC 1.1-b - relevant task, environment, dignity, role-boundary, and communication conditions are considered;
- VJC1-QOC 1.1-c - conditions exceeding job coaching role authority are identified for communication, escalation, referral, or claim limitation;
- VJC1-QOC 1.1-d - foreseeable harm conditions are not ignored because cleaning work is viewed as routine.

Illustrative Evidence Considerations

- direct observation of the cleaning work environment;
- notes or records of identified hazards, dignity risks, or role-boundary concerns;
- worker, job coach, or supervisor communication where appropriate.

Indicator 1.2 - Role-Appropriate Action to Mitigate Identified Harm Conditions

Cleaning-Employment Interpretation

This Indicator addresses whether job coaching support responds to identified harm conditions through coaching, cueing, clarification, support adjustment, pausing, communication, coordination, or escalation within Support Role and Functional Scope boundaries.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 1.2-a - job coaching action is matched to the identified cleaning-context condition and remains traceable to the relevant Core Indicator;
- VJC1-QOC 1.2-b - support is adjusted without assuming employer, clinical, legal, or safety responsibilities;
- VJC1-QOC 1.2-c - unsafe or dignity-threatening support practices are changed or stopped when recognized;
- VJC1-QOC 1.2-d - the response remains within the declared Support Service Boundary and role authority.

Illustrative Evidence Considerations

- observation of support adjustment;
- records of pausing, escalation, or assistance seeking;
- communication with authorized parties.

Indicator 1.3 - Prevention of Avoidable Employment-Related Harm Within the Support Service Boundary

Cleaning-Employment Interpretation

This Indicator connects recognition of foreseeable harm with actual Job Coaching Support Work and employment-maintenance results.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 1.3-a - Job Coaching Support Work avoids preventable dignity loss, stigmatization, unsafe continuation, conflict escalation, or avoidable threat to job continuation within the Support Service Boundary;
- VJC1-QOC 1.3-b - support does not create avoidable employment harm by excessive visibility, public correction, role confusion, or substitution for the worker;
- VJC1-QOC 1.3-c - outcomes outside the Support Service Boundary are distinguished from service-quality determinations when appropriately recognized or escalated.

Illustrative Evidence Considerations

- direct observation of job coaching interactions;
- worker feedback where appropriate;
- documentation of avoided or managed concerns.

Indicator 1.4 - Recognition of Limits and Escalation or Referral

Cleaning-Employment Interpretation

This Indicator addresses whether conditions requiring employer, clinical, legal, safety, supervisory, emergency, or other external responsibility are recognized rather than absorbed into Job Coaching Support Work.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 1.4-a - conditions exceeding job coaching role authority are recognized;
- VJC1-QOC 1.4-b - appropriate assistance, escalation, referral, or employer/supervisory involvement is sought when needed;
- VJC1-QOC 1.4-c - the job coach does not treat external responsibilities as ordinary job coaching activity;
- VJC1-QOC 1.4-d - the Support Service Quality Claim Statement identifies unresolved boundary or escalation limitations where relevant.

Illustrative Evidence Considerations

- records of escalation or referral;
- supervisory or employer communication within authorized boundaries;
- documentation of unresolved conditions or limitations.

4.3 Factor 2 - Sustained Job Performance at Employer-Acceptable Standards

Purpose of the Factor

The Support Intended Function of Vocational Rehabilitation Job Coaching for employment maintenance includes supporting sustained job performance consistent with actual employer expectations for task execution, reliability, accuracy, pace, and work participation.

This Factor addresses the relationship between Job Coaching Support Work and the worker's ability to maintain assigned employment at employer-acceptable standards over time.

The Factor does not authorize the job coach to become the employer, supervisor, evaluator, or disciplinarian.

In employment-maintenance contexts, this Factor is especially visible in actual job duties, employer-acceptable standards, task sequence, pace, accuracy, reliability, inspection, rework, schedule expectations, and changes in the job.

Core architecture role: Keeps actual job requirements, performance stability, adaptation, and threats to job continuation visible without converting the Job Coach into the employer or evaluator.

Context-Specific Interpretation

In cleaning-services employment, sustained performance depends on actual assigned areas, routes, task sequence, pace, accuracy, quality expectations, inspection, rework, attendance, reliability, product and tool use, and adaptation to changed assignments.

Core Quality Indicators

The Indicator titles below are invariant and governed by VRJ1. VJC1 provides bounded context interpretation, Context-Specific Quality Outcome Criteria, and illustrative Evidence considerations.

Indicator 2.1 - Alignment with Actual Job Requirements

Cleaning-Employment Interpretation

Job coaching should be grounded in actual cleaning job duties, assigned areas, route order, schedules, surface types, tools, supplies, product-use expectations, employer instructions, and inspection or rework expectations.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 2.1-a - support is aligned with the worker's actual cleaning tasks and employer-acceptable standards;
- VJC1-QOC 2.1-b - assigned area, route order, surface expectations, restocking or waste-handling duties, and inspection/rework expectations are visible where relevant to the declared Support Service Boundary;
- VJC1-QOC 2.1-c - coaching addresses real job requirements rather than abstract employability goals alone;
- VJC1-QOC 2.1-d - changes in tasks, routes, tools, or expectations are reflected in support planning or adjustment;
- VJC1-QOC 2.1-e - changes in supplies, building access, assigned areas, supervisor expectations, or inspection feedback are reflected when they affect job coaching support;
- VJC1-QOC 2.1-f - the job coach does not create, redesign, negotiate, or approve the job role unless separately authorized.

Illustrative Evidence Considerations

- job duty descriptions, route instructions, checklists, or supervisor clarification;
- observation of job coaching during actual cleaning tasks;
- records of support tied to specific job requirements.

Indicator 2.2 - Support Addressing Performance Stability

Cleaning-Employment Interpretation

This Indicator concerns support for consistency, reliability, accuracy, pace, route completion, task completion, restocking or waste-handling expectations where applicable, rework response, and effectiveness necessary for employment maintenance.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 2.2-a - support addresses performance characteristics relevant to job continuation;
- VJC1-QOC 2.2-b - support addresses route completion, pace, accuracy, missed areas, rework response, and reliability where these are relevant to the worker's continued employment;
- VJC1-QOC 2.2-c - support helps the worker maintain task sequence, coverage, pace, quality, and reliability where those matters are within the declared Support Service Boundary;
- VJC1-QOC 2.2-d - job coaching support does not substitute for employer performance evaluation or discipline;
- VJC1-QOC 2.2-e - evidence distinguishes job coaching support from worker performance alone.

Illustrative Evidence Considerations

- observation of support during routine work;
- records of performance-related coaching strategies;
- authorized supervisor feedback or worker feedback.

