



Justification of the Thirty-Two Invariant VRJ Core Quality Indicators

*Methodological justification of the thirty-two invariant Core Quality Indicators
established by
the Vocational Rehabilitation Job Coaching Whole Quality Standard — Core (VRJ1)*

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Foreword

The Vocational Rehabilitation Job Coaching Whole Quality Standard — Core (VRJ1) establishes eight invariant Core Quality Factors and thirty-two invariant Core Quality Indicators for the Job Coaching support-service in maintaining competitive integrated employment.

The companion paper, Justification of the Eight Invariant VRJ Core Quality Factors, explained why the VRJ Core needs eight separate major quality dimensions.

This paper takes the next step and explains the thirty-two Core Quality Indicators.

Under AMSI VOC1, a Core Quality Indicator is an invariant observable or assessable expression of a Core Quality Factor. In simple terms, the Factor tells us what major quality dimension must be examined, and the Indicator helps make that dimension visible and assessable. The Indicator does not by itself state what result is acceptable. That is done through a Context-Specific Quality Outcome Criterion.

The main question of this paper is:

Why is each of the thirty-two VRJ Core Quality Indicators needed, and what important determination capability would be lost if that Indicator were removed?

The paper also asks whether any Indicators overlap too much, whether they remain useful across different employment Contexts, and whether the present thirty-two-Indicator structure leaves any important Core-level gap.

The current Cleaning Services Employment Context Guide provides the developed VRJ application used in this analysis. It keeps all eight Core Quality Factors and all thirty-two Core Quality Indicators while adding cleaning-specific Quality Outcome Criteria, Failure Modes, Critical Service Conditions, and Evidence considerations.

This paper does not claim that thirty-two is a permanently fixed number.

Its purpose is to justify the present Indicator structure, test whether each Indicator is necessary and distinguishable, and keep the VRJ Core open to future Evidence-supported development where a real recurring need is demonstrated.

The paper also examines three possible Indicator functions as a research tool:

Quality-State Indicators;

Quality-State Determination Indicators;

and

Quality-State Influence Indicators.

These are not new VRJ Core categories. They are simply a way to better understand what different Indicators do within the determination process.

The goal is therefore practical and methodological: to explain why the thirty-two established VRJ Core Quality Indicators are needed to make the eight Core Quality Factors observable and usable in responsible Support Service Quality State Determination.

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1. INTRODUCTION

1.1 Purpose of This Paper

The Vocational Rehabilitation Job Coaching Whole Quality Standard — Core (VRJ1) establishes thirty-two invariant Core Quality Indicators under eight invariant Core Quality Factors.

The purpose of this paper is to explain why these thirty-two Indicators are needed.

Each Indicator is examined as part of the determination structure used to make a Core Quality Factor observable and assessable.

The main question is simple:

What important determination capability would become weaker or less visible if a particular Indicator were removed?

The paper therefore does not treat the thirty-two Indicators as a checklist of desirable Job Coaching characteristics.

It examines what each Indicator contributes to determining Function Realization of the declared Job Coaching Support Service Quality Object.

1.2 Relationship to the Vocational Rehabilitation Job Coaching Whole Quality Standard — Core (VRJ1)

VRJ1 provides the Core structure examined in this paper.

It establishes the Job Coaching Support Service Quality Object, its Support Intended Functions and Support Intended Results, the eight invariant Core Quality Factors, and the thirty-two invariant Core Quality Indicators.

VRJ1 also establishes that the Factors and Indicators remain invariant across different job types, industries, worksites, employment-support models, funding arrangements, technologies, Worker populations, and jurisdictions. Context Guides provide Context-Specific Interpretation without changing the Core.

This paper does not change or redefine the Indicators established in VRJ1.

VRJ1 states what the Indicators are.

This paper asks why each Indicator is needed and what determination function it performs.

1.3 Relationship to the Justification of the Eight Invariant VRJ Core Quality Factors

The companion paper, Justification of the Eight Invariant VRJ Core Quality Factors, examined the Factor layer of the VRJ Core.

That paper asked why eight separate major quality dimensions are needed for responsible determination of Job Coaching Support Service Function Realization.

This paper begins where the Factors paper ends.

A Factor identifies a major quality-relevant dimension.

An Indicator gives that Factor more specific observable or assessable form.

The relationship can be expressed simply as:





VRJ1 places Factors and Indicators in this same methodological sequence.

1.4 Scope and Limitations

This paper concerns only the thirty-two invariant VRJ Core Quality Indicators established in VRJ1 for the Job Coaching support-service in maintaining competitive integrated employment.

It does not determine the quality of a particular Worker, Job Coach, employer, provider organization, workplace, or support arrangement.

It does not establish job-specific performance standards, employer procedures, legal requirements, vocational rehabilitation requirements, or workplace safety rules.

It also does not create Context-Specific Quality Outcome Criteria.

Under AMSI VOC1, a Core Quality Indicator makes a Core Quality Factor observable or assessable, while the expected condition is stated through an applicable Context-Specific Quality Outcome Criterion.

This distinction is important.

An Indicator tells us what must be examined.

A Criterion tells us what condition is expected in the declared Context.

Evidence then supports the finding about whether that condition is present.

The paper also does not claim that thirty-two is a permanently fixed number.

The current Indicator set can be justified and retained while still remaining open to future Evidence-supported development.

1.5 Central Research Question

The central research question of this paper is:

Are the thirty-two established VRJ Core Quality Indicators necessary and distinguishable determination elements of the present VRJ Core?

For each Indicator, the analysis asks:

What does this Indicator make observable or assessable?

How does it support its parent Core Quality Factor?

What Failure Modes or Support Service Realization Pathways make it necessary?

What becomes materially less observable or determinable if it is removed?

Does another Indicator already perform the same determination function?

Does the Indicator remain meaningful across different employment Contexts?

Can Context-specific differences be handled through Context-Specific Quality Outcome Criteria rather than by changing the invariant Core Indicator?

The current Cleaning Services Employment Context Guide provides the developed VRJ application available for this testing. It retains all thirty-two invariant Core Quality Indicators while developing cleaning-specific Context-Specific Quality Outcome Criteria, Failure Modes, Critical Service Conditions, and Evidence considerations.

The purpose is therefore not to prove that thirty-two can never change.

The purpose is to determine whether the present thirty-two-Indicator structure is justified for current VRJ Core application and whether any real Core-level determination gap becomes visible through the analysis.

2. FROM CORE QUALITY FACTORS TO CORE QUALITY INDICATORS

2.1 Role of a Core Quality Factor in the VRJ Core

A Core Quality Factor identifies a major quality-relevant dimension of Function Realization.

In VRJ1, the eight Core Quality Factors tell us the main areas that must remain visible when determining the quality of the Job Coaching Support Service Quality Object.

For example:

Protection from Foreseeable Employment Harm;

Sustained Job Performance at Employer-Acceptable Standards;

Functional Independence and Appropriate Support Balance;

and

Continuity and Accuracy of Employment-Relevant Information.

A Factor therefore tells us what major quality dimension must be examined.

But a Factor is still broad.

By itself, it does not show every specific condition that must be observed or assessed within that dimension.

2.2 Role of a Core Quality Indicator

AMSI VOC1 defines a Core Quality Indicator as an invariant observable or assessable expression of a Core Quality Factor across the Context Guides governed by that Core Standard.

In simpler language:

the Factor identifies the major quality dimension;

the Indicator makes that dimension more specifically observable or assessable.

AMSI VOC1 also makes an important distinction:

a Core Quality Indicator does not itself state what condition is acceptable.

The expected condition is established through an applicable Context-Specific Quality Outcome Criterion.

The Indicator therefore helps answer:

What should we examine in order to understand this Factor?

2.3 Why a Core Quality Factor Alone Is Not Sufficient for Support Service Quality State Determination

A Factor alone may be too broad for responsible determination.

For example, Factor 2 concerns:

Sustained Job Performance at Employer-Acceptable Standards.

This tells us the major quality dimension.

But a responsible determination needs more specific observable or assessable questions.

The determination may need to examine different aspects of job performance, adaptation, consistency, changing work requirements, or other conditions established through the Core Indicators.

Without the Indicator layer, different evaluators could interpret the same Factor in very different ways.

One evaluator might look mainly at task completion.

Another might look mainly at work pace.

Another might rely on employer satisfaction.

The broad Factor would remain the same, but the determination process could become inconsistent.

The Core Quality Indicators reduce this problem by giving the Factor a more specific and stable determination structure.

2.4 Factor–Indicator Relationship

The relationship between a Core Quality Factor and its Core Quality Indicators is hierarchical.

The Factor comes first.

The Indicators sit beneath that Factor and make its important parts observable or assessable.

The relationship can be expressed as:



VRJ1 places the Factors and Indicators in this same methodological sequence within the complete Job Coaching Support Service Quality State Determination process.

The Indicator therefore does not replace the Factor.

It gives the Factor more determination resolution.

2.5 Indicators as Means of Making Quality-Relevant Conditions Observable and Determinable

The main purpose of the Indicator layer is to make quality-relevant conditions sufficiently visible for determination.

An Indicator may help make visible:

a condition of the Worker's employment performance;

a condition of Job Coaching Support Work;

a change in employment risk;

the quality of an information pathway;

the balance between Worker performance and Job Coaching support;

a workplace relationship or Interface;

or

the way Job Coaching judgment is exercised within Functional Scope.

Different Indicators may therefore focus on different parts of the same Job Coaching Support Service Quality Object.

They remain connected because they all support determination of Function Realization of that one declared Quality Object.

The Indicator layer gives the evaluator a more precise answer to the question:

What must be observed or assessed before this Factor can be interpreted responsibly?

2.6 Distinction Among Core Quality Indicator, Context-Specific Quality Outcome Criterion, and Evidence

These three concepts must remain separate.

A Core Quality Indicator identifies what must be made observable or assessable.

A Context-Specific Quality Outcome Criterion states the expected condition within the declared employment Context.

Evidence supports the finding about whether that expected condition is actually present.

For example, an Indicator may require examination of a particular aspect of sustained job performance.

The Indicator itself does not state the exact acceptable work pace, quality level, task sequence, or tolerance for every possible job.

Those conditions may differ between cleaning services, retail, office support, warehouse work, food service, or another employment Context.

The Context-Specific Quality Outcome Criterion provides that more specific expected condition.

Evidence then shows what actually occurred.

The relationship can therefore be expressed simply as:

Indicator
=
what must be examined.
Criterion
=
what condition is expected in this Context.
Evidence
=
what supports the finding about the actual condition.

AMSI VOC1 preserves exactly this distinction: the Core Quality Indicator makes the Factor observable or assessable, while the Context-Specific Quality Outcome Criterion states the expected condition and remains traceable to the Indicator and the declared Support Service Quality Object.

This distinction is essential for keeping the VRJ Core invariant while allowing different employment Contexts to develop their own appropriate criteria and Evidence.

3. THE DIFFERENT COMPLETENESS PROBLEM AT THE INDICATOR LAYER

3.1 Why the Core Quality Factor and Core Quality Indicator Problems Are Different

Core Quality Factors and Core Quality Indicators operate at different levels.

A Core Quality Factor identifies a major quality-relevant dimension of Function Realization.

A Core Quality Indicator makes a part of that Factor more specifically observable or assessable.

Because these levels are different, the question of completeness is also different.

At the Factor level, we ask:

Have the major quality-relevant dimensions necessary for responsible determination been identified?

At the Indicator level, we ask:

Do the established Indicators provide enough determination resolution to make those Factors meaningfully observable and assessable?

This distinction is important because a Factor may remain valid even if future research shows that another Indicator is needed beneath it.

3.2 Necessity and Sufficiency at the Factor Layer

The companion VRJ Factors justification examined whether the eight established Factors preserve the major dimensions needed for determination of Job Coaching Support Service Function Realization.

The analysis used removal, merger, distinguishability, and collective-coverage tests.

Its conclusion was bounded.

The eight-Factor structure is supported at the present methodological resolution, but future Evidence may still justify controlled Core revision.

The same general principle applies to the Indicator layer, but the Indicator problem requires a different test.

An Indicator is not justified simply because its subject is important.

It must perform a necessary determination function within its parent Factor.

3.3 Necessity as the Primary Test for Invariant Core Quality Indicators

For each of the thirty-two VRJ Core Quality Indicators, the primary question is:

What becomes materially less observable or determinable if this Indicator is removed?

If removing an Indicator causes an important part of the parent Factor to become insufficiently visible, the Indicator has a strong claim to Core-level necessity.

If removing it causes no meaningful loss because another Indicator already performs the same determination function, possible redundancy must be examined.

The test is therefore not:

Is this Indicator useful?

Many Context-specific measures may be useful.

The stronger question is:

Is this Indicator needed as part of the invariant Core determination structure?

3.4 Why Permanent Sufficiency of the Indicator Set Is Not Claimed

The present VRJ Core contains thirty-two Indicators.

This paper can test whether those thirty-two Indicators are individually necessary and distinguishable.

It cannot reasonably prove that no additional Indicator could ever become necessary.

Future employment Contexts may reveal a recurring condition that is not adequately observable through the present Indicator structure.

New technologies, work arrangements, communication methods, or other changes may also expose determination problems that are not yet apparent.

This does not mean that every new condition requires a new Core Quality Indicator.

Most new details should first be addressed through the existing Indicators, Context-Specific Quality Outcome Criteria, Failure Modes, Critical Service Conditions, Evidence, Boundaries, Interfaces, Functional Scope, or the Reference Layer.

A new invariant Core Quality Indicator should be considered only when a recurring and important determination function cannot be represented adequately through the existing structure.

3.5 Stable but Open Indicator Architecture

The VRJ Core needs stability.

The same Core Quality Indicators should not change simply because the Worker changes jobs, a different employer is involved, a new workplace technology is introduced, or a different Context Guide is developed.

Without this stability, meaningful comparison across employment Contexts would become difficult.

At the same time, stability should not mean that the Indicator structure is permanently closed.

The better principle is:

stable for present application

+

open to Evidence-supported future development.

A possible new Indicator should therefore first be treated as a research finding.

It should be tested across applications and compared with the existing thirty-two Indicators before any Core revision is considered.

3.6 Invariance Versus Context-Specific Extension

An invariant Core Quality Indicator must remain meaningful across the employment Contexts governed by VRJ1.

But this does not mean that the Indicator must look exactly the same in every job.

For example, an Indicator concerning job performance may be applied very differently in cleaning services, retail, office support, food service, or warehouse work.

The actual tasks, work pace, employer expectations, equipment, workplace conditions, and Evidence may differ.

The Core Indicator remains the same.

The Context-Specific Quality Outcome Criterion states what is expected for that Indicator in the declared employment Context.

This relationship can be expressed simply as:



AMSI VOC1 supports this separation. A Core Quality Indicator remains an invariant observable or assessable expression of its Core Quality Factor, while the Context-Specific Quality Outcome Criterion states the expected condition for that Indicator in the declared Service Context.

The current Cleaning Services Employment Context Guide follows this structure by retaining the thirty-two VRJ Core Quality Indicators while developing cleaning-specific criteria and related determination elements.

The completeness question at the Indicator layer is therefore not whether every possible employment condition already has its own Core Indicator.

The question is whether the present invariant Indicators provide the determination structure needed to make the eight Core Quality Factors sufficiently observable and assessable, while Context-specific detail remains at the appropriate Context level.

4. METHOD FOR JUSTIFYING AN INVARIANT VRJ CORE QUALITY INDICATOR

4.1 Indicator Necessity Test

Each VRJ Core Quality Indicator should have a clear reason for being part of the invariant Core.

The first question is therefore:

Why is this Indicator needed?

The answer should identify the specific determination function that the Indicator performs within its parent Core Quality Factor.

An Indicator is necessary when removing it would make an important quality-relevant condition materially less observable or assessable.

Importance alone is not enough.

The Indicator must contribute something necessary to determination of Function Realization of the Job Coaching Support Service Quality Object.

4.2 Removal Test

The removal test asks:

What happens if this Indicator is removed from the Core?

The analysis should imagine that the parent Factor and its other Indicators remain in place.

If an important condition can then occur without being adequately visible through the remaining Indicators, removal creates a determination gap.

That gap supports retention of the Indicator.

If nothing important is lost, the Indicator may require closer examination for possible redundancy.

4.3 Distinguishability Test

Indicators under the same Factor may be closely related.

This does not automatically make them redundant.

The important question is:

Do they ask the same determination question?

Two Indicators may examine the same employment event but from different quality-relevant perspectives.

For example, one Indicator may concern whether a condition was recognized, while another concerns whether appropriate action followed.

The event may be the same.

The determination functions are different.

An Indicator is distinguishable when it preserves a determination question that is not adequately preserved by another Indicator.

4.4 Non-Redundancy and Overlap Test

Some overlap among Indicators is expected because all thirty-two Indicators concern one Job Coaching Support Service Quality Object.

A change in one employment condition may affect several Indicators at the same time.

Overlap therefore does not by itself establish redundancy.

The test is whether one Indicator can be removed without losing a meaningful determination capability.

If two Indicators sometimes use the same Evidence but ask different questions, they are not necessarily redundant.

The key distinction is:

same event
≠
same determination function.

4.5 Relationship to Support Intended Function Realization and Failure Modes

Every invariant Core Quality Indicator should remain connected to Function Realization.

The Indicator should help make visible a condition through which the Job Coaching Support Service may realize, weaken, interrupt, distort, or fail to realize its Support Intended Functions and Support Intended Results.

Failure Modes are therefore important to Indicator justification.

A Failure Mode shows how Function Realization may go wrong.

The Indicator provides a way to make the relevant condition observable or assessable before a responsible Support Service Quality State Determination is made.

The analysis should therefore ask:

What Failure Mode becomes harder to recognize or assess if this Indicator is absent?

4.6 Support Service Realization Pathway Relevance

Job Coaching support is realized through actual interactions and actions over time.

A Support Service Realization Pathway may include:

observation of the employment situation;
recognition of a support need or changing condition;
communication with the Worker or other appropriate workplace participant;
selection of Job Coaching Support Work;
performance or adjustment of that Support Work;
observation of the Support Result;
and
further response where needed.

Not every Indicator applies to every step in the same way.

Some Indicators make an actual employment or support condition visible.

Some help determine whether that condition is being recognized and understood correctly.

Others help determine whether appropriate Job Coaching action is being taken.

This is one reason the Indicator layer requires more resolution than the Factor layer.

4.7 Boundary and Interface Relevance

Indicators must also be interpreted within the declared Support Service Boundaries and Interfaces.

The Job Coaching Support Service Quality Object does not exist in isolation.

It interacts with the employer, supervisors, coworkers, workplace systems, external service providers, technologies, transportation arrangements, and other external conditions through Interfaces.

An Indicator may therefore concern:

a condition inside the Quality Object;

an internal Interface among its constituent parts;

or

an external Interface through which an outside system affects Function Realization.

This distinction matters because a problem outside the Quality Object should not automatically be treated as a failure of Job Coaching Support Work.

The determination should examine how the external condition entered through an Interface and how the Job Coaching Support Service responded within its applicable Functional Scope.

4.8 Evidence and Determinability Test

An Indicator must be capable of supporting Evidence-based determination.

The question is not only:

What happened?

It is also:

How can we know what happened with sufficient confidence?

Relevant Evidence may come from different sources depending on the Indicator and employment Context.

For example, Evidence may concern observed Worker performance, Job Coaching Support Work, employer feedback, workplace instructions, changes in assigned duties, communication records, Support Results, or other relevant conditions.

Evidence quantity alone is not enough.

The Evidence must be relevant to the determination question raised by the Indicator.

Where Evidence is insufficient, uncertain, inconsistent, or materially conflicting, the Indicator should not be treated as satisfactorily established merely because other Indicators appear favorable.

4.9 Context-Invariance Test

A Core Quality Indicator should remain meaningful when the employment Context changes.

The test is not whether its exact observable expression remains identical.

The test is whether its determination function remains necessary.

For example, the Evidence used to examine an Indicator may be very different in cleaning services and office support.

The expected condition may also differ.

Those differences can be handled through Context-Specific Quality Outcome Criteria and Context-specific Evidence.

The Core Indicator should remain stable if the same basic determination question continues to matter.

The current Cleaning Services Employment Context Guide provides one developed application for this test because it retains the VRJ Core Indicators while giving them cleaning-specific interpretation.

4.10 Conditions for Retaining an Indicator as an Invariant VRJ Core Quality Indicator

An established VRJ Core Quality Indicator is supported for retention when the analysis shows that it:

performs a necessary determination function within its parent Core Quality Factor;

makes an important condition observable or assessable;

remains connected to Function Realization and relevant Failure Modes;
survives the removal test;
remains distinguishable from neighboring Indicators;
is not merely a duplicate of another Indicator;
can be supported through relevant Evidence;
remains meaningful across different employment Contexts even when its Context-specific expression changes;
and
belongs at the invariant Core level rather than only within one particular Context Guide.
These tests provide the basis for the Indicator-by-Indicator analysis later in this paper.

Before applying them to all thirty-two Indicators, however, the next Section examines another question:

Do different Core Quality Indicators perform recurring types of determination functions across the eight VRJ Core Quality Factors?

That horizontal question may help explain not only what each Indicator examines, but also what role it plays in determining or influencing the Support Service Quality State.

5. FUNCTIONAL TYPES OF CORE QUALITY INDICATORS — A HORIZONTAL RESEARCH QUESTION

5.1 Why Indicator Function Should Be Examined Separately from Indicator Subject Matter

The thirty-two VRJ Core Quality Indicators are organized under eight Core Quality Factors.

This vertical structure tells us what quality-relevant subject each Indicator belongs to.

But another question can also be asked:

What does the Indicator actually do in the determination process?

An Indicator may principally help us see the actual quality-relevant condition.

Another may help us determine that condition reliably.

Another may help us examine whether the Job Coaching Support Service can appropriately influence a developing condition.

Looking at Indicators in this way provides a horizontal view across the eight Factors.

The PCA Indicator study identified three useful provisional functions:

Quality-State Indicators;

Quality-State Determination Indicators;

and

Quality-State Influence Indicators.

This paper uses the same research lens for the VRJ Core.

5.2 Quality-State Indicators

A Quality-State Indicator principally helps make an actual quality-relevant condition of the Job Coaching Support Service Quality Object visible.

Its basic question is:

What is the actual condition?

For example, an Indicator may help show whether:

job performance is being sustained;

the Worker is performing with an appropriate level of independence;

the Worker's employee role and autonomy are being preserved;

or

the Worker is appropriately integrated into the workplace.

These are examples of conditions that help describe the actual state of Function Realization.

Evidence is still required.

The term Quality-State Indicator does not mean that the Indicator alone determines the complete Support Service Quality State.

5.3 Quality-State Determination Indicators

A Quality-State Determination Indicator principally helps determine whether the actual condition can be known reliably.

Its basic question is:

Can we correctly recognize, understand, and determine what is happening?

This may involve:

recognition;

observation;

information accuracy;

information continuity;

communication;

interpretation;

or

the reliability of an important Interface.

This function is especially important because the actual condition and the reported or perceived condition may differ.

For example, a Worker may appear to be performing independently while the Job Coach is providing support that is not visible to the person making the determination.

A workplace problem may exist but may not be communicated.

Employer feedback may be received but misunderstood.

The determination process therefore needs Indicators that help protect the reliability of what is known about the Quality Object.

5.4 Quality-State Influence Indicators

A Quality-State Influence Indicator principally concerns the capability of the Job Coaching Support Service to influence a developing quality-relevant condition appropriately.

Its basic question is:

Can appropriate action be taken to preserve, improve, restore, or protect Function Realization?

Examples may include:

adjusting Job Coaching Support Work;

responding to a change in job requirements;

reducing unnecessary support;

supporting adaptation to a developing employment condition;

communicating an employment concern;

or

escalating a matter to an appropriate person when action falls outside the Job Coach's Functional Scope.

Influence does not mean unlimited authority.

Any action must remain within applicable Functional Scope, Competence, authority, responsibility, and external requirements.

5.5 Relationships and Possible Overlap Among the Three Functions

The three functions are not completely separate.

One Indicator may contribute to more than one.

For example, an Indicator may help make a changing employment condition visible and also examine whether an appropriate response followed.

Another Indicator may concern information that is necessary both to determine the actual condition and to select appropriate Job Coaching Support Work.

Therefore:

Quality-State function;

Quality-State Determination function;

and

Quality-State Influence function

should not be treated as three isolated groups.

They are different ways of examining what an Indicator contributes to the overall determination process.

5.6 Why This Classification Is Provisional Rather Than a New Normative VRJ Core Layer

VRJ1 does not presently classify its thirty-two Core Quality Indicators into these three functional types.

This paper does not change that structure.

The classification is used only as a research tool.

An Indicator remains under its established VRJ Core Quality Factor regardless of whether this analysis identifies a Quality-State, Quality-State Determination, Quality-State Influence, or mixed function.

The PCA Indicator study reached the same conclusion: the three functions were useful for horizontal analysis but did not justify creating new normative Indicator classes.

The same approach is used here.

5.7 Use of the Classification in the Indicator-Justification Analysis

The three functional types give us an additional question to ask when examining each of the thirty-two VRJ Core Quality Indicators:

What role does this Indicator principally perform in responsible Support Service Quality State Determination?

This question can help identify possible gaps.

For example, a Factor may contain Indicators that make the actual condition visible but provide weak visibility of whether that condition can be determined reliably.

Or a Factor may contain strong determination Indicators but insufficient visibility of the service's capability to respond appropriately.

Such a finding would not automatically justify a new Indicator.

It would first require testing against:

the existing thirty-two Indicators;

Context-Specific Quality Outcome Criteria;

Failure Modes;

Critical Service Conditions;

Evidence;

Boundaries and Interfaces;

Functional Scope;

and

the Reference Layer.

The three functional types therefore provide a second analytical view of the VRJ Core.

The eight Core Quality Factors tell us what major quality dimensions must be examined.

The thirty-two Core Quality Indicators make those dimensions observable or assessable.

The provisional functional types help us understand what role those Indicators play in seeing, determining, or appropriately influencing the developing Support Service Quality State.

The next Section applies these ideas directly to the thirty-two established VRJ Core Quality Indicators, beginning with Factor 1 — Protection from Foreseeable Employment Harm.

6. FACTOR-BY-FACTOR JUSTIFICATION OF THE THIRTY-TWO INVARIANT VRJ CORE QUALITY INDICATORS

6.1 Factor 1 — Protection from Foreseeable Employment Harm

Factor 1 concerns whether foreseeable employment-related harm conditions are identified and appropriately addressed within the Job Coaching Support Service Quality Object.

VRJ1 establishes four invariant Core Quality Indicators under this Factor:

Indicator 1.1 — Identification of Foreseeable Employment-Related Harm Conditions;

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

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

and

Indicator 1.4 — Recognition of Limits and Escalation or Referral.

These four Indicators are closely related, but they ask different questions:

Was the foreseeable harm condition identified?

Was appropriate action taken?

Was avoidable harm prevented within the Service Boundary?

Were the limits of the Job Coaching role recognized and, where needed, was the matter escalated or referred?

Together, they provide a determination pathway from recognition of a harm condition to an appropriate response and its result.

6.1.1 Indicator 1.1 — Identification of Foreseeable Employment-Related Harm Conditions

Determination Function

Indicator 1.1 asks whether foreseeable employment-related harm conditions were identified.

Its basic question is:

Was an important foreseeable harm condition recognized before or while Job Coaching Support Work was being provided?

Identification must come before a condition can reliably influence Job Coaching action.

If the condition is not recognized, appropriate mitigation, prevention, modification, escalation, or referral may never occur.

This Indicator therefore performs mainly a Quality-State Determination function.

Removal Test

Assume Indicator 1.1 is removed.

The remaining Indicators could still examine whether action was taken, whether avoidable harm was prevented, and whether escalation or referral occurred.

But an important question would disappear:

Was the foreseeable harm condition identified in the first place?

A service period might end without an accident or job loss and appear satisfactory even though an important risk was never recognized.

No realized harm does not necessarily mean that foreseeable harm conditions were properly identified.

Illustrative VRJ Scenario

A Worker in cleaning services is assigned to clean a newly opened area.

The floor becomes unusually slippery when a particular cleaning product is used.

The Worker has not yet fallen, and the assigned work is being completed.

The Job Coach notices the condition and recognizes that continuing the task in the same way may create foreseeable harm.

Indicator 1.1 makes that recognition visible as part of the quality determination.

The Cleaning Services Context Guide confirms that Factor 1 may involve job-related safety risks, unsafe task continuation, role confusion, dignity risks, avoidable conflict, and other conditions that may threaten continued employment.

Distinguishability

Indicator 1.1 is not the same as Indicator 1.2.

Indicator 1.1 asks whether the condition was identified.

Indicator 1.2 asks what role-appropriate action followed.

A Job Coach may recognize a risk correctly but respond poorly.

Or appropriate action may occur only because someone else identified the condition first.

Recognition and response must therefore remain separately visible.

Conclusion

Removing Indicator 1.1 would weaken the ability to determine whether foreseeable employment-related harm conditions are recognized before they develop into more serious problems.

Indicator 1.1 is therefore supported for retention as an invariant VRJ Core Quality Indicator.

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

Determination Function

Indicator 1.2 begins after a relevant harm condition has been identified.

Its basic question is:

Did the Job Coaching Support Service respond in an appropriate way within the Job Coach's role and Functional Scope?

Recognition alone is not enough.

An identified condition may require modification of Support Work, communication, temporary interruption, assistance from another responsible person, or another appropriate action.

The important point is that the response must also remain role-appropriate.

The Job Coach should not attempt to solve a problem by taking authority or performing functions that belong to the employer, supervisor, safety personnel, clinician, or another responsible party.

This Indicator therefore principally performs a Quality-State Influence function.

Removal Test

Assume Indicator 1.2 is removed.

The Core could still determine whether the risk was identified and whether harm eventually occurred.

But it would lose a separate determination of whether the Job Coaching response to the identified condition was appropriate.

This creates a gap between:

recognizing a problem;

and

appropriately influencing the developing condition.

Illustrative VRJ Scenario

A Job Coach recognizes that a Worker has been instructed to use equipment in a way that appears inconsistent with the Worker's demonstrated training.

The Job Coach should not simply take over the equipment or independently rewrite the employer's procedure.

Role-appropriate action may instead include stopping or modifying the Job Coaching activity within the applicable Service Boundary and bringing the concern to the appropriate supervisor or responsible workplace person.

The important quality question is not only whether the concern was noticed.

It is whether the response was appropriate to the Job Coaching Support Role.

Distinguishability

Indicator 1.2 differs from Indicator 1.3.

Indicator 1.2 concerns the action taken in response to the identified condition.

Indicator 1.3 concerns whether avoidable employment-related harm is prevented within the Service Boundary.

Appropriate action can be taken even where harm cannot be fully controlled by the Job Coaching Support Service.

Likewise, harm may fail to occur by chance even when the response was poor.

Action and result therefore require separate visibility.

Conclusion

Indicator 1.2 preserves the necessary link between recognition of foreseeable harm and appropriate Job Coaching action.

It is therefore supported for retention as an invariant VRJ Core Quality Indicator.

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

Determination Function

Indicator 1.3 focuses on the realized condition.

Its basic question is:

Was avoidable employment-related harm prevented within the part of the situation that falls within the declared Job Coaching Support Service Boundary?

This Indicator is important because good intentions and appropriate procedures do not by themselves establish a favorable result.

The determination must also examine what actually happened.

At the same time, the phrase "within the Service Boundary" is essential.

The Job Coaching Support Service cannot reasonably be held responsible for every harmful condition arising anywhere in the employment environment.

The determination must remain bounded to the declared Quality Object and its Interfaces.

Indicator 1.3 therefore performs principally a Quality-State function.

Removal Test

Assume Indicator 1.3 is removed.

The Core could still examine whether harm conditions were identified and whether appropriate actions were taken.

But it would lose direct visibility of whether avoidable employment-related harm was actually prevented within the Service Boundary.

A process could appear satisfactory because the Job Coach recognized the problem and followed an appropriate response procedure even though preventable harm repeatedly occurred.

The realized condition must therefore remain separately visible.

Illustrative VRJ Scenario

A Worker repeatedly receives Job Coach prompts in front of customers for tasks the Worker can perform independently.

No physical injury occurs.

However, the unnecessary visible prompting creates embarrassment, changes how customers and coworkers treat the Worker, and weakens the Worker's ordinary employee role.

The relevant harm is employment-related and may arise through the Job Coaching Support Service itself.