Indicator 2.3 - Support for Adaptation to Changing Job Demands

Cleaning-Employment Interpretation

Cleaning services employment may change because of new rooms, locked or restricted spaces, products, supplies, routes, supervisors, schedules, tools, staffing, inspection priorities, public use of spaces, or emergency cleaning needs.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 2.3-a - job coaching responds when job demands, routines, schedules, layouts, tools, or expectations change;
- VJC1-QOC 2.3-b - the worker receives support to adapt within job coaching Support Role and Functional Scope boundaries;
- VJC1-QOC 2.3-c - changes that exceed job coaching authority are communicated or escalated appropriately;
- VJC1-QOC 2.3-d - the evidence basis identifies the change and the support response.

Illustrative Evidence Considerations

- records of changed assignments or routes;
- observations before and after support adjustment;
- communication with authorized parties.

Indicator 2.4 - Response to Performance-Related Threats to Job Continuation

Cleaning-Employment Interpretation

This Indicator addresses whether performance-related risks are recognized and addressed before they become avoidable instability or job loss when timely response is reasonably available.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 2.4-a - performance-related threats to employment maintenance are identified within the declared Support Service Boundary;
- VJC1-QOC 2.4-b - role-appropriate action is taken to support job continuation;
- VJC1-QOC 2.4-c - the job coach does not substitute for employer human resources, accommodation decisions, or supervision;
- VJC1-QOC 2.4-d - claim limitations are stated where employer decisions or unavailable information affect the result.

Illustrative Evidence Considerations

- records of performance-related concerns and support response;
- authorized supervisor communication;
- evidence of support modification or follow-through.

4.4 Factor 3 - Functional Independence and Appropriate Support Balance

Purpose of the Factor

The Support Intended Function of Vocational Rehabilitation Job Coaching includes supporting the worker's functional independence while providing support only to the extent necessary to maintain employment.

This Factor addresses whether job coaching support is appropriately targeted, balanced, adjusted, and withdrawn or increased as needed, without replacing the worker's job role.

The Factor recognizes that appropriate support is not always the least visible or least intensive support; it is the support level that realizes employment maintenance without unnecessary dependency or inappropriate abandonment.

In employment-maintenance contexts, this Factor is especially visible in the balance between necessary assistance and worker ownership of the job, including whether support is adjusted, faded, intensified, or redirected as real job demands and worker capability change.

Core architecture role: Keeps the Worker-job-support balance visible so support is sufficient, responsive, and non-substitutive.

Context-Specific Interpretation

In cleaning-services employment, appropriate support balance is visible in whether prompts, modeling, checklists, observation, fading, or intensified support match actual Worker ability and job demands without the Job Coach completing assigned cleaning work for the Worker.

Core Quality Indicators

The Indicator titles below are invariant and governed by VRJ1. VJC1 provides bounded context interpretation, Context-Specific Quality Outcome Criteria, and illustrative Evidence considerations.

Indicator 3.1 - Identification of Job Functions Requiring Support

Cleaning-Employment Interpretation

Support should be targeted to job functions where the worker needs support, not based on generalized assumptions about disability or work capacity.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 3.1-a - job functions requiring support are identified in relation to actual cleaning tasks and worker needs;
- VJC1-QOC 3.1-b - support is not generalized beyond job-relevant needs;
- VJC1-QOC 3.1-c - support planning, review, or adjustment is tied to observable job functions;
- VJC1-QOC 3.1-d - the evidence basis shows why support was needed.

Illustrative Evidence Considerations

- task observation;
- support plans or coaching notes tied to job functions;
- worker and job coach input.

Indicator 3.2 - Support Level Matched to Worker Ability and Job Demands

Cleaning-Employment Interpretation

This Indicator addresses whether the amount, timing, visibility, and form of support match the worker's abilities and cleaning job demands.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 3.2-a - support intensity and visibility are appropriate to the worker's current presentation and job demands;
- VJC1-QOC 3.2-b - support neither abandons the worker nor creates unnecessary dependence;
- VJC1-QOC 3.2-c - privacy and dignity are considered when choosing the support form;
- VJC1-QOC 3.2-d - support matching is reconsidered when job or worker conditions change.

Illustrative Evidence Considerations

- observation of prompting level and timing;
- support adjustment records;
- worker feedback or authorized stakeholder input.

Indicator 3.3 - Adjustment of Support Level Over Time

Cleaning-Employment Interpretation

Cleaning jobs often require changing support as routes become familiar, tasks change, stamina changes, or performance risks emerge.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 3.3-a - support is faded, intensified, redirected, or otherwise adjusted in response to actual job conditions;
- VJC1-QOC 3.3-b - adjustment avoids both over-support and under-support;
- VJC1-QOC 3.3-c - changes in frequency, prompting, check-in pattern, or communication are role-appropriate;
- VJC1-QOC 3.3-d - support adjustment is linked to employment-maintenance results or risks.

Illustrative Evidence Considerations

- support fading or adjustment records;
- observed changes in support approach;
- evidence of changed job demands or worker capability.

Indicator 3.4 - Avoidance of Substitution for Worker Job Functions

Cleaning-Employment Interpretation

This Indicator is especially important where cleaning tasks are physically visible, time-sensitive, and easy for the job coach to take over, such as wiping surfaces, restocking supplies, moving carts, handling trash, or correcting missed areas.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 3.4-a - the job coach supports performance without performing the worker's assigned cleaning job functions in a way that misrepresents worker performance;
- VJC1-QOC 3.4-b - the job coach does not routinely clean, restock, move carts, correct missed areas, or complete route steps for the worker under time pressure;
- VJC1-QOC 3.4-c - modeling, teaching, or temporary demonstration remains bounded and does not replace the worker's employment role;
- VJC1-QOC 3.4-d - support practices preserve worker ownership of the job;
- VJC1-QOC 3.4-e - claims distinguish support from substitution.

Illustrative Evidence Considerations

- direct observation of job coach role during tasks;
- documentation of modeling or demonstration limits;
- worker, supervisor, or reviewer feedback.

4.5 Factor 4 - Respect for Worker Role, Dignity, and Autonomy

Purpose of the Factor

The Support Intended Function of Vocational Rehabilitation Job Coaching includes supporting the worker as an employee with dignity, autonomy, rights, preferences, and a real workplace role.

This Factor addresses whether Job Coaching Support Work preserves the worker's standing as an employee while providing support consistent with employment maintenance.

Respect for worker role, dignity, and autonomy shall be realized within the worker's abilities, informed choices, workplace requirements, applicable legal requirements, and the boundaries of the job coaching role.

In employment-maintenance contexts, this Factor is especially visible in preserving the worker's ordinary employee status before supervisors, coworkers, customers, and the public, including privacy in correction, disclosure, prompting, and discussion of support-related matters.

Core architecture role: Keeps the Worker's employee role, dignity, privacy, autonomy, adult status, and ordinary workplace standing visible.

Context-Specific Interpretation

In cleaning-services employment, dignity and autonomy are affected by how support is provided in public, customer-facing, resident-facing, shared-staff, security-controlled, or after-hours settings and by whether the Worker remains visible as an employee.