Factor 1 in the Cleaning Services Context Guide expressly includes dignity risks created by visible support, role confusion, and stigmatizing prompting among foreseeable employment-harm conditions.

Indicator 1.3 helps determine whether such avoidable harm was actually prevented.

Distinguishability

Indicator 1.3 differs from Indicators 1.1 and 1.2.

Indicator 1.1 concerns recognition.

Indicator 1.2 concerns response.

Indicator 1.3 concerns the realized harm condition within the Service Boundary.

These questions are connected but not interchangeable.

Conclusion

Without Indicator 1.3, the Factor could become too focused on recognition and process while losing direct visibility of whether avoidable employment-related harm was actually prevented.

Indicator 1.3 is therefore supported for retention as an invariant VRJ Core Quality Indicator.

6.1.4 Indicator 1.4 — Recognition of Limits and Escalation or Referral

Determination Function

Indicator 1.4 addresses situations where the Job Coaching Support Service cannot appropriately resolve the identified condition by itself.

Its basic question is:

Were the limits of the Job Coaching role recognized, and was the matter escalated or referred when appropriate?

This Indicator is particularly important because Job Coaching takes place inside a workplace containing different authorities and responsibilities.

The Job Coach may recognize an important condition without having the authority, Competence, or Functional Scope to resolve it.

In such situations, good Job Coaching does not mean doing everything personally.

It may mean recognizing the limit and involving the appropriate responsible person.

Indicator 1.4 therefore combines Quality-State Determination and Quality-State Influence functions.

Removal Test

Assume Indicator 1.4 is removed.

The Core could still examine identification of harm, mitigation actions, and prevention of avoidable harm.

But it would lose a separate determination of whether the Job Coach recognized when the matter exceeded the Job Coaching role.

That gap could encourage inappropriate intervention.

A Job Coach might recognize a serious workplace problem correctly but then attempt to make a decision belonging to a supervisor, safety professional, clinician, or another responsible party.

Illustrative VRJ Scenario

A Worker reports dizziness while performing an assigned cleaning task.

The Job Coach recognizes that continued work may create a risk.

The Job Coach may appropriately stop or interrupt the immediate Job Coaching activity within the applicable role.

But the Job Coach should not independently diagnose the cause of the dizziness or make a medical determination.

Recognition of the limit and appropriate referral or escalation are therefore part of responsible Function Realization.

Distinguishability

Indicator 1.4 is related to Indicator 1.2, but the two are not the same.

Indicator 1.2 asks:

Was role-appropriate action taken to mitigate the identified condition?

Indicator 1.4 asks:

Was it recognized that the condition required action beyond the Job Coaching role, and was it appropriately escalated or referred?

Indicator 1.2 concerns appropriate action within the role.

Indicator 1.4 protects the boundary of that role when the required action goes beyond it.

Conclusion

Removing Indicator 1.4 would weaken visibility of a critical Job Coaching capability: knowing when the service should not attempt to resolve a condition by itself.

Indicator 1.4 is therefore supported for retention as an invariant VRJ Core Quality Indicator.

6.1.5 Factor 1 Indicator-Set Conclusion

The four Factor 1 Indicators form a connected but non-redundant determination structure:

identify the foreseeable employment-related harm condition;

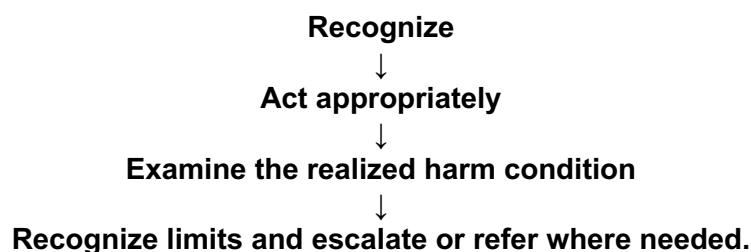
take role-appropriate action;

determine whether avoidable harm is prevented within the Service Boundary;

and

recognize when the matter exceeds the Job Coaching role and requires escalation or referral.

The sequence can be expressed simply as:



Removing any one of the four would weaken a different part of the determination pathway.

The Factor 1 Indicator set is therefore supported for retention within the present invariant VRJ Core.

6.2 Factor 2 — Sustained Job Performance at Employer-Acceptable Standards

Factor 2 concerns whether Job Coaching Support Work helps the Worker maintain the actual job at the level expected by the employer over time.

VRJ1 makes this Factor visible through four invariant Core Quality Indicators:

Indicator 2.1 — Alignment with Actual Job Requirements;

Indicator 2.2 — Support Addressing Performance Stability;

Indicator 2.3 — Support for Adaptation to Changing Job Demands;

and

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

The four Indicators ask different questions:

Is the support connected to the Worker's real job?

Does the support help maintain stable performance over time?

Does the support change when the job changes?

And does the service respond when performance problems begin to threaten continued employment?

Together, they make sustained job performance more observable and assessable.

6.2.1 Indicator 2.1 — Alignment with Actual Job Requirements

Determination Function

Indicator 2.1 asks whether Job Coaching Support Work is connected to the actual requirements of the Worker's job.

Its basic question is:

Is the support based on what the Worker really has to do at work?

VRJ1 explains that Job Coaching support should be grounded in actual job duties, schedules, workplace routines, performance expectations, and employer instructions rather than abstract employability skills.

This is important because support can appear active and well organized while still being poorly connected to the real job.

This Indicator mainly performs a Quality-State Determination function because it helps determine whether the support is correctly anchored to the actual employment situation.

Removal Test

Assume Indicator 2.1 is removed.

The remaining Indicators could still examine performance stability, adaptation to change, and response to threats to job continuation.

But the Core would lose a separate question:

Was the Job Coaching Support Work aligned with the Worker's actual job requirements in the first place?

Without this Indicator, support could focus on general workplace behavior or assumed needs while missing the tasks, routines, schedule, pace, or instructions that actually determine whether the Worker can maintain the job.

Illustrative VRJ Scenario

A Worker in cleaning services is assigned six specific areas in a required route order.

The Job Coach spends most of the support time practicing general communication skills but does not examine whether the Worker understands the assigned route, required cleaning sequence, or inspection expectations.

The coaching may be useful in a general sense.

But it is not sufficiently aligned with the actual job requirements.

Indicator 2.1 makes this difference visible.

Distinguishability

Indicator 2.1 differs from Indicator 2.2.

Indicator 2.1 asks whether the support is connected to the correct job requirements.

Indicator 2.2 asks whether the support helps the Worker perform those requirements consistently over time.

Correct alignment and stable performance are related, but they are not the same.

Conclusion

Without Indicator 2.1, Job Coaching could appear satisfactory while remaining poorly connected to the Worker's actual job.

Indicator 2.1 is therefore supported for retention as an invariant VRJ Core Quality Indicator.

6.2.2 Indicator 2.2 — Support Addressing Performance Stability

Determination Function

Indicator 2.2 asks whether Job Coaching Support Work addresses the performance characteristics needed to maintain employment over time.

VRJ1 specifically identifies consistency, reliability, accuracy, pace, and effectiveness of task performance.

Its basic question is:

Does the support help the Worker perform the job reliably and consistently, not just once?

This distinction matters because successful completion of one task or one shift does not establish sustained job performance.

This Indicator principally performs a Quality-State and Quality-State Influence function.

It helps make the stability of actual performance visible and also examines whether Job Coaching Support Work is helping to maintain that stability.

Removal Test

Assume Indicator 2.2 is removed.

The Core could still show that support is aligned with actual job requirements.

But it would lose direct visibility of whether performance is stable over time.

A Worker might know how to perform a task but perform it accurately only some of the time.

Or the Worker might complete the work correctly but too slowly to meet actual workplace expectations.

Without Indicator 2.2, such instability could become less visible.

Illustrative VRJ Scenario

A Worker completes an assigned cleaning route correctly on some days but frequently misses one area or requires repeated correction near the end of the shift.

The issue is not that the Job Coach misunderstood the job requirements.

The issue is performance stability.

Indicator 2.2 asks whether the support addresses the consistency, reliability, accuracy, and pace needed for continued employment.

Distinguishability

Indicator 2.2 differs from Indicator 2.4.

Indicator 2.2 concerns ordinary performance stability.

Indicator 2.4 becomes especially important when performance problems begin to threaten continued employment.

A performance weakness does not have to reach the level of a job-continuation threat before it should become visible.

Conclusion

Indicator 2.2 preserves direct visibility of whether Job Coaching support addresses sustained performance rather than isolated task completion.

It is therefore supported for retention as an invariant VRJ Core Quality Indicator.

6.2.3 Indicator 2.3 — Support for Adaptation to Changing Job Demands

Determination Function

Jobs change.

Duties may change.

Schedules may change.

A different supervisor may give different instructions.

A workplace may introduce new equipment, new routines, a different layout, or new performance expectations.

Indicator 2.3 asks whether Job Coaching support adapts when such changes affect the Worker's ability to maintain performance.

VRJ1 expressly requires examination of support adaptation when job duties, routines, schedules, supervision, workplace layout, tools, or expectations change.

Its basic question is:

When the job changes, does the support remain connected to the real employment situation?

This Indicator principally performs a Quality-State Influence function.

Removal Test

Assume Indicator 2.3 is removed.

The Core could still examine alignment with the original job requirements and whether performance had previously been stable.

But it would lose a separate determination of whether support remains appropriate when the job changes.

A support strategy that worked well for months may become ineffective after a new task or schedule is introduced.

Past success does not establish present suitability.

Illustrative VRJ Scenario

A Worker has successfully cleaned the same floor for several months.

The employer changes the route, adds a new area, and introduces a different machine.

The Worker begins falling behind.

The Job Coach continues using exactly the same support approach as before.

Indicator 2.3 makes visible whether the Job Coaching Support Work was adapted to the changed job demands.

Distinguishability

Indicator 2.3 differs from Indicator 2.1.

Indicator 2.1 asks whether support is aligned with actual job requirements.

Indicator 2.3 asks whether that alignment is updated when those requirements change.

It also differs from Indicator 2.4.

A job change may require adaptation before it becomes a serious threat to employment continuation.

Conclusion

Without Indicator 2.3, the Core could recognize good initial alignment but fail to see whether the support remains suitable as the employment situation changes.

Indicator 2.3 is therefore supported for retention as an invariant VRJ Core Quality Indicator.

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

Determination Function

Indicator 2.4 addresses performance problems that have become serious enough to threaten employment continuation.

VRJ1 requires examination of actions taken when performance-related conditions may threaten continued employment. It also keeps those actions within the Job Coaching role rather than transferring employer, human-resources, accommodation, or supervisory responsibilities to the Job Coach.

Its basic question is:

When a performance problem begins to threaten the Worker's job, is it recognized and addressed appropriately within role limits?

This Indicator combines Quality-State Determination and Quality-State Influence functions.

Removal Test

Assume Indicator 2.4 is removed.

The Core could still examine whether the support is aligned with the job, whether ordinary performance is stable, and whether support adapts to changes.

But it would lose a separate determination of what happens when a performance condition becomes a direct threat to continued employment.

That is a more serious stage of the realization pathway.

A recurring performance problem may require timely communication, support adjustment, coordination, or escalation before avoidable job loss occurs.

Illustrative VRJ Scenario

A Worker's supervisor reports repeated incomplete cleaning work and states that continued failures may lead to disciplinary action.

The Job Coach cannot make the employer's disciplinary decision.

But the Job Coaching Support Service should recognize that the situation now threatens employment continuation and respond within the applicable Support Role.

The response may include examining the actual performance problem, adjusting support, clarifying expectations with appropriate parties, or escalating a matter that exceeds the Job Coach's authority.

Distinguishability

Indicator 2.4 is related to Factor 5, which addresses changing employment risks more broadly.

But Indicator 2.4 has a specific function within Factor 2:

it makes visible performance-related threats to job continuation.

Factor 5 examines a wider range of changing employment risks, including conditions that may concern attendance, supervision, workplace relationships, communication, transportation, or changing support needs.

The overlap therefore reflects interaction, not duplication.

Conclusion

Indicator 2.4 preserves visibility of the point at which an ordinary performance issue becomes a threat to employment maintenance and requires appropriate response.

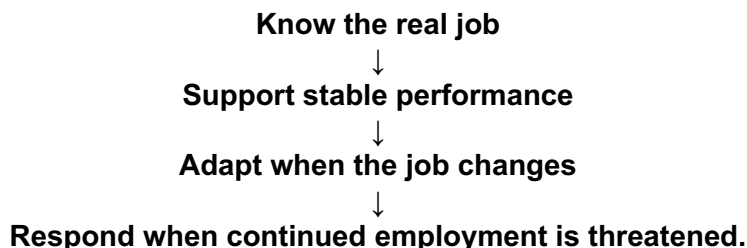
It is therefore supported for retention as an invariant VRJ Core Quality Indicator.

6.2.5 Factor 2 Indicator-Set Conclusion

The four Factor 2 Indicators form a related but non-redundant determination structure:

align Job Coaching Support Work with the actual job;
support stable performance over time;
adapt support when job demands change;
and
respond appropriately when performance problems threaten job continuation.

The relationship can be expressed simply as:



Removing any one of these Indicators would weaken a different part of the determination pathway.
The Factor 2 Indicator set is therefore supported for retention within the present invariant VRJ Core.

6.3 Factor 3 — Functional Independence and Appropriate Support Balance

Factor 3 concerns whether Job Coaching support is provided at the level actually needed for employment maintenance without unnecessary dependence or replacement of the Worker's job role.

VRJ1 establishes four invariant Core Quality Indicators under this Factor:

Indicator 3.1 — Identification of Job Functions Requiring Support;

Indicator 3.2 — Support Level Matched to Worker Ability and Job Demands;

Indicator 3.3 — Adjustment of Support Level Over Time;

and

Indicator 3.4 — Avoidance of Substitution for Worker Job Functions.

These four Indicators ask different questions:

Which job functions actually require support?

Is the amount and form of support appropriate?

Does the support change when Worker ability or job demands change?

And does the Job Coach support the Worker without taking over the Worker's assigned job functions?

Together, they make the balance between necessary support and Functional Independence observable.

6.3.1 Indicator 3.1 — Identification of Job Functions Requiring Support

Determination Function

Indicator 3.1 asks whether the actual job functions requiring Job Coaching support have been identified.

Its basic question is:

Where does the Worker actually need support?

This is important because support should not be based simply on disability, diagnosis, general assumptions about work capacity, or habitual Job Coach presence.

The support need must be connected to actual job functions.

In the Cleaning Services Context Guide, this Indicator is interpreted in exactly this way: support should be targeted to job functions where the Worker needs support rather than based on generalized assumptions.

This Indicator mainly performs a Quality-State Determination function.

Removal Test

Assume Indicator 3.1 is removed.

The Core could still examine the amount of support provided, changes in support over time, and whether the Job Coach substitutes for the Worker.

But it would lose a separate determination of whether the support need itself was correctly identified.

A Worker could receive extensive support simply because support had always been provided, even though some of the supported tasks no longer required assistance.

Or an important job function requiring support could be missed entirely.

Without Indicator 3.1, the starting point for support balance becomes less reliable.

Illustrative VRJ Scenario

A Worker in cleaning services performs vacuuming, trash removal, restocking, surface cleaning, and route tracking.

The Worker performs most tasks independently but repeatedly loses track of which rooms have already been completed.

The actual support need concerns route tracking, not the entire cleaning job.

Indicator 3.1 helps make that specific support need visible.

Distinguishability

Indicator 3.1 differs from Indicator 3.2.

Indicator 3.1 asks:

Which job functions require support?

Indicator 3.2 asks:

How much and what form of support is appropriate for those functions?

The first identifies the need.

The second determines the match between need and support.

Conclusion

Without Indicator 3.1, Job Coaching support could become generalized rather than tied to actual job-related needs.

Indicator 3.1 is therefore supported for retention as an invariant VRJ Core Quality Indicator.

6.3.2 Indicator 3.2 — Support Level Matched to Worker Ability and Job Demands

Determination Function

Indicator 3.2 asks whether the amount, timing, visibility, and form of Job Coaching support are appropriate to the Worker's actual abilities and the demands of the job.

Its basic question is:

Is the support level appropriate for this Worker in this job?

Too little support may leave the Worker unable to maintain required performance.

Too much support may create unnecessary dependence, reduce autonomy, or interfere with ordinary workplace participation.

The appropriate level is therefore not always the least support.

It is the level that supports employment maintenance without unnecessary dependence or inappropriate abandonment.