Core Quality Indicators

The Indicator titles below are invariant and governed by VRJ1. VJC1 provides bounded context interpretation, Context-Specific Quality Outcome Criteria, and illustrative Evidence considerations.

Indicator 4.1 - Workplace-Appropriate Conduct

Cleaning-Employment Interpretation

Job coaching conduct should fit ordinary workplace norms and preserve the worker's employee role, especially when support occurs in public, customer-facing, resident-facing, or after-hours settings.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 4.1-a - job coaching presence, communication, cueing, correction, and observation are workplace-appropriate;
- VJC1-QOC 4.1-b - support does not unnecessarily mark the worker as different from other employees;
- VJC1-QOC 4.1-c - public prompting, correction, or visible support is minimized or adapted when it threatens dignity, ordinary employee status, or workplace integration;
- VJC1-QOC 4.1-d - feedback is provided respectfully and discreetly where possible;
- VJC1-QOC 4.1-e - the job coach does not interfere with ordinary work routines beyond the support purpose.

Illustrative Evidence Considerations

- observation of job coaching conduct;
- worker feedback;
- authorized supervisor or coworker context where appropriate.

Indicator 4.2 - Respect for Worker Autonomy and Employee Role

Cleaning-Employment Interpretation

This Indicator addresses whether the worker remains an active employee participant rather than a program participant managed publicly by the job coach.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 4.2-a - support preserves worker involvement, consent, informed participation, and self-direction where appropriate;
- VJC1-QOC 4.2-b - the worker's employee role is respected in communication with supervisors, coworkers, customers, or the public;
- VJC1-QOC 4.2-c - choices that would create danger or exceed Support Role and Functional Scope boundaries are addressed appropriately;
- VJC1-QOC 4.2-d - the worker is not spoken over or managed publicly without service justification.

Illustrative Evidence Considerations

- observation of worker participation;
- worker feedback where appropriate;
- records showing consent, preference, or authorized communication.

Indicator 4.3 - Protection of Dignity and Privacy in the Workplace

Cleaning-Employment Interpretation

Cleaning services employment may involve public spaces, shared staff areas, restrooms, customer premises, resident areas, security-controlled spaces, or after-hours settings where privacy conditions vary.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 4.3-a - sensitive discussion, correction, disability-related information, and support needs are handled with appropriate privacy;
- VJC1-QOC 4.3-b - restroom, resident-area, customer-premises, shared-space, and after-hours privacy conditions are considered when support or communication occurs;
- VJC1-QOC 4.3-c - prompting visibility is managed to avoid unnecessary stigma or humiliation;
- VJC1-QOC 4.3-d - confidential information is not disclosed beyond role authority and employment relevance;
- VJC1-QOC 4.3-e - dignity risks are considered part of service quality, not merely interpersonal preference.

Illustrative Evidence Considerations

- observation of prompting and correction practices;
- confidentiality-related documentation;
- worker feedback or authorized reviewer notes.

Indicator 4.4 - Absence of Coercive, Infantilizing, or Stigmatizing Practices

Cleaning-Employment Interpretation

This Indicator addresses support practices that undermine adult status, autonomy, employee role, dignity, or workplace participation.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 4.4-a - job coaching avoids coercive, infantilizing, disrespectful, stigmatizing, or demeaning practices;
- VJC1-QOC 4.4-b - direct feedback or safety communication remains respectful and role-appropriate;
- VJC1-QOC 4.4-c - support language and behavior preserve the worker's standing as an employee;
- VJC1-QOC 4.4-d - evidence does not rely on absence of complaint alone.

Illustrative Evidence Considerations

- direct observation;
- worker feedback;
- review of communication, notes, or incident records.

4.6 Factor 5 - Timely Recognition and Response to Employment Risk

Purpose of the Factor

The Support Intended Function of Vocational Rehabilitation Job Coaching can be weakened or lost when changes threatening employment stability are not recognized and addressed in time.

This Factor addresses emerging or changing employment conditions that may threaten employment stability, worker participation, dignity, performance, or job continuation.

This Factor focuses on timeliness and change-response. Factor 1 addresses foreseeable employment-related harm conditions and role-appropriate protection from harm. Factor 8 addresses whether the response remains within authorized job coaching Support Role and Functional Scope boundaries.

In employment-maintenance contexts, this Factor is especially visible in changed assignments, supervisor expectations, coworker conflict, schedule or transportation disruption, communication breakdown, increased prompting needs, quality concerns, and signs that support is no longer matched to the work context.

Core architecture role: Keeps emerging changes and employment-maintenance risks visible so timely, role-appropriate response can occur.

Context-Specific Interpretation

In cleaning-services employment, employment risk may emerge through changed routes, supplies, products, tools, schedules, supervisors, inspection expectations, transportation, coworker or customer interactions, increased prompting needs, or communication breakdown.

Core Quality Indicators

The Indicator titles below are invariant and governed by VRJ1. VJC1 provides bounded context interpretation, Context-Specific Quality Outcome Criteria, and illustrative Evidence considerations.

Indicator 5.1 - Identification of Changes Threatening Employment Stability

Cleaning-Employment Interpretation

Relevant changes may include new tasks, altered routes, supply shortages, changed products or tools, attendance or transportation disruption, supervisor changes, coworker conflict, customer or public concerns, quality concerns, increased prompting needs, or communication breakdown.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 5.1-a - changes that may threaten employment stability are identified within the Support Service Boundary;

- VJC1-QOC 5.1-b - route changes, supply shortages, supervisor changes, inspection failures, transportation disruption, access problems, and increased prompting needs are visible when they may affect employment stability;
- VJC1-QOC 5.1-c - routine variation is distinguished from changes requiring support adjustment, communication, escalation, or referral;
- VJC1-QOC 5.1-d - relevant changes are not ignored because the worker remains employed or no complaint has been made;
- VJC1-QOC 5.1-e - the Support Service Quality Claim Statement boundary states unresolved uncertainties where change information is incomplete.

Illustrative Evidence Considerations

- change records, notes, or communications;
- job coach observation;
- worker or supervisor input where appropriate.

Indicator 5.2 - Judgment Regarding the Significance of Observed Changes Within Role Scope

Cleaning-Employment Interpretation

This Indicator concerns job coaching judgment about whether observed changes matter for employment maintenance.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 5.2-a - job coaching judgment appropriately distinguishes ordinary variation from employment-relevant risk;
- VJC1-QOC 5.2-b - judgment remains within Functional Scope and avoids unauthorized clinical, legal, human-resources, or safety determinations;
- VJC1-QOC 5.2-c - the basis for support adjustment, communication, or escalation is visible;
- VJC1-QOC 5.2-d - uncertainty is acknowledged when significance cannot be determined from available evidence.

Illustrative Evidence Considerations

- records of observed changes and judgment basis;
- supervisory consultation or role-appropriate assistance seeking;
- documentation of uncertainty or limitations.

Indicator 5.3 - Timely Role-Appropriate Action Responding to Identified Employment Risk

Cleaning-Employment Interpretation

This Indicator addresses whether response occurs while it can still support employment maintenance.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 5.3-a - identified employment risks receive timely role-appropriate response when reasonably available;
- VJC1-QOC 5.3-b - response may include support adjustment, communication, escalation, referral, or follow-through within role limits;
- VJC1-QOC 5.3-c - the job coach does not guarantee job continuation or control employer decisions;
- VJC1-QOC 5.3-d - delays or non-response are visible in evidence and claim limitations.

Illustrative Evidence Considerations

- timestamps or sequence of observations and responses;

- records of support changes or communication;
- follow-up notes.

Indicator 5.4 - Appropriate Communication and Follow-Through Within Role Boundaries

Cleaning-Employment Interpretation

This Indicator addresses whether concerns are communicated through appropriate channels and reflected in subsequent Job Coaching Support Work.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 5.4-a - employment-relevant concerns are communicated to appropriate authorized parties;
- VJC1-QOC 5.4-b - privacy and confidentiality are protected during communication;
- VJC1-QOC 5.4-c - updated direction or role-appropriate follow-through is reflected in later support;
- VJC1-QOC 5.4-d - communication does not exceed role authority, consent, or employment relevance.

Illustrative Evidence Considerations

- communication records;
- follow-up documentation;
- authorized stakeholder feedback.

4.7 Factor 6 - Workplace Integration and Social Navigation

Purpose of the Factor

The Support Intended Function of Vocational Rehabilitation Job Coaching includes supporting participation in the social and organizational environment of the workplace when such participation is required for employment maintenance.

This Factor addresses job-related workplace norms, routines, interactions, expectations, and participation patterns that influence job continuation.

The Factor does not require the job coach to create friendships, manage private relationships, or control employer culture.

In employment-maintenance contexts, this Factor is especially visible in ordinary workplace participation, team routines, required interactions, informal work norms, break and transition patterns, supervisor communication, customer or public interaction where relevant, and avoidance of unnecessary separation from the workplace.

Core architecture role: Keeps job-related workplace norms, required interactions, ordinary participation, and protection from unnecessary separation visible.

Context-Specific Interpretation

In cleaning-services employment, workplace integration is visible in start-up and close-out routines, supply access, route coordination, breaks, reporting, inspection feedback, required interactions, and ordinary participation in workplace communication and team patterns.

Core Quality Indicators

The Indicator titles below are invariant and governed by VRJ1. VJC1 provides bounded context interpretation, Context-Specific Quality Outcome Criteria, and illustrative Evidence considerations.

Indicator 6.1 - Support Related to Workplace Norms and Routines

Cleaning-Employment Interpretation

Cleaning services roles often involve formal and informal routines: start-up, route order, supply access, cart preparation, restroom or area access, breaks, clock-in/clock-out, reporting, inspection, rework, and communication patterns.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 6.1-a - support helps the worker understand and respond to job-related norms and routines that affect employment maintenance;
- VJC1-QOC 6.1-b - support remains tied to work-related expectations, not unrelated social preferences;
- VJC1-QOC 6.1-c - informal workplace practices that affect job continuation are visible in interpretation;
- VJC1-QOC 6.1-d - changes in routines are addressed within Support Role and Functional Scope boundaries.

Illustrative Evidence Considerations

- observation of routine-related support;
- worker or job coach reports;
- employer instructions or routine documents where available.

Indicator 6.2 - Support Related to Required Workplace Interactions

Cleaning-Employment Interpretation

Required interactions may involve supervisors, coworkers, customers, residents, building staff, security personnel, reception staff, maintenance staff, or members of the public.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 6.2-a - support addresses communication or interaction required for job performance, feedback, coordination, safety, or employment stability;
- VJC1-QOC 6.2-b - interaction with security staff, building staff, residents, customers, or members of the public is addressed when it is required for the cleaning role or employment stability;
- VJC1-QOC 6.2-c - the job coach does not substitute for employer supervision or mediate unrelated personal relationships;
- VJC1-QOC 6.2-d - worker dignity and employee role are preserved during interaction support;
- VJC1-QOC 6.2-e - the evidence basis identifies the required interaction and support provided.

Illustrative Evidence Considerations

- observation of interaction support;
- authorized communication records;
- worker feedback.

Indicator 6.3 - Support for Ordinary Workplace Participation

Cleaning-Employment Interpretation

This Indicator addresses whether job coaching allows the worker to remain connected to ordinary workplace participation rather than being unnecessarily separated from the work environment.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 6.3-a - support preserves ordinary participation in team routines, communication patterns, and work flow to the extent appropriate;
- VJC1-QOC 6.3-b - individualized support is provided without unnecessary separation;
- VJC1-QOC 6.3-c - support visibility is managed when it affects dignity, integration, or job continuation;
- VJC1-QOC 6.3-d - participation limits outside the declared Support Service Boundary are distinguished from job coaching quality.

Illustrative Evidence Considerations

- observation of work participation;
- support approach descriptions;
- worker or authorized stakeholder feedback.

Indicator 6.4 - Avoidance of Unnecessary Isolation or Separation

Cleaning-Employment Interpretation

This Indicator addresses whether support arrangements or communication patterns isolate the worker from typical workplace participation.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 6.4-a - job coaching practices do not unnecessarily isolate the worker from coworkers, supervisors, team routines, or ordinary communication;
- VJC1-QOC 6.4-b - separation is used only where justified by job demands, privacy, safety, or support needs;
- VJC1-QOC 6.4-c - unnecessary separation that threatens dignity, integration, or job continuation is recognized as a quality concern;
- VJC1-QOC 6.4-d - external workplace limitations are identified when they affect interpretation.

Illustrative Evidence Considerations

- observation of support location and interaction patterns;
- records explaining separation decisions;
- worker feedback.

4.8 Factor 7 - Continuity and Accuracy of Employment-Relevant Information

Purpose of the Factor

The Support Intended Function of Vocational Rehabilitation Job Coaching depends on accurate and continuous employment-relevant information before, during, and after Job Coaching Support Work.

This Factor addresses whether information used to guide support remains accurate, relevant, timely, appropriately communicated, and protected from loss, distortion, or inappropriate disclosure.

The Factor concerns employment-relevant information only. It does not authorize unnecessary collection or sharing of personal, clinical, family, or administrative information unrelated to employment maintenance.

In employment-maintenance contexts, this Factor is especially visible in the accuracy and continuity of employment-relevant information about job duties, schedules, worksite changes, support strategies, authorized communication pathways, worker preferences, confidentiality limits, and role-boundary decisions.

Core architecture role: Keeps employment-relevant information accurate, continuous, timely, bounded, and protected.