The Cleaning Services Context Guide applies this Indicator to the amount, timing, visibility, and form of support and requires attention to both over-support and under-support.

This Indicator performs both Quality-State Determination and Quality-State Influence functions.

Removal Test

Assume Indicator 3.2 is removed.

The Core could still identify which job functions require support.

But it would lose direct visibility of whether the support provided is appropriately matched to the Worker and the job.

For example, identifying that a Worker needs occasional help with route sequencing does not justify continuous prompting throughout the entire shift.

Likewise, identifying a support need does not establish that very limited assistance is sufficient.

The match itself must remain visible.

Illustrative VRJ Scenario

A Worker can complete most of a cleaning route independently but needs one brief check-in midway through the shift.

The Job Coach instead follows the Worker continuously and prompts after nearly every task.

The Worker completes the work successfully.

However, the amount of support is greater than the actual need.

Indicator 3.2 makes this mismatch visible even though task performance appears favorable.

Distinguishability

Indicator 3.2 differs from Indicator 3.3.

Indicator 3.2 asks whether the support level is appropriate now.

Indicator 3.3 asks whether the support level is adjusted over time as conditions change.

A support level may be appropriate today but inappropriate several weeks later.

Conclusion

Indicator 3.2 preserves direct visibility of whether support is appropriately matched to Worker ability and actual job demands.

It is therefore supported for retention as an invariant VRJ Core Quality Indicator.

6.3.3 Indicator 3.3 — Adjustment of Support Level Over Time

Determination Function

Support needs are not necessarily fixed.

The Worker may learn a task.

A route may become familiar.

A job may become more difficult.

Stamina may change.

A new responsibility may be added.

A performance problem may appear.

Indicator 3.3 asks whether Job Coaching support changes appropriately when the actual situation changes.

Its basic question is:

Does the support level remain responsive over time?

The Cleaning Services Context Guide recognizes that support may need to be faded, intensified, redirected, or otherwise adjusted as routes become familiar, tasks change, stamina changes, or performance risks emerge.

This Indicator principally performs a Quality-State Influence function.

Removal Test

Assume Indicator 3.3 is removed.

The Core could still examine whether the original support level was appropriate.

But it would lose a separate determination of whether the service responds when the Worker's ability or the job changes.

This creates two opposite risks.

Support may remain unnecessarily intensive after the Worker becomes more independent.

Or support may remain too limited when new job demands create a greater need.

A fixed support level is not automatically an appropriate support level.

Illustrative VRJ Scenario

During the first several weeks of a cleaning job, a Worker needs frequent prompts to remember the route sequence.

After two months, the Worker remembers the route independently.

The Job Coach continues providing the same frequent prompts.

The support was appropriate at the beginning.

It is no longer appropriately adjusted to the Worker's current ability.

Indicator 3.3 makes this change visible.

Distinguishability

Indicator 3.3 differs from Indicator 3.2 because it adds the time dimension.

Indicator 3.2 asks whether support matches present ability and job demands.

Indicator 3.3 asks whether that match is reconsidered and changed as actual conditions develop.

The two Indicators therefore work together but are not redundant.

Conclusion

Without Indicator 3.3, an initially appropriate support arrangement could continue indefinitely even after the conditions that justified it had changed.

Indicator 3.3 is therefore supported for retention as an invariant VRJ Core Quality Indicator.

6.3.4 Indicator 3.4 — Avoidance of Substitution for Worker Job Functions

Determination Function

Indicator 3.4 addresses one of the most important boundaries in Job Coaching.

Its basic question is:

Is the Job Coach supporting the Worker to perform the job, or is the Job Coach actually performing the Worker's assigned job functions?

Support and substitution are not the same.

Teaching, modeling, demonstrating, prompting, or temporarily assisting may be appropriate forms of Job Coaching Support Work.

But routinely performing the Worker's assigned work can hide the Worker's actual performance and weaken Functional Independence.

This problem is especially visible in cleaning services because many assigned tasks are easy for the Job Coach to take over under time pressure. The Cleaning Services Context Guide gives examples such as wiping surfaces, restocking supplies, moving carts, handling trash, and correcting missed areas.

This Indicator principally performs a Quality-State function, while also supporting Quality-State Determination because it helps reveal how favorable work results were actually produced.

Removal Test

Assume Indicator 3.4 is removed.

The Core could still show that the correct support need was identified, the support level appeared appropriate, and support was adjusted over time.

But it would lose a direct determination of whether the Job Coach actually crossed from supporting the Worker into doing the Worker's job.

This is a serious gap.

Employer-acceptable work results could be achieved while the Worker's own ability to perform the job remains hidden.

Illustrative VRJ Scenario

A Worker is behind schedule near the end of a cleaning shift.

To finish on time, the Job Coach begins cleaning two assigned rooms while the Worker completes the others.

The total route is completed.

The employer may see a successful result.

But that result does not represent the Worker's actual job performance.

Indicator 3.4 makes the substitution visible.

Distinguishability

Indicator 3.4 differs from Indicator 3.2.

Indicator 3.2 concerns whether the amount and form of support are appropriately matched.

Indicator 3.4 asks whether the Job Coach has crossed a more fundamental boundary and begun performing the Worker's assigned job functions.

A support level can be excessive without actual substitution.

Substitution is therefore important enough to remain separately visible.

Indicator 3.4 also interacts with Factor 4 because substitution can weaken the Worker's employee role, and with Factor 8 because performing the Worker's job may raise Functional Scope questions.

Those interactions do not remove the specific support-balance function of Indicator 3.4.

Conclusion

Indicator 3.4 prevents favorable task completion from being mistaken for favorable Function Realization when the Job Coach has actually performed the Worker's job.

It is therefore supported for retention as an invariant VRJ Core Quality Indicator.

6.3.5 Factor 3 Indicator-Set Conclusion

The four Factor 3 Indicators form a clear determination structure:

identify where support is actually needed;

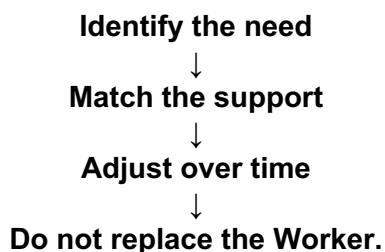
match the support level to Worker ability and job demands;

adjust that support as conditions change;

and

avoid substituting Job Coaching Support Work for the Worker's assigned job functions.

The relationship can be expressed simply as:



The Cleaning Services Context Guide shows how the same four Indicators can be applied through prompts, modeling, checklists, observation, fading, intensified support, and other cleaning-specific forms without changing the invariant Core.

Removing any one of these Indicators would weaken a different part of the Worker–job–support balance.

The Factor 3 Indicator set is therefore supported for retention within the present invariant VRJ Core.

6.4 Factor 4 — Respect for Worker Role, Dignity, and Autonomy

Factor 4 concerns whether Job Coaching Support Work preserves the Worker's standing as an employee while also respecting dignity, privacy, autonomy, adult status, and ordinary workplace participation.

VRJ1 establishes four invariant Core Quality Indicators under this Factor:

Indicator 4.1 — Workplace-Appropriate Conduct;

Indicator 4.2 — Respect for Worker Autonomy and Employee Role;

Indicator 4.3 — Protection of Dignity and Privacy in the Workplace;

and

Indicator 4.4 — Absence of Coercive, Infantilizing, or Stigmatizing Practices.

These four Indicators ask different questions:

Is the Job Coach's conduct appropriate for the workplace?

Does the Worker remain an active employee rather than being managed as a program participant?

Are dignity and privacy protected?

And are coercive, infantilizing, stigmatizing, or demeaning practices absent?

Together, they make the human and employee-role dimensions of Job Coaching Support Work observable.

6.4.1 Indicator 4.1 — Workplace-Appropriate Conduct

Determination Function

Indicator 4.1 asks whether Job Coaching Support Work is carried out in a way that fits the ordinary workplace environment.

Its basic question is:

Does the Job Coach provide support in a way that is appropriate for the workplace and compatible with the Worker's employee role?

Job Coaching may include observation, prompting, correction, communication, cueing, and interaction.

The quality question is not only whether these actions are useful.

It is also whether they are performed in a way that fits the workplace.

The Cleaning Services Context Guide explains that Job Coaching presence, communication, cueing, correction, and observation should remain workplace-appropriate and should not unnecessarily mark the Worker as different from other employees.

This Indicator principally performs a Quality-State function.

Removal Test

Assume Indicator 4.1 is removed.

The Core could still examine autonomy, dignity, privacy, and stigmatizing practices.

But it would lose a separate determination of whether ordinary Job Coaching conduct fits the workplace setting.

A Job Coach could act respectfully and with good intentions while still speaking too loudly, interrupting ordinary work routines, providing overly visible prompts, or remaining unnecessarily close to the Worker.

Such conduct may weaken employment integration even where no obvious disrespect occurs.

Illustrative VRJ Scenario

A Worker is cleaning a public lobby.

The Job Coach stands immediately beside the Worker and gives frequent verbal instructions that customers and coworkers can clearly hear.

The instructions are not insulting.

However, the visible coaching unnecessarily distinguishes the Worker from other employees.

Indicator 4.1 makes the workplace appropriateness of the support visible.

Distinguishability

Indicator 4.1 differs from Indicator 4.3.

Indicator 4.1 concerns whether Job Coaching conduct fits ordinary workplace conditions.

Indicator 4.3 specifically concerns dignity and privacy.

A Job Coaching practice can be workplace-inappropriate without involving confidential information or direct humiliation.

Conclusion

Without Indicator 4.1, the Core would lose direct visibility of whether Job Coaching Support Work is carried out in a manner compatible with ordinary workplace participation.

Indicator 4.1 is therefore supported for retention as an invariant VRJ Core Quality Indicator.

6.4.2 Indicator 4.2 — Respect for Worker Autonomy and Employee Role

Determination Function

Indicator 4.2 asks whether the Worker remains an active participant in their own employment.

Its basic question is:

Is the Worker being supported as an employee, or being managed by the Job Coach as though the Worker were only a program participant?

Job Coaching should support Worker involvement, informed participation, self-direction where appropriate, and the Worker's ordinary employee role.

The Cleaning Services Context Guide specifically states that the Worker should remain an active employee participant and should not be unnecessarily spoken over or publicly managed by the Job Coach.

This Indicator principally performs a Quality-State function.

Removal Test

Assume Indicator 4.2 is removed.

The Core could still examine whether the Job Coach behaves politely and protects privacy.

But it would lose a separate determination of whether the Worker retains ownership of their employee role.

The Job Coach might routinely answer supervisors' questions for the Worker, make choices the Worker could make independently, or direct ordinary workplace interactions unnecessarily.

The Worker may still be treated politely.

But the Worker's autonomy and employee role may be weakened.

Illustrative VRJ Scenario

A supervisor asks the Worker whether an assigned area has been completed.

Before the Worker can answer, the Job Coach responds for them.

This happens repeatedly.

The Job Coach may be trying to help.

But the practice removes the Worker from an ordinary employee-supervisor interaction.

Indicator 4.2 makes that loss of employee participation visible.

Distinguishability

Indicator 4.2 differs from Factor 3.

Factor 3 concerns Functional Independence and the amount of Job Coaching support.

Indicator 4.2 concerns the Worker's autonomy and standing as an employee.

A Worker may need substantial functional assistance and still remain actively involved in decisions, communication, and workplace participation.

Likewise, a Worker may perform tasks independently while the Job Coach unnecessarily speaks or decides for them.

Conclusion

Indicator 4.2 preserves a necessary determination of whether Job Coaching support respects the Worker as an active employee.

It is therefore supported for retention as an invariant VRJ Core Quality Indicator.

6.4.3 Indicator 4.3 — Protection of Dignity and Privacy in the Workplace**Determination Function**

Indicator 4.3 asks whether Job Coaching Support Work protects the Worker's dignity and privacy.

Its basic question is:

Are sensitive support matters handled in a way that avoids unnecessary exposure, embarrassment, stigma, or disclosure?

Job Coaching can involve correction, prompting, discussion of support needs, disability-related information, or other sensitive matters.

Where and how these matters are handled can affect the Worker's standing in the workplace.

The Cleaning Services Context Guide requires sensitive discussion, correction, disability-related information, and support needs to be handled with appropriate privacy. It also requires prompting visibility to be managed so that unnecessary stigma or humiliation is avoided.

This Indicator principally performs a Quality-State function, while also supporting Quality-State Determination through examination of how information and support are actually delivered.

Removal Test

Assume Indicator 4.3 is removed.

The Core could still examine autonomy and general workplace conduct.

But it would lose direct visibility of privacy and dignity conditions.

A Job Coach might use generally appropriate language and still discuss the Worker's disability or support needs loudly in front of coworkers or customers.

The support might remain technically useful while creating avoidable dignity or privacy harm.

Illustrative VRJ Scenario

A Job Coach corrects a Worker in a shared staff area and explains, within hearing of coworkers, that the Worker needs repeated reminders because of a disability-related limitation.

The information may be relevant to the Job Coaching relationship.

But the way it is disclosed creates an unnecessary privacy and dignity problem.

Indicator 4.3 makes this condition visible.

Distinguishability

Indicator 4.3 differs from Indicator 4.4.

Indicator 4.3 focuses on dignity and privacy protection.

Indicator 4.4 focuses more directly on coercive, infantilizing, stigmatizing, disrespectful, or demeaning practices.

A privacy failure can occur without intentionally demeaning conduct.

Likewise, stigmatizing conduct may occur even when no confidential information is disclosed.

Conclusion

Without Indicator 4.3, important dignity and privacy failures could remain hidden behind otherwise acceptable Job Coaching performance.

Indicator 4.3 is therefore supported for retention as an invariant VRJ Core Quality Indicator.

6.4.4 Indicator 4.4 — Absence of Coercive, Infantilizing, or Stigmatizing Practices

Determination Function

Indicator 4.4 asks whether Job Coaching Support Work avoids practices that undermine the Worker's adult status, autonomy, dignity, employee role, or workplace participation.

Its basic question is:

Is the Worker being supported respectfully as an adult employee?

The Cleaning Services Context Guide specifically requires Job Coaching to avoid coercive, infantilizing, disrespectful, stigmatizing, or demeaning practices. It also makes clear that direct feedback or safety-related communication can still be appropriate when delivered respectfully and within the Job Coaching role.

This Indicator principally performs a Quality-State function.

Removal Test

Assume Indicator 4.4 is removed.

The Core could still examine workplace-appropriate conduct, autonomy, dignity, and privacy.

But it would lose a direct prohibition-focused determination concerning certain types of harmful support behavior.

Some practices are serious enough that they should not have to be inferred indirectly from other Indicators.

Coercive or infantilizing treatment may damage the Worker's standing even if tasks are completed successfully and no privacy breach occurs.

Illustrative VRJ Scenario

A Job Coach repeatedly speaks to an adult Worker in a childlike manner in front of coworkers, praises basic task completion in an exaggerated way, and threatens to report the Worker if instructions are not followed exactly.

The Job Coach may believe this approach improves compliance.

But the method undermines adult status and employee standing.

Indicator 4.4 makes such practices directly visible.

Distinguishability

Indicator 4.4 differs from Indicator 4.1.

Indicator 4.1 asks whether conduct is appropriate for the workplace.

Indicator 4.4 asks whether the conduct itself is coercive, infantilizing, stigmatizing, disrespectful, or demeaning.

It also differs from Indicator 4.2.

Indicator 4.2 concerns the Worker's autonomy and employee role.

Indicator 4.4 makes certain unacceptable forms of treatment directly visible even where the Worker continues to participate in decisions.

Conclusion

Indicator 4.4 protects against forms of Job Coaching behavior that can seriously weaken dignity, adult status, autonomy, and employee standing.

It is therefore supported for retention as an invariant VRJ Core Quality Indicator.

6.4.5 Factor 4 Indicator-Set Conclusion

The four Factor 4 Indicators form a related but non-redundant determination structure:

provide Job Coaching support in a workplace-appropriate manner;

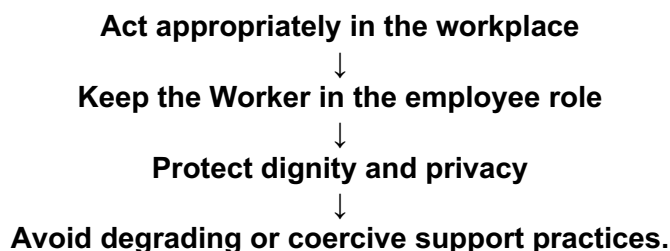
preserve the Worker's autonomy and employee role;

protect dignity and privacy;

and

avoid coercive, infantilizing, stigmatizing, or demeaning practices.