Context-Specific Interpretation

In cleaning-services employment, accurate and continuous information may concern assigned areas, routes, schedules, tools, products, inspection standards, support strategies, confidentiality limits, changed expectations, and authorized communication pathways.

Core Quality Indicators

The Indicator titles below are invariant and governed by VRJ1. VJC1 provides bounded context interpretation, Context-Specific Quality Outcome Criteria, and illustrative Evidence considerations.

Indicator 7.1 - Accuracy of Information Used to Guide Job Coaching Work

Cleaning-Employment Interpretation

Job coaching should be based on current and relevant information about cleaning tasks, assigned areas, route order, schedules, tools, supplies, product-use expectations, support needs, workplace expectations, risk conditions, and authorized communication pathways.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 7.1-a - information used to guide support is current, relevant, bounded, and accurate enough for the claim being made;
- VJC1-QOC 7.1-b - information about route order, assigned areas, product or tool requirements, inspection feedback, safety-related instructions, and access requirements is current enough for the claim being made;
- VJC1-QOC 7.1-c - support is not based on outdated assumptions, incomplete role understanding, or undocumented changes;
- VJC1-QOC 7.1-d - employment-relevant information is distinguished from unrelated personal, clinical, family, or administrative information;
- VJC1-QOC 7.1-e - information limitations are acknowledged in claims.

Illustrative Evidence Considerations

- job task lists, route information, or supervisor instructions;
- support notes tied to current conditions;
- review of changed information.

Indicator 7.2 - Information Transfer Across Job-Coaching or Support Arrangements

Cleaning-Employment Interpretation

This Indicator addresses information continuity when job coaches, supervisors, shifts, providers, work locations, or service periods change.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 7.2-a - employment-relevant information needed for continuity is transferred accurately and appropriately;
- VJC1-QOC 7.2-b - information transfer respects consent, confidentiality, role authority, and employment relevance;
- VJC1-QOC 7.2-c - handoff gaps that may affect employment maintenance are visible;
- VJC1-QOC 7.2-d - the Support Service Quality Claim Statement identifies limitations where transfer evidence is unavailable.

Illustrative Evidence Considerations

- handoff records;
- communication logs;
- support continuity documentation.

Indicator 7.3 - Continuity Across Workplace or Service Changes

Cleaning-Employment Interpretation

Cleaning services employment may change quickly through altered routes, new supplies, missing equipment, revised inspection standards, staff shortages, changed access requirements, or supervisor changes.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 7.3-a - job coaching support remains continuous across relevant workplace or service changes;
- VJC1-QOC 7.3-b - changes affecting tasks, schedules, supervisors, worksites, expectations, transportation, or communication pathways are reflected in support;
- VJC1-QOC 7.3-c - the job coach does not control employer restructuring or operational decisions outside Support Role and Functional Scope boundaries;
- VJC1-QOC 7.3-d - evidence connects continuity actions to employment-maintenance needs.

Illustrative Evidence Considerations

- records of workplace or service changes;
- follow-up notes;
- supervisor or worker communications where authorized.

Indicator 7.4 - Protection from Information Loss, Distortion, or Inappropriate Disclosure

Cleaning-Employment Interpretation

This Indicator addresses both availability of needed information and protection from inappropriate sharing.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 7.4-a - employment-relevant information is protected from loss, distortion, or inappropriate disclosure;
- VJC1-QOC 7.4-b - information remains bounded to what is necessary for employment maintenance and role-appropriate support;
- VJC1-QOC 7.4-c - privacy and worker autonomy are protected;
- VJC1-QOC 7.4-d - claims do not rely on information that is unavailable, distorted, or outside the declared Support Service Boundary without stating limitations.

Illustrative Evidence Considerations

- confidentiality practices;
- records of corrected information;
- review of communication pathways and disclosure limits.

4.9 Factor 8 - Practice and Judgment Within Functional Scope

Purpose of the Factor

The Support Intended Function of Vocational Rehabilitation Job Coaching must be realized within authorized occupational Support Role and Functional Scope boundaries and with role-appropriate professional judgment.

This Factor addresses whether Job Coaching Support Work remains within the service role and does not substitute for employer, clinical, legal, safety, regulatory, family, or other responsibilities. It applies across all Factors and Indicators whenever role authority, escalation, referral, disclosure, or substitution questions arise.

The Factor is especially important where job coaching occurs at an active worksite with multiple responsible parties and real consequences for employment, safety, dignity, and privacy.

In employment-maintenance contexts, this Factor is especially visible where the job coach may be asked, implicitly or explicitly, to supervise, discipline, perform work tasks, approve accommodations, decide safety issues, provide clinical interpretation, or speak for the worker beyond authorized boundaries.

Core architecture role: Keeps Job Coaching Support Work within the authorized Support Role and Functional Scope and makes assistance seeking, escalation, and referral visible.

Context-Specific Interpretation

In cleaning-services employment, Functional Scope questions may arise when a Job Coach is asked to supervise, discipline, approve cleaning quality, direct chemical use, perform Worker tasks, make accommodation or safety decisions, or speak for the Worker beyond authorized boundaries.

Core Quality Indicators

The Indicator titles below are invariant and governed by VRJ1. VJC1 provides bounded context interpretation, Context-Specific Quality Outcome Criteria, and illustrative Evidence considerations.

Indicator 8.1 - Practice Within Authorized Support Role and Functional Scope

Cleaning-Employment Interpretation

This Indicator distinguishes job coaching from employer supervision, cleaning service operation, clinical treatment, legal representation, safety enforcement, staffing replacement, or program administration.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 8.1-a - work performed is job coaching directed toward employment maintenance;
- VJC1-QOC 8.1-b - the job coach does not assume employer, clinical, legal, safety, regulatory, or operational responsibilities;
- VJC1-QOC 8.1-c - the job coach does not approve cleaning quality, authorize chemical/product use, enforce employer safety policy, make accommodation decisions, or direct cleaning operations unless separately authorized outside this Guide;
- VJC1-QOC 8.1-d - Support Role and Functional Scope boundaries are visible where multiple parties are involved;
- VJC1-QOC 8.1-e - service claims do not imply evaluation of external systems unless expressly bounded and evidenced.

Illustrative Evidence Considerations

- role descriptions or service agreements;
- observed job coaching activity;
- records of assistance seeking or boundary clarification.

Indicator 8.2 - Appropriate Judgment Within Functional Scope

Cleaning-Employment Interpretation

This Indicator addresses judgment about observation, cueing, communication, fading, privacy, escalation, and withdrawal of support.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 8.2-a - job coaching judgment responds to actual cleaning-employment conditions;
- VJC1-QOC 8.2-b - decisions remain within job coaching authority;
- VJC1-QOC 8.2-c - judgment considers dignity, safety interfaces, support balance, employment maintenance, and declared service-boundary limits;
- VJC1-QOC 8.2-d - uncertainty or limits are recorded where judgment depends on information outside the declared Support Service Boundary.

Illustrative Evidence Considerations

- decision notes;
- supervision or consultation records;
- observations of support decisions.

Indicator 8.3 - Avoidance of Unauthorized Employer, Clinical, Legal, Safety, or Professional Practice

Cleaning-Employment Interpretation

Cleaning workplaces may pressure a job coach to decide matters belonging to other parties, including discipline, accommodation approval, cleaning-quality acceptance, chemical or safety authorization, clinical interpretation, legal advice, safety certification, or operational control.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 8.3-a - the job coach refrains from taking responsibility for decisions belonging to other parties;
- VJC1-QOC 8.3-b - cleaning-quality acceptance, safety authorization, discipline, staffing, supply procurement, building access control, and operational corrections remain external responsibilities unless separately authorized;
- VJC1-QOC 8.3-c - observed concerns are communicated or referred through authorized channels;
- VJC1-QOC 8.3-d - support does not become unauthorized supervision, treatment, safety enforcement, or legal advocacy;
- VJC1-QOC 8.3-e - Claim Boundaries distinguish job coaching quality from external responsibilities.

Illustrative Evidence Considerations

- records of referrals or boundary clarifications;
- communication with supervisors or service authorities;
- evidence of avoided substitution for external roles.

Indicator 8.4 - Appropriate Assistance Seeking, Escalation, or Referral

Cleaning-Employment Interpretation

This Indicator addresses what happens when continuing independently would exceed job coaching Support Role and Functional Scope boundaries or threaten employment maintenance.

Context-Specific Quality Outcome Criteria

For the declared cleaning-services employment Job Coaching Support Service object, Context-Specific Quality Outcome Criteria may include:

- VJC1-QOC 8.4-a - the job coach seeks clarification, assistance, supervision, employer input, clinical referral, safety response, emergency response, or other appropriate involvement when conditions exceed the role;
- VJC1-QOC 8.4-b - role limits become visible rather than hidden by continued activity or documentation;
- VJC1-QOC 8.4-c - follow-through occurs within Support Role and Functional Scope boundaries;
- VJC1-QOC 8.4-d - unresolved external conditions are identified as Critical Conditions or claim limitations when appropriate.

Illustrative Evidence Considerations

- assistance-seeking records;
- escalation or referral documentation;
- follow-up notes and claim limitation statements.

5. Evidence, Findings, Factor Interpretation, and Quality State Determination

5.1 Determination Sequence

VJC1 applies the VRJ1 and SCM1 sequence: declare the Cleaning Services Employment Job Coaching Support Service Quality Object and complete Structural Checkpoints; identify applicable Core Quality Indicators and Context-Specific Quality Outcome Criteria; plan and collect Evidence; establish Evidence-Supported Findings; interpret the Core Quality Factors; review Critical Service Conditions and Non-Compensability; determine the Support Service Quality State; verify the determination; and issue only a bounded Support Service Quality Claim Statement supported by the completed determination.

Why the sequence matters. Evidence does not independently establish quality. It becomes meaningful only in relation to the declared Quality Object, applicable Indicator and criterion, Service Period, Boundaries, Interfaces, employment context, and stated Assumptions. The sequence preserves traceability and prevents task completion, documentation, continued employment, or a favorable isolated result from being treated as the Quality State of the whole object.

The controlled sequence is: confirm the declared object and Structural Checkpoints; identify applicable criteria and Critical Service Conditions; collect and evaluate Evidence; establish Evidence-Supported Findings; interpret each Core Quality Factor; perform Critical-Condition and Non-Compensability Review; determine the bounded Support Service Quality State; and decide whether a Support Service Quality Claim Statement is supportable under SCM1.

5.2 Evidence Sources

Possible Evidence may include direct observation of Job Coaching Support Work and Worker job performance; Worker feedback in accessible form; employer or supervisor feedback where authorized and relevant; assigned task lists, routes, schedules, and job requirements; inspection and rework information; support plans and service records; communication and escalation records; support-adjustment or fading records; relevant technology data; and other sources tied to the declared object, criteria, and claim Boundary.

5.3 Evidence Sufficiency, Contrary Evidence, and Uncertainty

Evidence Sufficiency depends on relevance, credibility, adequacy, coverage of both Job Coaching Support Work and Support Results, coverage of the Service Period, visibility of Critical Service Conditions, and the strength of the proposed claim. Documentation volume, service hours, continued employment, employer satisfaction, or absence of complaint does not by itself establish sufficiency.

Contrary Evidence, missing Evidence, conflicting accounts, attribution limits, changing job conditions, and other Uncertainty shall remain visible. An Unresolved Condition shall not be converted into a positive finding merely because the Worker remains employed or no incident was reported.

5.4 Evidence-Supported Findings

A finding states what the Evidence supports in relation to one criterion, Indicator, Factor, Critical Service Condition, Boundary, Interface, or other declared element. Findings shall distinguish observed facts, reported information, inference, attribution, Assumptions, Uncertainty, and Unresolved Conditions.

An Evidence-Supported Finding is narrower than a Support Service Quality State determination. It states what the available Evidence supports concerning a particular criterion or material condition. Findings remain subject to contrary Evidence, attribution limits, Uncertainty, and later Quality Factor Interpretation.

5.5 Quality Factor Interpretation

Findings are interpreted together at the Factor level. The interpretation shall explain whether and how the Factor remained visible and controllable, which criteria were satisfied or not satisfied, what Contrary Evidence or Uncertainty exists, and whether any condition prevents a favorable interpretation.

Quality Factor Interpretation considers the pattern, significance, coherence, and limitations of the Evidence-Supported Findings associated with the applicable Core Quality Factor. It is not a simple count, score, or average of Indicators and shall not conceal a failed or unresolved Critical Service Condition.

5.6 Critical-Condition and Non-Compensability Review

Before an overall Support Service Quality State is established, the application shall determine whether any Critical Service Condition failed, remained unresolved, lacked sufficient Evidence, or was prohibited by the Reference Layer. Favorable performance elsewhere shall not compensate for a non-substitutable critical failure.

5.7 Cleaning-Specific Critical Service Conditions

- immediate or serious Worker safety, dignity, privacy, or employment harm that is not paused, mitigated, communicated, or escalated within Functional Scope;
- material substitution by the Job Coach for Worker job functions that distorts job performance or employment-maintenance results;
- Job Coaching Support Work materially disconnected from actual job requirements or changed work conditions;
- practice outside authorized Support Role and Functional Scope, including unauthorized employer, clinical, legal, safety, or professional decisions;
- material information loss, distortion, or inappropriate disclosure affecting employment maintenance;
- failure to respond to a significant employment threat where timely role-appropriate response was reasonably available; or
- insufficient Evidence to support the proposed Quality State or claim.