The relationship can be expressed simply as:



The same event may activate several of these Indicators.

For example, public prompting may be workplace-inappropriate, weaken the Worker's employee role, create a dignity problem, and become stigmatizing.

That interaction does not make the Indicators redundant.

Each asks a different determination question.

Removing any one of the four would weaken a separate part of the Factor 4 determination structure.

The Factor 4 Indicator set is therefore supported for retention within the present invariant VRJ Core.

6.5 Factor 5 — Timely Recognition and Response to Employment Risk

Factor 5 concerns whether changes that may threaten employment stability are recognized, understood, and addressed in time.

VRJ1 establishes four invariant Core Quality Indicators under this Factor:

Indicator 5.1 — Identification of Changes Threatening Employment Stability;

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

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

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

These four Indicators ask different questions:

Was an important change noticed?

Was its significance understood correctly?

Was appropriate action taken in time?

And was the matter communicated and followed through appropriately?

Together, they make the employment-risk response pathway visible.

6.5.1 Indicator 5.1 — Identification of Changes Threatening Employment Stability

Determination Function

Indicator 5.1 asks whether changes that may threaten continued employment are identified.

Its basic question is:

Has something changed that may create a meaningful employment risk?

Such changes may concern performance, job demands, attendance, supervision, routines, coworkers, customer interaction, workplace conditions, communication, transportation, or support needs.

The Indicator does not require prediction of every possible future problem.

It requires that relevant changes visible within the Support Service Boundary are not ignored.

This Indicator principally performs a Quality-State Determination function.

Removal Test

Assume Indicator 5.1 is removed.

The Core could still examine judgment, action, communication, and follow-through.

But the starting point would become less visible:

Was the important change identified at all?

If a change is not recognized, the rest of the response pathway may never begin.

Illustrative VRJ Scenario

A Worker who previously completed a cleaning route reliably begins missing several rooms after the employer changes the route order.

The Worker has not yet received formal discipline.

But the change in performance may threaten employment stability if it continues.

Indicator 5.1 makes that developing change visible before it becomes a more serious problem.

Distinguishability

Indicator 5.1 differs from Indicator 5.2.

Indicator 5.1 asks whether the change was noticed.

Indicator 5.2 asks whether the importance of that change was judged correctly.

Recognition and judgment are related but different.

Conclusion

Without Indicator 5.1, the Core could lose the first step in timely employment-risk response.

Indicator 5.1 is therefore supported for retention as an invariant VRJ Core Quality Indicator.

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

Determination Function

Not every change requires the same response.

Indicator 5.2 asks whether the Job Coaching Support Service correctly understands the significance of an observed change within the Job Coach's role and Functional Scope.

Its basic question is:

Does this change matter enough to require support adjustment, communication, escalation, referral, or another role-appropriate response?

A routine variation should not automatically be treated as a serious employment threat.

At the same time, a significant warning sign should not be dismissed as ordinary variation.

This Indicator principally performs a Quality-State Determination function.

Removal Test

Assume Indicator 5.2 is removed.

The Core could still show that a change was observed.

But it would lose a separate determination of whether that change was interpreted appropriately.

This creates a serious gap.

The same observed fact can have very different meanings depending on the employment Context.

A single slower shift may be ordinary variation.

Repeated slowing after a job change may signal a growing performance problem.

Observation alone is therefore not enough.

Illustrative VRJ Scenario

A Worker arrives late once because of a subway delay.

That event is noticed.

A week later, the Worker is late three more times because a transportation arrangement has changed.

The facts are similar — lateness occurred.

But the second pattern may represent a developing employment risk.

Indicator 5.2 asks whether the significance of the observed change was understood correctly.

Distinguishability

Indicator 5.2 differs from Indicator 5.3.

Indicator 5.2 concerns judgment.

Indicator 5.3 concerns action.

A Job Coach may judge a situation correctly but still respond too late or inappropriately.

Likewise, action may occur even when the underlying situation was misunderstood.

Conclusion

Indicator 5.2 preserves the important step between noticing a change and deciding what that change means for employment maintenance.

It is therefore supported for retention as an invariant VRJ Core Quality Indicator.

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

Determination Function

Indicator 5.3 asks whether appropriate action is taken in time after an employment risk has been identified and judged significant.

Its basic question is:

Was something appropriate done before the situation unnecessarily became worse?

Timeliness is central.

An appropriate action taken too late may fail to protect employment maintenance.

Relevant action may include support adjustment, clarification, communication, coordination, temporary modification of Job Coaching Support Work, assistance seeking, escalation, or referral within role limits.

This Indicator principally performs a Quality-State Influence function.

Removal Test

Assume Indicator 5.3 is removed.

The Core could still examine whether a change was recognized and correctly understood.

But it would lose direct visibility of whether the Job Coaching Support Service actually responded in time.

A service might identify a serious problem accurately and document it well while taking no useful action until after avoidable job instability occurs.

Recognition without timely response is not sufficient.

Illustrative VRJ Scenario

A supervisor tells the Job Coach that the Worker's cleaning accuracy has declined and another failed inspection may lead to formal action.

The Job Coach understands that the concern is significant.

However, no support adjustment or appropriate communication occurs for several weeks.

By then, the Worker receives disciplinary action.

Indicator 5.3 makes the timeliness of the Job Coaching response visible.

Distinguishability

Indicator 5.3 differs from Indicator 2.4.

Indicator 2.4 focuses specifically on performance-related threats to job continuation.

Indicator 5.3 applies more broadly to identified employment risks, which may concern attendance, supervision, communication, transportation, workplace conflict, changing support needs, or other conditions.

The two Indicators may interact in one event, but their scopes are different.

Indicator 5.3 also differs from Indicator 5.4.

Indicator 5.3 asks whether timely action occurred.

Indicator 5.4 asks whether necessary communication and follow-through were completed appropriately.

Conclusion

Indicator 5.3 preserves direct visibility of whether identified employment risk leads to timely and role-appropriate action.

It is therefore supported for retention as an invariant VRJ Core Quality Indicator.

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

Determination Function

Many employment risks cannot be addressed through one Job Coach action alone.

Indicator 5.4 asks whether relevant information is communicated to the appropriate person and whether necessary follow-through occurs within role boundaries.

Its basic question is:

Was the concern carried through the appropriate pathway rather than simply noticed or mentioned once?

Communication may involve the Worker, supervisor, provider, vocational rehabilitation personnel, or another authorized and relevant party depending on the declared Quality Object and Interfaces.

Follow-through means that the Job Coaching Support Service does not treat the issue as complete merely because a message was sent.

At the same time, the Job Coach should not assume responsibilities belonging to other parties.

This Indicator combines Quality-State Determination and Quality-State Influence functions.

Removal Test

Assume Indicator 5.4 is removed.

The Core could still show that the risk was recognized, judged correctly, and that an initial action occurred.

But it would lose direct visibility of whether important information reached the appropriate person and whether the matter was followed through.

An issue may therefore appear to have been addressed when in reality the response pathway stopped halfway.

Illustrative VRJ Scenario

A Worker reports that a new schedule makes the normal transportation arrangement impossible.

The Job Coach recognizes that repeated lateness could threaten employment.

The concern is communicated to an appropriate person, but no one checks whether a workable arrangement is actually established.

The Worker continues arriving late.

Indicator 5.4 makes the difference between initial communication and meaningful follow-through visible.

Distinguishability

Indicator 5.4 differs from Factor 7.

Factor 7 concerns the continuity and accuracy of employment-relevant information more broadly.

Indicator 5.4 has a narrower function within Factor 5:

it asks whether communication and follow-through occur as part of the response to an identified employment risk.

The same communication event may therefore be relevant to both Factors without making the Indicators redundant.

Conclusion

Without Indicator 5.4, the risk-response pathway could stop after recognition or initial action without ensuring that necessary communication and follow-through occurred.

Indicator 5.4 is therefore supported for retention as an invariant VRJ Core Quality Indicator.

6.5.5 Factor 5 Indicator-Set Conclusion

The four Factor 5 Indicators form a clear time-sensitive determination pathway:

identify the change;

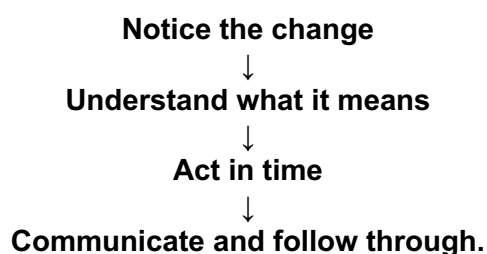
judge its significance;

take timely role-appropriate action;

and

communicate and follow through appropriately.

The relationship can be expressed simply as:



Removing any one of these Indicators would weaken a different part of the employment-risk response pathway.

This Factor is especially important because an actual employment condition can worsen quickly while the service still appears active, documented, and compliant.

The Factor 5 Indicator set is therefore supported for retention within the present invariant VRJ Core.

6.6 Factor 6 — Workplace Integration and Social Navigation

Factor 6 concerns whether Job Coaching Support Work helps the Worker participate appropriately in the social and organizational environment of the workplace when that participation is needed for employment maintenance.

VRJ1 establishes four invariant Core Quality Indicators under this Factor:

Indicator 6.1 — Support Related to Workplace Norms and Routines;

Indicator 6.2 — Support Related to Required Workplace Interactions;

Indicator 6.3 — Support for Ordinary Workplace Participation;

and

Indicator 6.4 — Avoidance of Unnecessary Isolation or Separation.

These four Indicators ask different questions:

Does the support help the Worker understand and respond to workplace norms and routines?

Does it support the interactions that are actually required for the job?

Does the Worker remain connected to ordinary workplace participation?

And does Job Coaching avoid unnecessarily isolating or separating the Worker?

Together, they make workplace integration and social navigation more observable.

6.6.1 Indicator 6.1 — Support Related to Workplace Norms and Routines

Determination Function

Indicator 6.1 asks whether Job Coaching Support Work helps the Worker understand and respond to workplace norms, routines, and expectations that affect employment maintenance.

Its basic question is:

Does the Worker receive appropriate support for understanding how this workplace actually operates?

This may include work rhythms, instructions, breaks, transitions, routine practices, and informal workplace expectations that are relevant to keeping the job.

VRJ1 makes clear that this Indicator does not extend to unrelated social expectations outside the employment purpose.

This Indicator mainly performs a Quality-State Determination and Quality-State Influence function.

Removal Test

Assume Indicator 6.1 is removed.

The Core could still examine required interactions and general workplace participation.

But it would lose a separate determination of whether the Worker is supported in understanding the ordinary norms and routines that organize the workplace.

A Worker may perform the technical job tasks correctly while still having difficulty with routine transitions, break practices, work sequence, informal instructions, or other workplace patterns that affect continued employment.

Illustrative VRJ Scenario

A Worker performs cleaning tasks correctly but repeatedly leaves for break at a time that disrupts the building's normal cleaning schedule.

The written job duties do not clearly explain the informal break sequence used by the cleaning team.

The Job Coach helps the Worker understand the actual workplace routine.

Indicator 6.1 makes this kind of Job Coaching support visible.

Distinguishability

Indicator 6.1 differs from Indicator 2.1.

Indicator 2.1 concerns alignment with actual job requirements.

Indicator 6.1 concerns the social and organizational norms and routines through which the job is carried out.

The two may interact, but technical job requirements and workplace routines are not always the same.

Conclusion

Without Indicator 6.1, an important part of employment maintenance could remain hidden even when technical task performance is satisfactory.

Indicator 6.1 is therefore supported for retention as an invariant VRJ Core Quality Indicator.

6.6.2 Indicator 6.2 — Support Related to Required Workplace Interactions

Determination Function

Indicator 6.2 asks whether the Worker receives appropriate support for workplace interactions that are necessary for performing the job or maintaining employment.

Its basic question is:

Can the Worker successfully manage the interactions that the job actually requires?

These interactions may involve supervisors, coworkers, customers, residents, building staff, security personnel, or members of the public depending on the employment Context.

VRJ1 connects this Indicator to communication needed to perform the job, receive instruction, coordinate work, respond to feedback, or maintain employment stability.

The Indicator does not make the Job Coach responsible for creating friendships or managing unrelated personal relationships.

This Indicator mainly performs a Quality-State Influence function.

Removal Test

Assume Indicator 6.2 is removed.

The Core could still examine workplace norms and general participation.

But it would lose direct visibility of whether necessary job-related interactions are being supported.

A Worker may understand workplace routines and perform assigned tasks correctly but still have difficulty receiving supervisor feedback or coordinating with coworkers.

That difficulty can threaten employment even though task performance itself remains adequate.

Illustrative VRJ Scenario

A Worker cleans office areas after normal business hours.

A security employee sometimes changes which rooms may be entered.

The Worker has difficulty understanding these verbal changes and repeatedly attempts to enter closed areas.

The Job Coach supports the Worker in receiving and confirming the security instructions.

The issue is not general socialization.

It is an interaction required for successful performance of the job.

Distinguishability

Indicator 6.2 differs from Indicator 6.3.

Indicator 6.2 focuses on specific interactions required for employment.

Indicator 6.3 concerns the Worker's broader participation in ordinary workplace life.

A Worker may manage required supervisor communication successfully while still being unnecessarily separated from ordinary team participation.

Conclusion

Indicator 6.2 preserves direct visibility of job-related communication and interaction needs that cannot be reduced to technical task performance alone.

It is therefore supported for retention as an invariant VRJ Core Quality Indicator.

6.6.3 Indicator 6.3 — Support for Ordinary Workplace Participation

Determination Function

Indicator 6.3 asks whether the form of Job Coaching support allows the Worker to remain connected to ordinary workplace participation to the extent appropriate for the job and the Worker's support needs.

Its basic question is:

Does the support help the Worker participate in the workplace rather than unintentionally separating the Worker from it?

Ordinary workplace participation may include team routines, normal communication patterns, workflow, shared transitions, and other employment-related participation.

VRJ1 recognizes that individualized support may sometimes be necessary. The quality question is whether that support preserves participation rather than unnecessarily separating the Worker from the workplace.

This Indicator principally performs a Quality-State function.

Removal Test

Assume Indicator 6.3 is removed.

The Core could still examine workplace norms and required interactions.

But it would lose a broader determination of whether the Worker remains connected to ordinary workplace participation.

A Worker might receive correct instructions, communicate with the supervisor when necessary, and complete assigned tasks while still being excluded from normal team routines because of how Job Coaching support is organized.

Illustrative VRJ Scenario

A cleaning team normally gathers briefly at the beginning of each shift to receive assignments and discuss changes.

The Job Coach routinely keeps the Worker away from this meeting and receives the instructions separately on the Worker's behalf.

The Worker still completes the cleaning work.

But the support arrangement removes the Worker from an ordinary workplace routine that other employees participate in.

Indicator 6.3 makes this difference visible.

Distinguishability

Indicator 6.3 differs from Indicator 4.2.

Indicator 4.2 concerns respect for Worker autonomy and employee role.

Indicator 6.3 concerns whether the Worker remains connected to ordinary workplace participation.

The Worker may be treated respectfully and allowed to make decisions while still being unnecessarily excluded from routine workplace participation.

It also differs from Indicator 6.4.

Indicator 6.3 asks positively whether participation is preserved.

Indicator 6.4 asks whether unnecessary isolation or separation is occurring.

Conclusion

Without Indicator 6.3, the Core could miss an important condition in which Job Coaching support technically succeeds while the Worker becomes less connected to ordinary workplace participation.

Indicator 6.3 is therefore supported for retention as an invariant VRJ Core Quality Indicator.

6.6.4 Indicator 6.4 — Avoidance of Unnecessary Isolation or Separation

Determination Function

Indicator 6.4 focuses directly on conditions or Job Coaching practices that unnecessarily separate the Worker from typical workplace participation.

Its basic question is:

Is the Worker being isolated from the workplace because of the way support is being provided?

VRJ1 identifies possible sources of separation such as support arrangements, prompting methods, correction practices, and communication patterns that separate the Worker from coworkers, team routines, or ordinary participation.

The Indicator does not mean that all separation is inappropriate.

Temporary or individualized separation may sometimes be justified by privacy, safety, job demands, or actual support needs.

The question is whether the separation is necessary.

This Indicator principally performs a Quality-State function.

Removal Test

Assume Indicator 6.4 is removed.

The Core could still examine whether ordinary workplace participation is supported.

But it would lose a direct determination of whether the Job Coaching arrangement itself is producing unnecessary isolation.

This is important because isolation may be subtle.

The Worker may continue performing the job and may not formally complain.

The separation may nevertheless weaken dignity, integration, workplace relationships, or continued employment.

Illustrative VRJ Scenario

A Worker normally takes breaks with coworkers.

After Job Coaching begins, the Job Coach routinely takes the Worker to a separate area during every break so that they can review performance and discuss the next tasks.

The private discussion may sometimes be useful.

But making separation the normal break arrangement prevents ordinary coworker participation without a clear need.

Indicator 6.4 makes this unnecessary isolation visible.

Distinguishability

Indicator 6.4 differs from Indicator 6.3.

Indicator 6.3 asks whether ordinary workplace participation is supported.

Indicator 6.4 asks whether support arrangements actively create unnecessary separation.

These are closely related but not identical.

A Worker may have limited ordinary participation because of workplace conditions outside the Support Service Boundary.

That would affect Indicator 6.3 interpretation.

Indicator 6.4 focuses more specifically on unnecessary isolation connected to Job Coaching Support Work or conditions within the declared Support Service Boundary.

The Cleaning Services Context Guide preserves this distinction by allowing justified separation where needed for job demands, privacy, safety, or support needs while treating unnecessary separation as a quality concern.

Conclusion

Indicator 6.4 makes visible a specific failure mode in which Job Coaching support itself can unintentionally reduce workplace integration.

It is therefore supported for retention as an invariant VRJ Core Quality Indicator.

6.6.5 Factor 6 Indicator-Set Conclusion

The four Factor 6 Indicators form a related but non-redundant determination structure:

understand and respond to workplace norms and routines;

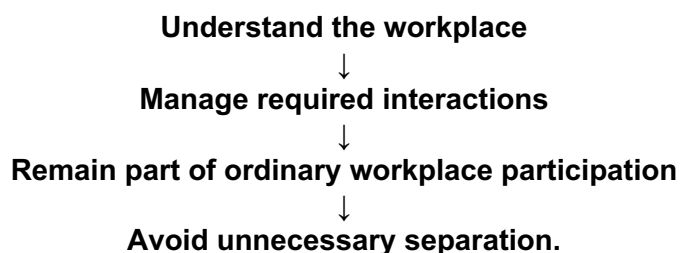
support required workplace interactions;

preserve ordinary workplace participation;

and

avoid unnecessary isolation or separation.

The relationship can be expressed simply as:



The four Indicators are especially important because successful employment is not determined only by completion of assigned tasks.

A Worker may perform the technical work successfully while remaining poorly connected to the actual social and organizational environment in which that work occurs.

Removing any one of the four Indicators would weaken a different part of the workplace-integration determination pathway.

The Factor 6 Indicator set is therefore supported for retention within the present invariant VRJ Core.

6.7 Factor 7 — Continuity and Accuracy of Employment-Relevant Information

Factor 7 concerns whether the information used to guide Job Coaching Support Work remains accurate, relevant, continuous, and appropriately protected.

VRJ1 establishes four invariant Core Quality Indicators under this Factor:

Indicator 7.1 — Accuracy of Information Used to Guide Job Coaching Work;

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

Indicator 7.3 — Continuity Across Workplace or Service Changes;

and

Indicator 7.4 — Protection from Information Loss, Distortion, or Inappropriate Disclosure.

These four Indicators ask different questions:

Is the information used for Job Coaching accurate?

Does necessary information move correctly when people or support arrangements change?

Does the information remain current when the workplace or service changes?

And is important information protected from loss, distortion, or inappropriate disclosure?

Together, they make the employment-relevant information pathway visible.

6.7.1 Indicator 7.1 — Accuracy of Information Used to Guide Job Coaching Work

Determination Function

Indicator 7.1 asks whether Job Coaching Support Work is based on accurate and current employment-relevant information.

Its basic question is:

Is the Job Coach working from a correct understanding of the Worker's actual employment situation?

Relevant information may include:

actual job duties;

work schedules;

task sequences;

supervisor instructions;

performance expectations;

workplace changes;

and

other information needed for employment maintenance.

This Indicator is important because Job Coaching Support Work may be performed carefully but still be poorly directed if the information behind it is wrong or outdated.

This Indicator principally performs a Quality-State Determination function.

Removal Test

Assume Indicator 7.1 is removed.

The Core could still examine information transfer, continuity across change, and protection from information loss or disclosure.

But it would lose the most basic question:

Is the information being used actually accurate?

Information can be transferred perfectly and continuously while still being wrong.

A well-organized information pathway does not guarantee correct information.

Illustrative VRJ Scenario

A Job Coach has been told that a Worker must finish a cleaning route by 5:00 p.m.

The employer has recently changed the schedule to 4:30 p.m., but the Job Coach has not received or confirmed the updated information.

The Job Coach continues supporting the Worker according to the old schedule.

The support may appear consistent.

But it is based on inaccurate current job information.

Indicator 7.1 makes this problem visible.

Distinguishability

Indicator 7.1 differs from Indicator 7.2.

Indicator 7.1 asks whether the information is accurate.

Indicator 7.2 asks whether needed information is transferred appropriately across Job Coaching or support arrangements.

Accurate information can fail to transfer.

Transferred information can also be inaccurate.

Both questions therefore require separate visibility.

Conclusion

Without Indicator 7.1, Job Coaching Support Work could appear well organized while being based on incorrect or outdated employment information.

Indicator 7.1 is therefore supported for retention as an invariant VRJ Core Quality Indicator.

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

Determination Function

Indicator 7.2 asks whether employment-relevant information is transferred accurately and appropriately when the people or arrangements involved in support change.

Its basic question is:

Does the next appropriate person receive the information needed to continue the support correctly?

Changes may include:

a different Job Coach;

a different shift;

a different supervisor;

a different provider;

a new work location;

or

a new service period.

The Cleaning Services Context Guide specifically applies this Indicator to continuity when Job Coaches, supervisors, shifts, providers, work locations, or service periods change.

This Indicator principally performs a Quality-State Determination function.

Removal Test

Assume Indicator 7.2 is removed.

The Core could still examine whether information is accurate at one point in time.

But it would lose direct visibility of whether that information reaches the next person or arrangement that needs it.

A Job Coach may understand the Worker's employment situation correctly.

If a replacement Job Coach receives incomplete information, the quality of subsequent support may immediately weaken.

Illustrative VRJ Scenario

A Worker normally needs one reminder before beginning a newly added cleaning task.

The regular Job Coach knows this.

A substitute Job Coach starts the next week but receives no information about the new task or the limited support that has been effective.

The substitute either provides no support or begins over-prompting the Worker throughout the shift.

The problem is not necessarily that the original information was wrong.

The problem is that it was not transferred appropriately.

Indicator 7.2 makes this handoff failure visible.

Distinguishability

Indicator 7.2 differs from Indicator 7.3.

Indicator 7.2 concerns transfer across people or support arrangements.

Indicator 7.3 concerns continuity when the employment or service situation itself changes.

A handoff can fail even when the job has not changed.

Likewise, the job can change even when the same Job Coach continues providing support.

Conclusion

Indicator 7.2 preserves visibility of information continuity across Job Coaching and support handoffs.

It is therefore supported for retention as an invariant VRJ Core Quality Indicator.

6.7.3 Indicator 7.3 — Continuity Across Workplace or Service Changes

Determination Function

Indicator 7.3 asks whether Job Coaching Support Work remains informed and continuous when relevant workplace or service conditions change.

Its basic question is:

When the employment situation changes, does the information used for support change with it?

Employment Contexts are not static.

In cleaning services, for example, changes may include altered routes, new supplies, missing equipment, revised inspection standards, staff shortages, changed access requirements, or supervisor changes.

The same principle applies across other employment Contexts.

This Indicator principally performs a Quality-State Determination function and also supports Quality-State Influence because updated information is necessary for appropriate support adjustment.

Removal Test

Assume Indicator 7.3 is removed.

The Core could still show that information was once accurate and that it had been transferred correctly.

But it would lose a separate determination of whether that information remains current as the actual employment situation changes.

Past accuracy does not guarantee present accuracy.

A Job Coaching approach based on yesterday's workplace may become inappropriate today.

Illustrative VRJ Scenario

A Worker has successfully followed the same cleaning route for several months.

The employer reorganizes the building and changes the Worker's assigned areas.

The same Job Coach continues providing support but continues using the old route information for several shifts.

There has been no Job Coach handoff.

The problem is continuity across workplace change.

Indicator 7.3 makes that gap visible.

Distinguishability

Indicator 7.3 differs from Indicator 2.3.

Indicator 2.3 concerns adaptation of Job Coaching support to changing job demands.

Indicator 7.3 concerns whether the information pathway remains current and continuous when those changes occur.

The relationship can be expressed simply:

Indicator 7.3 asks:

Do we have the updated information?

Indicator 2.3 asks:

Did we adapt the support appropriately because of that change?

Accurate current information and appropriate support adjustment are related but not interchangeable.

Conclusion

Without Indicator 7.3, the Core could rely on information that was once correct but no longer represents the Worker's actual employment situation.

Indicator 7.3 is therefore supported for retention as an invariant VRJ Core Quality Indicator.

6.7.4 Indicator 7.4 — Protection from Information Loss, Distortion, or Inappropriate Disclosure

Determination Function

Indicator 7.4 addresses both preservation and protection of employment-relevant information.

Its basic question is:

Does necessary information remain available and reliable without being lost, changed, or shared inappropriately?

Three different problems are visible here:

information may be lost;

information may become distorted;

or

information may be disclosed beyond what is appropriate for employment maintenance and the Job Coaching Support Role.

The Cleaning Services Context Guide therefore treats this Indicator as concerning both the availability of needed information and protection from inappropriate sharing.

This Indicator principally performs a Quality-State Determination function.

Removal Test

Assume Indicator 7.4 is removed.

The Core could still examine whether information was accurate when first obtained, whether it transferred across handoffs, and whether it remained current during change.

But it would lose direct visibility of what happens to the integrity and protection of that information along the pathway.

Information can begin accurately and still become distorted.

Necessary information can disappear.

Correct information can also be shared with people who do not need or have authority to receive it.

Illustrative VRJ Scenario

A supervisor tells a Job Coach that the Worker needs one additional check of a newly assigned area.

As this information passes through several staff members, it becomes described as:

“The Worker cannot complete the new area independently.”

The final statement is materially different from the original information.

The resulting Job Coaching support may then become unnecessarily intensive.

Indicator 7.4 makes information distortion visible.

A second example concerns disclosure.

A Job Coach may need to explain that a Worker requires a particular support arrangement.

That does not automatically authorize the Job Coach to disclose unrelated medical, family, or disability information to coworkers.

Necessary employment information and unnecessary personal disclosure must remain distinguishable.

Distinguishability

Indicator 7.4 differs from Indicator 7.1.

Indicator 7.1 concerns the accuracy of information used to guide support.

Indicator 7.4 concerns protection of information from loss, distortion, or inappropriate disclosure throughout the information pathway.

It also interacts with Factor 4 because inappropriate disclosure may threaten dignity and privacy.

That interaction does not make the Indicators redundant.

Factor 4 examines the Worker’s dignity and privacy condition.

Indicator 7.4 examines the integrity and control of the employment-relevant information pathway.

Conclusion

Indicator 7.4 protects against information failures that can weaken both Job Coaching Support Work and the reliability of the resulting Support Service Quality State Determination.

It is therefore supported for retention as an invariant VRJ Core Quality Indicator.

6.7.5 Factor 7 Indicator-Set Conclusion

The four Factor 7 Indicators form a connected but non-redundant information pathway:

use accurate employment-relevant information;

transfer needed information across Job Coaching or support arrangements;

keep information current across workplace or service changes;

and

protect information from loss, distortion, or inappropriate disclosure.

The relationship can be expressed simply as:

Get the information right



Transfer it correctly



Keep it current



Protect its integrity and appropriate use.

This Factor is particularly important because the actual Support Service Quality State and the state perceived by the Job Coach, provider, evaluator, or other participant may differ when the information pathway fails.

A Worker's actual condition does not change merely because inaccurate information is reported about it.

But Job Coaching Support Work and later quality determination may both be affected by that inaccurate information.

Removing any one of the four Indicators would therefore weaken a different part of the information-integrity pathway.

The Factor 7 Indicator set is supported for retention within the present invariant VRJ Core.

6.8 Factor 8 — Practice and Judgment Within Functional Scope

Factor 8 concerns whether Job Coaching Support Work remains within the authorized Support Role and Functional Scope and whether judgment is exercised appropriately within those boundaries.

This Factor is especially important because Job Coaching takes place inside active workplaces where many other people and systems have their own responsibilities.

VRJ1 establishes four invariant Core Quality Indicators under this Factor:

Indicator 8.1 — Practice Within Authorized Support Role and Functional Scope;

Indicator 8.2 — Appropriate Judgment Within Functional Scope;

Indicator 8.3 — Avoidance of Unauthorized Employer, Clinical, Legal, Safety, or Professional Practice;
and

Indicator 8.4 — Appropriate Assistance Seeking, Escalation, or Referral.

The four Indicators ask different questions:

Is the Job Coach working within the authorized Job Coaching role?

Is appropriate judgment being used within that role?

Does the Job Coach avoid taking over responsibilities that belong to other professionals or workplace authorities?

And when the situation exceeds the Job Coaching role, is appropriate assistance, escalation, or referral used?

Together, they make the Functional Scope boundary operational rather than merely descriptive.

6.8.1 Indicator 8.1 — Practice Within Authorized Support Role and Functional Scope

Determination Function

Indicator 8.1 asks whether the actual work performed by the Job Coach belongs within the authorized Job Coaching Support Role.

Its basic question is:

Is this Job Coaching work, or has the Job Coach begun performing another role?

The Cleaning Services Context Guide explains this boundary by distinguishing Job Coaching from employer supervision, cleaning-service operation, clinical treatment, legal representation, safety enforcement, staffing replacement, and program administration.

This Indicator principally performs a Quality-State function.

Removal Test

Assume Indicator 8.1 is removed.

The Core could still examine whether judgment is appropriate and whether certain unauthorized professional practices are avoided.

But it would lose the broader question of whether the actual work remains inside the Job Coaching role.

Not every role-boundary violation is clinical, legal, or safety-related.

A Job Coach may simply begin doing work that belongs to the employer, supervisor, or another workplace function.

Illustrative VRJ Scenario

A cleaning supervisor is absent.

The Job Coach begins assigning cleaning routes to several employees and deciding which areas each employee should complete.

The Job Coach may understand the workplace well and may make reasonable decisions.

But assigning the workforce is not automatically part of Job Coaching Support Work.

Indicator 8.1 makes the role-boundary question visible.

Distinguishability

Indicator 8.1 differs from Indicator 8.3.

Indicator 8.1 protects the general Job Coaching Support Role boundary.

Indicator 8.3 focuses on particularly important external responsibilities such as employer, clinical, legal, safety, or other professional practice.

Indicator 8.1 is therefore broader.

It asks whether the work belongs within Job Coaching at all.

Conclusion

Without Indicator 8.1, Job Coaching could gradually expand into other workplace or professional functions while still appearing useful.

Indicator 8.1 is therefore supported for retention as an invariant VRJ Core Quality Indicator.

6.8.2 Indicator 8.2 — Appropriate Judgment Within Functional Scope

Determination Function

Being authorized to perform Job Coaching Support Work does not automatically mean that every decision made within that role is appropriate.

Indicator 8.2 therefore asks:

Is the Job Coach using appropriate judgment while working within Functional Scope?

Judgment may concern:

observation;

prompting;

cueing;

communication;

support fading;

privacy;

escalation;

withdrawal or increase of support;

and

other decisions made during Job Coaching Support Work.

The Cleaning Services Context Guide states that judgment should respond to actual employment conditions, remain within Job Coaching authority, and consider dignity, safety Interfaces, support balance, employment maintenance, and Service Boundary limits.

This Indicator combines Quality-State Determination and Quality-State Influence functions.

Removal Test

Assume Indicator 8.2 is removed.

The Core could still show that the Job Coach stayed within the formal role.

But it would lose a separate determination of whether decisions made inside that role were sound.

A Job Coach may be fully authorized to prompt a Worker.

That does not mean that constant prompting is appropriate.