5.8 Establishing the Support Service Quality State

The Support Service Quality State is established for the declared object and Service Period only after the Factor interpretations, Critical Service Conditions, Non-Compensability, Contrary Evidence, Assumptions, Uncertainty, Unresolved Conditions, and claim Boundary have been considered together under SCM1.

5.9 Absence of Observed Failure

Absence of an observed incident, complaint, discipline, job loss, failed inspection, or documented concern does not by itself establish a satisfactory Support Service Quality State. The determination requires sufficient affirmative and contrary Evidence for the declared object and claim.

6. Verification, Claims, and Continued Validity

6.1 Relationship to SCM1

SCM1 governs first-party, second-party, and qualified third-party verification; Evidence evaluation; decision rules; bounded Support Service Quality Claim Statements; continued validity; restriction, suspension, or withdrawal; and third-party certification where a separately authorized scheme applies.

6.2 Support Service Quality Claim Statement

Every claim shall identify, as applicable, the declared Quality Object and Scale; Service Period; cleaning assignment and worksite context; relevant internal and external Boundaries and Interfaces; Support Service Arrangement; included Support Work and Support Results; governing VRJ1 and VJC1 editions; applicable criteria; Evidence basis; Quality State; Critical Service Conditions considered; Assumptions; Uncertainty; unresolved conditions; exclusions; verification relationship; and limitations arising from insufficient Boundary Transparency or Interface Transparency. The claim shall remain bounded by the completed determination.

A VJC1-based Support Service Quality Claim Statement shall identify, at minimum, the declared Job Coaching Support Service Quality Object, Worker and included Job Coaches, cleaning-employment context, Service Period, Support Service Arrangement, applicable criteria, Evidence basis, Quality State, Assumptions, Uncertainty, Critical Service Conditions, limitations, excluded Interfaces, and Claim Boundary.

Why claims remain bounded. A Support Service Quality Claim Statement communicates the result of the completed determination; it does not expand that determination. Its validity therefore depends on continued alignment with the declared object, Scale, Service Period, Boundaries, Interfaces, criteria, Evidence basis, Assumptions, limitations, and continued-validity conditions.

6.3 Claim Limits

A claim shall not be interpreted as a claim about the Worker's overall employability, the employer's business, cleaning-service quality, workplace safety system, provider organization, funding program, Job Coach competence in every context, or future employment continuity unless those matters are separately declared, evidenced, and within the authorized claim Boundary.

6.4 Continued Validity

Continued validity depends on whether the declared object, job duties, worksite, Service Period, Support Service Arrangement, Worker presentation, Job Coach role, employer expectations, tools, products, schedules, Interfaces, Reference Layer, Evidence basis, Assumptions, and Critical Service Conditions remain materially consistent with the claim.

6.5 Prohibition of Implied or Rolling Claims

A claim concerning one shift, route, assignment, Job Coach, worksite, or Service Period shall not automatically roll forward to later periods or expand to other assignments, Workers, Job Coaches, employers, or worksites. Repeated or continuing claims require an Evidence basis appropriate to the repeated or continuing Boundary.

7. Non-Prescriptive Interpretation and Reference-Layer Limits

7.1 Non-Prescriptive Interpretation

VJC1 identifies what shall remain visible when Job Coaching Support Service quality is interpreted in cleaning-services employment. It does not prescribe one coaching technique, task-analysis method, fading schedule, cleaning method, staffing model, documentation system, or technology platform.

7.2 Limits of Task Completion and Employment Continuity

Completion of cleaning tasks, appearance of the cleaned area, attendance, continued employment, employer satisfaction, or successful inspection does not by itself establish the quality of the Job Coaching Support Service. The Evidence shall connect Job Coaching Support Work with bounded employment-maintenance Support Results without hiding substitution, dignity loss, role confusion, or unresolved risk.

7.3 Limits of Documentation and Compliance

Documentation, authorization, training completion, billing, policy compliance, or employer acceptance may be relevant Evidence or Reference Layer information, but none independently establishes a satisfactory Support Service Quality State.

7.4 Employer Direction, Worker Direction, and Actual Conditions

Employer direction, Worker direction and consent, vocational rehabilitation plans, provider arrangements, and other authorized instructions shall be interpreted together with actual workplace conditions. An instruction does not remove the need to recognize change, protect dignity, remain within Functional Scope, or escalate when continued activity would be inappropriate.

7.5 Training, Competence, and Authorization

Training or credentials do not by themselves demonstrate Competence or authorization for the declared object. The application shall distinguish Occupation, Job, Occupational Function, Support Role, Functional Scope, actual responsibilities, and Competence expectations as governed by ORF1 and the applicable Reference Layer.

7.6 Technology, Tools, Products, and Equipment Limits

Technology, checklists, route aids, prompts, cleaning tools, products, and equipment may support Function Realization, but their presence, purchase, availability, or recorded use does not establish quality. Suitability, safe and authorized use, accessibility, reliability, data integrity, human judgment, and Interface performance remain relevant.

Annex A (Informative) - Cleaning Services Employment Structural Checkpoint Checklist

This checklist supports completeness before Factor-level interpretation. Completion of the checklist does not determine quality.

No.	Structural Checkpoint	Status / Notes
1	The Cleaning Services Employment Job Coaching Support Service Quality Object and purpose of the determination are declared.	
2	The Worker, included Job Coaches or Support Workers, Job Coaching Support Work, and Support Results are described.	

No.	Structural Checkpoint	Status / Notes
3	The Service Period and Support Service Arrangement are declared.	
4	Support Intended Functions and Support Intended Results are identified.	
5	The Support Service Boundary, job duties, assigned areas, routes, and material internal and external Interfaces are visible.	
6	Support Roles, Functional Scopes, employer authority, provider responsibilities, and escalation pathways are identified.	
7	The worksite, task sequence, standards, tools, products, supplies, schedules, and realization pathway are described.	
8	The applicable Reference Layer is identified.	
9	Expected Evidence sources, limitations, Assumptions, Uncertainty, and Unresolved Conditions are identified.	
10	The proposed Support Service Quality Claim Boundary does not exceed the declared object or Evidence basis.	

Annex B (Informative) - Cleaning Services Employment Job Coaching Support Service Quality Object Illustration

This editable illustration summarizes the declared object. It does not replace the full Support Service Quality Object Description or Structural Checkpoints.