A Job Coach may be authorized to communicate with a supervisor.

That does not mean every communication choice is appropriate in timing, content, or privacy.

Illustrative VRJ Scenario

A Worker has learned a cleaning route and now performs it independently.

The Job Coach is still authorized to observe and provide prompting when needed.

However, the Job Coach continues giving detailed instructions after every task.

The activity remains within the general Job Coaching role.

The problem is judgment about how that authorized support should be used.

Indicator 8.2 makes this distinction visible.

Distinguishability

Indicator 8.2 differs from Indicator 8.1.

Indicator 8.1 asks:

Is the Job Coach authorized to perform this type of work?

Indicator 8.2 asks:

Was the judgment used in performing that authorized work appropriate?

Authorized activity can still be performed poorly.

The two questions therefore cannot be merged.

Conclusion

Indicator 8.2 preserves the distinction between being authorized to act and exercising sound judgment when acting.

It is therefore supported for retention as an invariant VRJ Core Quality Indicator.

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

Determination Function

Indicator 8.3 addresses especially important forms of role substitution.

Its basic question is:

Has the Job Coach taken responsibility for a decision or function that belongs to another authorized party?

Possible examples include:

employer supervision or discipline;

accommodation approval;

clinical interpretation;

legal advice;

safety authorization;

operational control;

or

other reserved professional or workplace responsibilities.

The Cleaning Services Context Guide specifically recognizes pressures on the Job Coach to make decisions involving discipline, accommodation approval, cleaning-quality acceptance, chemical or safety authorization, clinical interpretation, legal advice, safety certification, or operational control.

This Indicator principally performs a Quality-State function and Boundary-control function.

Removal Test

Assume Indicator 8.3 is removed.

Indicator 8.1 would still provide a general role boundary.

But some types of boundary crossing are important enough to require direct visibility.

For example, a Job Coach deciding whether a Worker is medically able to continue working is not simply a minor role-expansion issue.

It crosses into another professional responsibility.

The same is true if the Job Coach independently approves an accommodation, decides that equipment is safe, or imposes workplace discipline.

Illustrative VRJ Scenario

A Worker tells the Job Coach that a cleaning chemical is causing dizziness.

The Job Coach decides that the reaction is minor and tells the Worker that it is medically safe to continue.

The Job Coach may be trying to preserve employment.

But making a clinical judgment is outside the Job Coaching role.

The appropriate response is not to substitute personal judgment for the responsible clinical or workplace safety pathway.

Distinguishability

Indicator 8.3 differs from Indicator 1.4.

Indicator 1.4 concerns recognizing when an employment-harm condition requires escalation or referral.

Indicator 8.3 concerns avoiding unauthorized assumption of another person's or profession's responsibility.

The same event may activate both Indicators.

But the determination questions are different.

Indicator 8.3 also differs from Indicator 8.1 because it makes especially important external professional and authority boundaries directly visible.

Conclusion

Indicator 8.3 protects the Job Coaching Support Service from becoming a substitute for employer, clinical, legal, safety, or other professional functions.

It is therefore supported for retention as an invariant VRJ Core Quality Indicator.

6.8.4 Indicator 8.4 — Appropriate Assistance Seeking, Escalation, or Referral

Determination Function

Recognizing the limit of the Job Coaching role is not enough.

The service also needs an appropriate pathway for what happens next.

Indicator 8.4 asks:

When the Job Coach reaches the limit of Functional Scope, is appropriate assistance, clarification, escalation, or referral sought?

The Cleaning Services Context Guide explains that this Indicator concerns situations where continuing independently would exceed the Job Coaching Support Role and Functional Scope or threaten employment maintenance. It may require employer input, supervision, clinical referral, safety response, emergency response, or another appropriate involvement.

This Indicator principally performs a Quality-State Influence function.

Removal Test

Assume Indicator 8.4 is removed.

The Core could still identify what the Job Coach is not authorized to do.

But it would lose the practical next question:

What does the Job Coach do when that boundary is reached?

Simply stopping all action may not be enough.

The Worker may still need an appropriate response pathway.

Without Indicator 8.4, the Functional Scope boundary could become static rather than operational.

Illustrative VRJ Scenario

A Job Coach observes that a Worker is being asked to use unfamiliar equipment.

The Job Coach does not know whether the Worker has been trained to use it and is not authorized to determine equipment safety or provide technical certification.

The Job Coach appropriately recognizes the boundary.

Indicator 8.4 asks what happens next.

Does the Job Coach seek clarification from the appropriate supervisor or responsible workplace person?

Does the Job Coach pause the relevant support activity where appropriate?

Or does the Job Coach simply allow the situation to continue because it is “not my responsibility”?

Appropriate assistance seeking is part of responsible Job Coaching Function Realization.

Distinguishability

Indicator 8.4 differs from Indicator 1.4.

Indicator 1.4 is anchored to foreseeable employment harm.

Indicator 8.4 is anchored to the point where the Job Coach reaches the limit of Functional Scope.

The same event may activate both.

Indicator 8.4 also differs from Indicator 5.4.

Indicator 5.4 concerns communication and follow-through after an employment risk has been identified.

Indicator 8.4 applies whenever responsible continuation requires assistance beyond the Job Coach's own authority or Competence, even if no new employment risk has been identified.

Conclusion

Indicator 8.4 turns recognition of Functional Scope from a simple prohibition into an operational response pathway.

Without it, the Core could identify what the Job Coach should not do without determining how the service should proceed responsibly.

Indicator 8.4 is therefore supported for retention as an invariant VRJ Core Quality Indicator.

6.8.5 Factor 8 Indicator-Set Conclusion

The four Factor 8 Indicators form a coherent practice-and-boundary determination structure:

remain within the authorized Job Coaching Support Role;

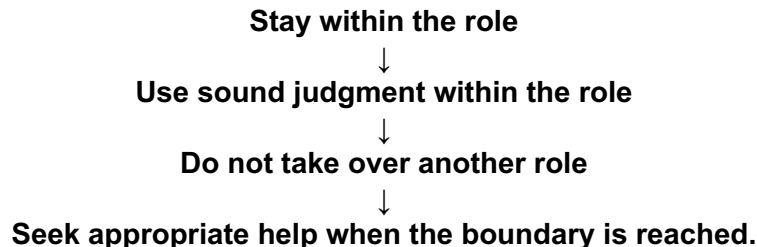
exercise appropriate judgment within that role;

avoid taking over employer, clinical, legal, safety, or other professional responsibilities;

and

seek appropriate assistance, clarification, escalation, or referral when the limit of the role is reached.

The relationship can be expressed simply as:



These four Indicators are related but not redundant.

Authorized work can still involve poor judgment.

Good judgment cannot justify unauthorized professional practice.

Recognizing that something is outside the Job Coaching role does not by itself establish that appropriate assistance or escalation occurred.

Factor 8 therefore performs both a limiting and an enabling function.

It limits Job Coaching Support Work to its proper Functional Scope.

At the same time, it makes visible how the service can continue responsibly when the Job Coach reaches the limit of that scope.

Removing any one of the four Indicators would weaken a different part of this practice-and-boundary determination structure.

The Factor 8 Indicator set is therefore supported for retention within the present invariant VRJ Core.

6.9 Factor-by-Factor Conclusion

The analysis of Factors 1 through 8 supports retention of all thirty-two established VRJ Core Quality Indicators at the present methodological resolution.

Each Indicator preserves a determination question that is not fully replaced by the other Indicators.

The thirty-two Indicators collectively make visible different parts of the Job Coaching Support Service Quality Object, including:

actual employment and support conditions;

the reliability of information used to understand those conditions;

the appropriateness and timeliness of Job Coaching response;

Worker independence, dignity, autonomy, and workplace participation;

and

the boundaries within which Job Coaching Support Work is responsibly performed.

The analysis also shows that overlap among Indicators is often necessary.

The same employment event may affect more than one Core Quality Factor and more than one Indicator.

This does not automatically mean duplication.

The important test is whether the Indicators ask different determination questions.

Across the thirty-two Indicators, the removal tests identified a meaningful loss of determination capability when each Indicator was considered absent. The successful removal tests support the individual necessity of the thirty-two established Indicators; they do not by themselves establish permanent collective sufficiency of the Indicator set.

At the same time, this conclusion remains bounded.

The analysis supports the present thirty-two-Indicator structure.

It does not establish that no future VRJ Context Guide, employment arrangement, technology, or accumulated Evidence could reveal an additional recurring Core-level determination need.

The next Section therefore turns from individual Indicator justification to horizontal analysis across all eight Core Quality Factors.

7. HORIZONTAL ANALYSIS ACROSS THE EIGHT CORE QUALITY FACTORS

7.1 Recurring Indicator Functions Across Different Factors

The thirty-two VRJ Core Quality Indicators are organized vertically under eight Core Quality Factors.

This tells us where each Indicator belongs.

But the Indicator-by-Indicator analysis also shows another pattern.

Across different Factors, Indicators repeatedly perform three broad kinds of determination functions:

Quality-State function;

Quality-State Determination function;

and

Quality-State Influence function.

This horizontal view does not change the VRJ Core structure.

It simply helps explain what different Indicators do in the overall Support Service Quality State Determination process.

The same approach was used in the PCA Indicator justification as an analytical tool rather than as a new normative classification.

7.2 Quality-State Indicators Across the VRJ Core

Quality-State Indicators mainly help answer:

What is the actual condition?

Examples appear across several Factors.

Under Factor 2, Indicator 2.2 helps make visible whether job performance is stable over time.

Under Factor 3, Indicator 3.4 helps show whether the Job Coach is supporting the Worker or actually performing the Worker's assigned job functions.

Under Factor 4, Indicators concerning autonomy, dignity, privacy, and workplace conduct make visible the actual condition of the Worker's employee role.

Under Factor 6, Indicators 6.3 and 6.4 help show whether the Worker remains connected to ordinary workplace participation or is unnecessarily isolated.

Under Factor 8, Indicator 8.1 helps show whether the work actually performed remains within the authorized Job Coaching Support Role.

These Indicators are important because a favorable final result does not always reveal the actual quality condition.

For example:

the work may be completed, but partly by the Job Coach;

the Worker may remain employed, but be unnecessarily isolated;

or

the support may appear effective, but the Job Coach may have crossed the Functional Scope boundary.

The Quality-State function helps prevent these different conditions from being hidden behind one favorable outcome.

7.3 Quality-State Determination Indicators Across the VRJ Core

Quality-State Determination Indicators mainly help answer:

Can we correctly recognize and understand the actual condition?

This function is especially visible in Factors 1, 5, and 7.

Indicator 1.1 asks whether foreseeable employment-related harm conditions are identified.

Indicators 5.1 and 5.2 separate recognition of an employment change from judgment about its significance.

Factor 7 provides the clearest information-related examples.

Indicator 7.1 asks whether information used to guide Job Coaching Support Work is accurate.

Indicator 7.2 asks whether needed information transfers correctly across Job Coaching or support arrangements.

Indicator 7.3 asks whether information remains current across workplace or service changes.

Indicator 7.4 addresses loss, distortion, and inappropriate disclosure.

VRJ1 therefore treats accurate and continuous employment-relevant information as necessary to Function Realization, not merely as an administrative matter.

This is important because:

Actual Quality State
and
Perceived or Reported Quality State
may be different.

A Worker may actually be struggling while reports still describe performance as satisfactory.

A Job Coach may believe support is appropriately faded because an important change was never communicated.

An evaluator may see favorable documentation even though the information behind it is incomplete or distorted.

Quality-State Determination Indicators help make these differences visible.

7.4 Quality-State Influence Indicators Across the VRJ Core

Quality-State Influence Indicators mainly help answer:

Can the Job Coaching Support Service respond appropriately to the condition?

Examples include:

Indicator 1.2 — role-appropriate mitigation of identified harm conditions;

Indicator 2.3 — adaptation of support to changing job demands;

Indicator 3.3 — adjustment of support level over time;

Indicator 5.3 — timely role-appropriate action responding to employment risk;

Indicator 5.4 — appropriate communication and follow-through;

and

Indicator 8.4 — assistance seeking, escalation, or referral when the Job Coaching role boundary is reached.

This function does not mean that the Job Coach controls the final employment result.

The Job Coach does not control employer decisions, workplace systems, clinical decisions, or other external responsibilities.

The question is narrower:

Does the Job Coaching Support Service have an appropriate way to influence the developing condition within its Support Role, Functional Scope, Boundaries, and Interfaces?

VRJ1 and VJC1 repeatedly preserve this distinction by requiring Job Coaching action within role boundaries while keeping external responsibilities external.

7.5 Indicators Serving More Than One Determination Function

Some Indicators clearly perform more than one function.

This is expected.

For example, Indicator 3.2 — Support Level Matched to Worker Ability and Job Demands — helps determine the present support condition and also influences that condition through selection of an appropriate support level.

Indicator 5.4 helps determine whether important information reached the correct pathway and also supports influence through follow-through.

Indicator 7.3 helps determine whether information remains current, but current information is also necessary for appropriate support adaptation.

Indicator 8.2 concerns judgment.

Good judgment helps the Job Coach understand the situation and also guides the action taken within Functional Scope.

Therefore, the three functional types should not be treated as rigid boxes.

A useful rule is:

one Indicator
may perform
one primary function
and one or more supporting functions.

The horizontal classification is therefore descriptive, not restrictive.

7.6 Apparent Gaps Revealed by Horizontal Comparison

Horizontal analysis is useful because it can reveal possible weaknesses that may not be obvious when Indicators are examined only inside their parent Factors.

For example, we can ask:

Does a Factor make the actual condition visible but provide weak visibility of whether that condition can be determined reliably?

Does the Factor help identify a problem but provide no clear response pathway?

Does the Core provide an action pathway but weak visibility of whether the information behind the action is reliable?

In the present VRJ structure, the thirty-two Indicators show a broad distribution across all three functions.

The Core contains Indicators that help:

see the actual condition;
determine that condition reliably;
and
respond appropriately within the Job Coaching role.

At the present stage of VRJ research, the horizontal analysis does not identify a sufficiently supported missing functional family that requires addition to the Core.

However, this is not the same as proving that no future gap exists.

Future Context Guides may reveal a recurring problem that is not adequately represented by the existing Indicator set.

7.7 Distinguishing a Missing Core Quality Indicator from a Context-Specific Need

Not every new problem discovered in a Context Guide should become a new VRJ Core Quality Indicator.

This distinction is essential.

A condition may be highly important in one employment Context but still be properly handled through:

an existing Core Quality Indicator;
a Context-Specific Quality Outcome Criterion;
a Failure Mode;
a Critical Service Condition;
Evidence requirements;

Boundaries or Interfaces;

Functional Scope;

or

the Reference Layer.

For example, a cleaning-services Context may require detailed attention to cleaning routes, chemical-use instructions, customer areas, security access, or building-specific routines.

These details are important.

But they do not automatically require new invariant Core Indicators.

VJC1 demonstrates this principle by applying the invariant VRJ Indicators through cleaning-specific Context-Specific Quality Outcome Criteria and Evidence considerations.

A possible new Core Quality Indicator should therefore be considered only when:

a recurring determination need is identified;

the need appears across more than one employment Context or is clearly capable of doing so;

the existing thirty-two Indicators do not adequately represent it;

the gap cannot be solved at the Context-Specific Quality Outcome Criterion or Evidence level;

and

removal of the proposed new Indicator would leave a meaningful Core-level determination capability missing.

The horizontal analysis therefore supports two conclusions.

First, the present thirty-two Indicators provide a broad functional structure covering Quality-State, Quality-State Determination, and Quality-State Influence functions.

Second, this functional structure should remain open to future testing as additional VRJ Context Guides are developed.

The next Section therefore moves from horizontal analysis to Context-Guide testing of the present VRJ Core Indicator structure.

8. TESTING THE VRJ CORE INDICATOR STRUCTURE THROUGH VRJ CONTEXT GUIDES

8.1 Context Guides as Applications and Research/Test Cases

VRJ Context Guides have two roles.

First, they apply the invariant VRJ Core to a specific employment Context.

Second, they provide practical test cases for the Core itself.

A Context Guide does not replace the Core Indicators.

It asks whether those same Indicators remain meaningful when actual job duties, workplace conditions, interactions, risks, schedules, technologies, and support arrangements become more specific.

This makes Context Guides useful not only for application, but also for Core research.

8.2 Cleaning Services Employment Context Guide — VJC1

The currently developed VRJ Context Guide is the Cleaning Services Employment Context Guide — VJC1.