DECLARED CLEANING SERVICES EMPLOYMENT JOB COACHING SUPPORT SERVICE QUALITY OBJECT		
WORKER RECEIVING JOB COACHING SUPPORT	JOB COACHING SUPPORT SERVICE	JOB COACH / SUPPORT WORKER(S)
job role, abilities, rights, preferences, goals employment context and support needs dignity, privacy, autonomy, participation	Job Coaching Support Work Employment-maintenance Support Results Service Period and arrangement internal Boundaries and Interfaces	knowledge, skills, values, judgment communication, observation, coaching authorized Support Role and Functional Scope accountability and escalation
SUPPORT INTENDED FUNCTIONS AND SUPPORT INTENDED RESULTS Safe, respectful, effective employment-maintenance support connected to actual cleaning job requirements, Worker ability, dignity, autonomy, Functional Independence, ordinary participation, and job continuity.		
BOUNDARIES, INTERFACES, RESPONSIBILITIES, EMPLOYMENT CONTEXT, ASSUMPTIONS, UNCERTAINTY, AND EVIDENCE BASIS		
CORE FACTORS AND INDICATORS -> CONTEXT-SPECIFIC QUALITY OUTCOME CRITERIA -> EVIDENCE-SUPPORTED FINDINGS -> FACTOR INTERPRETATION -> QUALITY STATE -> BOUNDED CLAIM		

Annex C (Informative) - Illustrative VJC1 Evidence Plan Elements

An Evidence plan may use the following elements as appropriate to the declared object and claim. The list is illustrative and shall not be treated as a universal checklist.

Element	Illustrative content
Declared object and claim	Object Scale, Service Period, Support Service Arrangement, cleaning assignment, worksite, included Workers and Job Coaches, proposed claim Boundary.
Criteria and criticality	Applicable VJC1 criteria, Critical Service Conditions, Non-Compensability, Reference Layer requirements, and decision rules.
Job Coaching Support Work Evidence	Observation, coaching records, prompts or cueing, support adjustment, fading, communication, escalation, and role-boundary Evidence.
Support Result Evidence	Task performance, reliability, adaptation, Functional Independence, participation, dignity, continuity, and employment-maintenance results within the claim Boundary.
Workplace-context Evidence	Actual duties, routes, schedules, employer standards, inspection or rework, changed assignments, tools, products, supplies, and worksite conditions.
Worker and authorized-party evidence	Worker feedback in accessible form and relevant authorized feedback from supervisors, providers, or other parties.
Contrary Evidence and uncertainty	Conflicting accounts, missing periods, attribution limits, changing conditions, Assumptions, Uncertainty, and Unresolved Conditions.
Review and retention	Who reviews the Evidence, when it is reviewed, how corrections are handled, and how Evidence remains traceable to the claim.

Annex D (Informative) - Illustrative Support Service Quality Claim Statement Elements

A claim should remain concise enough to communicate but sufficiently bounded to prevent unsupported interpretation. Illustrative elements include:

Claim element	Question to answer
Object	What Cleaning Services Employment Job Coaching Support Service Quality Object is covered?
Scale and period	Which Interaction, Episode, shift, recurring period, or other Service Period is covered?
Worker and support arrangement	Which Worker, Job Coach or Support Workers, provider/employer Interfaces, and Support Service Arrangement are included?
Employment context	Which employer, worksite, cleaning assignment, routes, tasks, standards, tools, schedules, and conditions are relevant?

Claim element	Question to answer
Criteria	Which Core Factors, Indicators, and VJC1 Context-Specific Quality Outcome Criteria were applied?
Evidence basis	What Evidence supports the finding and what Contrary Evidence or limitations exist?
Quality State	What bounded Support Service Quality State was determined under SCM1?
Critical conditions	Which Critical Service Conditions were reviewed and what was their status?
Assumptions and uncertainty	What Assumptions, attribution limits, Uncertainty, or Unresolved Conditions remain?
Boundary and exclusions	What persons, periods, worksites, job duties, Interfaces, or conclusions are expressly excluded?
Continued validity	What changes would require review, restriction, suspension, withdrawal, or a new determination?

Annex E (Informative) - Worker- and Population-Specific Interpretation in Cleaning Services Employment

E.1 Purpose and Limits

This Annex provides informative guidance where a Worker has intellectual or developmental disability-related, communication, cognitive, sensory, neurological, mental-health-related, physical, or other functional support needs relevant to cleaning-services employment. It does not create new Core Quality Factors or Core Quality Indicators, a disability-specific standard, diagnosis, eligibility rule, or lower employment expectation.

The Worker remains an employee and the cleaning assignment remains real work. Interpretation shall focus on the actual Worker-job-support Interface, the declared Support Service Quality Object, individualized functional needs, dignity, privacy, autonomy, Functional Independence, and the authorized Job Coaching Support Role and Functional Scope.

E.2 Illustrative Functional Support Conditions

Functional support needs may become visible through difficulty with:

- remembering routes, locations, task sequences, or end-of-task conditions;
- distinguishing similar rooms, surfaces, supplies, tools, products, containers, or waste streams;
- understanding rapid verbal instructions, supervisor correction, inspection feedback, or changed expectations;
- changing from one task, room, route, schedule, or supervisor to another;
- maintaining pace and accuracy without unsafe shortcuts;
- asking for clarification, assistance, supplies, or reinspection through appropriate workplace channels;
- recognizing safety, access, dignity, privacy, or role-boundary conditions; or
- managing confusion, anxiety, sensory load, fatigue, or frustration when routines change.

These examples are not diagnostic and shall not be assumed for any Worker. Another Worker without a named diagnosis may have similar employment-relevant support needs.

E.3 Interpretation Across the VRJ1 Factors

- Factor 1: identify physical, psychological, dignity, communication, and role-related harm conditions connected to the actual cleaning assignment.
- Factor 2: connect support to actual assigned duties, route, pace, accuracy, inspection, and employer-acceptable standards rather than general employability skills.
- Factor 3: use prompts, checklists, visual cues, modeling, or support adjustment without routinely completing assigned cleaning work for the Worker.
- Factor 4: protect adult status, employee role, privacy, autonomy, and dignity, including private correction and limited disclosure.
- Factor 5: recognize changed supervisors, routes, products, schedules, tasks, or expectations before avoidable instability develops.
- Factor 6: support job-related communication and routines while avoiding unnecessary separation from coworkers and ordinary workplace participation.
- Factor 7: maintain accurate information about duties, route, schedule, support strategies, changes, and confidentiality limits.
- Factor 8: remain within Job Coaching Functional Scope and seek appropriate employer, clinical, safety, legal, or other involvement when needed.

E.4 Illustrative Criteria and Evidence Considerations

Illustrative criteria and Evidence may address whether support needs are identified in relation to actual job functions rather than diagnosis alone; prompts and cues match real work; support is adjusted as conditions change; the Worker performs assigned tasks without unnecessary substitution; dignity and privacy are protected; the Worker can ask questions and receive feedback through accessible methods; role limits are recognized; and the Evidence distinguishes Job Coaching Support Work from Worker job performance and external responsibilities.

E.5 Claim Limits

A claim using this Annex shall remain bounded to the actual Worker, job, worksite, Service Period, Support Service Arrangement, criteria, Evidence basis, included and excluded Interfaces, Assumptions, limitations, and Unresolved Conditions. This Annex shall not be used to generalize about all Workers with a diagnosis, lower job expectations, justify segregation, or expose disability-related information unnecessarily.

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