VJC1 keeps the invariant VRJ Core Indicator titles and develops cleaning-specific interpretation, Context-Specific Quality Outcome Criteria, Evidence considerations, Failure Modes, Critical Service Conditions, and claim limitations.

For example, under Factor 6, the same Core Indicators are applied to cleaning-specific workplace participation, interaction with building staff, security personnel, customers, residents, supervisors, and coworkers.

Under Factor 7, the same invariant information Indicators are applied to cleaning-specific conditions such as changed routes, revised inspection standards, new supplies, missing equipment, changed access requirements, and supervisor changes.

Under Factor 8, the same Functional Scope Indicators are applied to questions such as cleaning-quality approval, chemical-use decisions, safety authorization, supervision, discipline, and operational control.

This shows how one invariant Indicator structure can be interpreted inside a specific employment setting without changing the Core.

8.3 Interpretation of the Same Invariant Indicators Across Different Employment Conditions

An invariant Indicator should remain the same even when its practical expression changes.

For example:

Indicator 6.2 concerns required workplace interactions.

In cleaning services, this may involve building staff, security personnel, residents, customers, supervisors, or coworkers.

In another future employment Context, the people and interaction patterns may be different.

The Indicator remains the same because the underlying determination question remains the same:

Does Job Coaching appropriately support the interactions required for employment maintenance?

The Context-specific details belong below the Core Indicator.

8.4 Context-Specific Quality Outcome Criteria and Evidence

The Core Indicator tells us what must be examined.

The Context-Specific Quality Outcome Criterion tells us what condition is expected in that particular employment Context.

Evidence then supports the finding.

VJC1 follows this structure throughout.

For example, under Indicator 7.2, VJC1 develops cleaning-specific criteria concerning accurate information transfer across Job Coaches, supervisors, shifts, providers, work locations, or service periods and identifies handoff records, communication logs, and support-continuity documentation as possible Evidence.

This is exactly the type of separation needed to keep the VRJ Core stable while allowing detailed employment-specific application.

8.5 Identification of Recurring Indicator Gaps

A Context Guide can also reveal a possible gap.

Suppose a repeated quality-relevant condition appears during Context application and cannot be represented adequately by:

an existing Core Quality Indicator;

a Context-Specific Quality Outcome Criterion;

a Failure Mode;

a Critical Service Condition;

Evidence;

a Boundary or Interface;

or

Functional Scope.

That condition should be recorded as a possible Indicator gap.

But one Context-specific problem should not automatically create a new Core Indicator.

The finding must first be tested.

8.6 Future VRJ Context Guides as Additional Test Cases

At present, VJC1 provides the developed VRJ Context application available for this analysis.

That is useful, but it is not enough to establish permanent sufficiency across all employment Contexts.

Future VRJ Context Guides may involve very different environments, for example:

retail;

office support;

warehouse work;

food service;

hospitality;

manufacturing;

or other employment settings.

These future Context Guides can test whether the same thirty-two Indicators remain sufficient when the work, risks, workplace Interfaces, technologies, and support needs change.

The stronger the Indicator structure survives across different Contexts, the stronger the support for its invariant character.

8.7 When a Context-Guide Finding May Support a New Invariant Core Quality Indicator

A Context-Guide finding may support consideration of a new invariant Core Quality Indicator only when several conditions are present.

The finding should:

represent an important determination need;

remain distinguishable from the existing thirty-two Indicators;

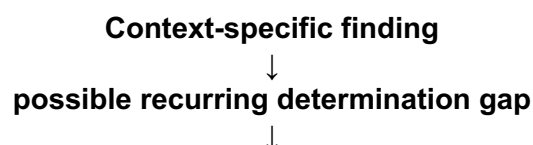
not be adequately handled through Context-Specific Quality Outcome Criteria or Evidence;

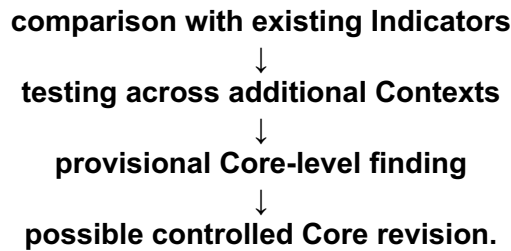
appear repeatedly or have clear relevance across multiple employment Contexts;

and

create a meaningful loss of determination capability when absent.

A useful sequence is:





This approach avoids two opposite errors.

The first error is changing the Core every time a new Context-specific detail appears.

The second error is treating the current Core as permanently closed even when repeated Evidence shows a real gap.

The present VJC1 application supports continued use of the thirty-two established VRJ Core Quality Indicators.

At the same time, the Context-Guide method keeps the Indicator architecture open to future Evidence-supported development.

The next Section therefore addresses how possible additional Indicator findings should be recorded and handled before any Core revision is considered.

9. PROVISIONAL ADDITIONAL INDICATOR FINDINGS

9.1 Purpose of Provisional Indicator Findings

The present analysis supports the thirty-two VRJ Core Quality Indicators.

However, future Context Guides and practical applications may reveal an important determination need that is not fully represented by the existing Indicators.

Such a finding should not immediately change VRJ1.

It should first be recorded as a provisional Indicator finding and tested through further research and application.

This allows the VRJ Core to remain stable while still being open to improvement.

9.2 Criteria for Recording a Candidate Indicator

A possible additional Indicator should be recorded for further study when there is reasonable Evidence that:

an important quality-relevant condition is not adequately observable or assessable through the existing Indicators;

the condition affects determination of Job Coaching Support Service Function Realization;

the issue cannot be adequately handled through a Context-Specific Quality Outcome Criterion, Failure Mode, Critical Service Condition, Evidence requirement, Boundary, Interface, or Functional Scope;

and

the determination need may extend beyond one narrow employment Context.

At this stage, the finding is a candidate for research, not a new Core Quality Indicator.

9.3 Quality-State Findings

A provisional Quality-State finding may arise when an important actual condition of the Job Coaching Support Service Quality Object is not sufficiently visible through the existing Indicators.

The research question would be:

Is there an important condition of the actual Support Service Quality State that the present Indicator structure does not adequately make observable or assessable?

For example, a future Context Guide may reveal a recurring condition affecting Function Realization that does not fit adequately under the present Indicators.

Before proposing a new Indicator, the condition should be tested against all thirty-two existing Indicators.

A new name for a Context-specific problem does not necessarily mean that a new Core-level determination function exists.

9.4 Quality-State Determination Findings

A provisional Quality-State Determination finding may arise when the actual condition is important but the existing Indicator structure does not adequately show whether that condition can be known reliably.

The research question would be:

Can the actual condition be recognized, communicated, interpreted, and supported by sufficiently reliable Evidence?

Factor 7 already provides strong coverage of employment-relevant information accuracy, transfer, continuity, loss, distortion, and inappropriate disclosure.

Factors 1 and 5 also contain recognition and judgment functions.

Therefore, any proposed additional determination Indicator would need to show a real capability not already represented by these existing Indicators.

The important distinction is between:

a problem with the Evidence available in one particular case;

and

a missing invariant determination function in the Core.

These are not the same.

9.5 Quality-State Influence Findings

A provisional Quality-State Influence finding may arise when an important condition can be recognized and determined, but the present Indicator structure does not adequately represent the service capability needed to respond to it.

The research question would be:

Is there a recurring type of appropriate Job Coaching influence that is necessary for Function Realization but is not adequately represented by the existing Indicators?

The present Core already includes several influence functions, such as:

mitigation of identified harm conditions;

adaptation to changing job demands;

adjustment of support level;

timely response to employment risk;

communication and follow-through;

and

assistance seeking, escalation, or referral.

A proposed additional influence Indicator would therefore need to preserve a genuinely different determination function rather than restating one of these existing pathways.

9.6 Cross-Function Findings

Some future findings may involve more than one of the three provisional functions.

For example, a recurring problem may involve:

failure to see the actual condition;

failure to determine its significance correctly;

and

failure to respond appropriately.

Such a finding should not automatically be divided into several new Indicators.

The first question should be whether the problem is already represented through interaction among existing Indicators.

The VRJ Core is a connected determination structure.

One employment event may activate several Factors and Indicators at the same time.

Interaction among Indicators should therefore be examined before a new Indicator is proposed.

9.7 Why Identification Does Not Automatically Require VRJ Core Revision

Finding a possible Indicator gap is the beginning of research, not the end.

A provisional finding should first be tested through:

additional Context Guides;

different employment conditions;

comparison with the existing thirty-two Indicators;

Failure-Mode analysis;

Boundary and Interface analysis;

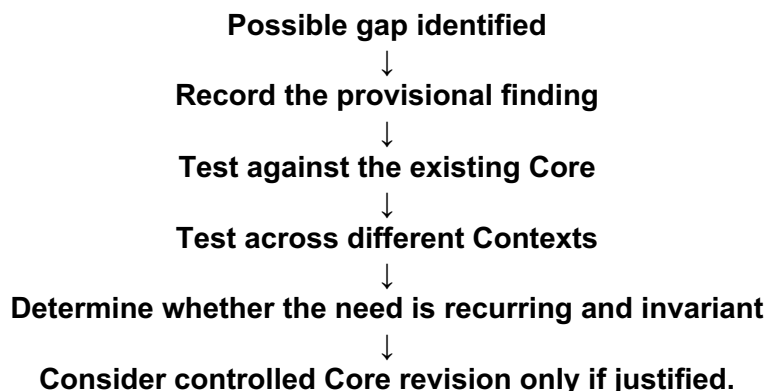
Evidence experience;

and

the Indicator necessity, removal, distinguishability, and Context-invariance tests developed in this paper.

Only after this testing should Core revision be considered.

The process can be expressed simply as:



This approach is consistent with the determination structure used in VJC1, where Evidence becomes meaningful only in relation to the declared Quality Object, applicable Indicator and criterion, Service Period, Boundaries, Interfaces, employment Context, and stated Assumptions.

The purpose of provisional Indicator findings is therefore not to encourage frequent expansion of the VRJ Core.

Their purpose is to preserve important research findings without changing the invariant Core before sufficient Evidence exists.

This gives the VRJ Indicator structure two necessary characteristics:

stability for current application;

and

controlled openness to future Evidence-supported development.

10. WHY THE PRESENT INDICATOR SET IS NECESSARY BUT NOT DECLARED CLOSED

10.1 Results of the Indicator Necessity Tests

At the present methodological resolution, the analysis of the thirty-two VRJ Core Quality Indicators supports the conclusion that each Indicator performs a necessary determination function within its parent Core Quality Factor.

For each Indicator, the removal test asked:

What important determination capability would be weakened or lost if this Indicator were removed?

Across all eight Factors, removal of an Indicator created a meaningful gap.

Some Indicators make the actual quality-relevant condition visible.

Some help determine whether that condition is recognized and understood reliably.

Some help determine whether appropriate Job Coaching action occurs.

Others perform more than one of these functions.

The analysis therefore supports retention of all thirty-two Indicators in the present VRJ Core.

10.2 What the Analysis Demonstrates

The analysis demonstrates that the thirty-two Indicators provide a structured way to make the eight Core Quality Factors observable and assessable.

The Indicator set covers important determination questions concerning:

foreseeable employment harm;

sustained job performance;

Functional Independence and support balance;

Worker role, dignity, and autonomy;

changing employment risk;

workplace integration and social navigation;

employment-relevant information;

and

practice and judgment within Functional Scope.

The analysis also demonstrates that apparent overlap among Indicators does not necessarily mean redundancy.

The same employment event may be relevant to several Indicators because different quality questions are being asked about the same event.

For example, one event may raise questions about employment risk, information accuracy, Worker dignity, and Functional Scope at the same time.

Each question may be necessary for responsible determination.

10.3 What the Analysis Does Not Demonstrate

The analysis does not demonstrate that thirty-two is the only possible number of VRJ Core Quality Indicators.

It also does not demonstrate that no additional Indicator could ever become necessary.

At present, the developed Cleaning Services Employment Context Guide provides an important practical application of the Core, but one employment Context cannot test every possible future Job Coaching condition.

Future Context Guides may involve different:

job duties;

workplace environments;

technologies;

employment relationships;

support arrangements;

communication pathways;

risks;

and

Interfaces.

These applications may reveal determination needs that are not yet visible.

For this reason, the present analysis should not be interpreted as permanent closure of the Indicator structure.

10.4 Present Status of the Thirty-Two-Indicator VRJ Core

The appropriate conclusion is therefore:

The thirty-two established VRJ Core Quality Indicators are supported as necessary and distinguishable elements of the present invariant Core determination structure.

At the current methodological resolution, no Indicator examined in this paper can be removed without weakening an important determination capability.

The present analysis also does not identify a sufficiently supported additional invariant Indicator that must now be added to the Core.

Accordingly, the thirty-two-Indicator structure should remain stable for current VRJ application.

At the same time, it should remain open to Evidence-supported future development.

This position can be expressed simply as:

Present structure justified

≠

Present structure permanently closed.

A future addition should require more than identification of a useful new measure or a problem found in one employment Context.

It should require Evidence of a recurring Core-level determination need that cannot be adequately represented through the existing Indicators, Context-Specific Quality Outcome Criteria, Failure Modes, Critical Service Conditions, Evidence, Boundaries, Interfaces, Functional Scope, or the Reference Layer.

This approach preserves both stability and development.

The VRJ Core can therefore be used consistently today while remaining capable of controlled improvement as additional Context Guides and practical Evidence become available.

11. RESEARCH FINDINGS AND IMPLICATIONS FOR VRJ CORE DEVELOPMENT

11.1 Context Guides as Applications and Research/Test Cases

VRJ Context Guides should be used not only to apply the Core, but also to test it.

Each new Context Guide places the same invariant Factors and Indicators into a different employment environment.

This provides an opportunity to ask:

Do the Indicators remain meaningful?

Can the employment-specific conditions be handled through the existing Indicators and Context-Specific Quality Outcome Criteria?

Does a recurring determination gap appear?

The current Cleaning Services Employment Context Guide provides the first developed VRJ test case used in this paper.

Future Context Guides can provide additional and increasingly different test cases.

11.2 Horizontal Comparative Research Across VRJ Context Guides

As additional VRJ Context Guides are developed, they should also be compared horizontally.

Instead of looking only at one Context Guide at a time, research should compare how the same Core Quality Indicator operates across different employment Contexts.

For example:

How is Indicator 2.2 — Support Addressing Performance Stability — applied in cleaning services compared with retail, office support, warehouse work, or another employment Context?

What Evidence is used?

What Failure Modes recur?

What Context-specific differences appear?

Does the existing Indicator continue to capture the same underlying determination function?

This type of comparison can help distinguish truly invariant Core needs from details that belong only to one employment Context.

11.3 Actual Support Service Quality State and Capability to Determine That State

One important finding from the Indicator analysis is that determining the actual Support Service Quality State requires more than observing final employment results.

Continued employment alone does not establish the quality of the Job Coaching Support Service.

A Worker may remain employed while:

the Job Coach performs part of the Worker's job;

important employment risks remain unrecognized;

support is unnecessarily intensive;
the Worker is isolated from ordinary workplace participation;
employment-relevant information is inaccurate;
or
the Job Coach operates outside Functional Scope.

For this reason, the VRJ Indicator structure needs visibility not only of actual conditions, but also of the capability to determine those conditions reliably.

Factor 7 is especially important here because inaccurate, incomplete, outdated, lost, or distorted information may create a difference between:

the actual Support Service Quality State;
and

the Support Service Quality State believed or reported by the people making the determination.

VJC1 therefore requires Evidence to be interpreted in relation to the declared Quality Object, applicable Indicator and criterion, Service Period, Boundaries, Interfaces, employment Context, and Assumptions rather than treating documentation or an isolated favorable result as proof of the whole Quality State.

11.4 Provisional Core-Revision Findings and Evidence Accumulation

Possible Core improvements should be preserved as provisional findings rather than immediately inserted into VRJ1.

A provisional finding may concern:

a possible missing Indicator;
a recurring Failure Mode;
a new determination problem;
a Boundary or Interface issue;
an Evidence problem;

or

a recurring relationship among Quality-State, Quality-State Determination, and Quality-State Influence functions.

The purpose is to accumulate Evidence before changing the invariant Core.

Several Context Guides may eventually show that the same determination gap appears repeatedly.

That would provide stronger support for Core-level consideration than a finding from one Context alone.

11.5 Conditions for Controlled VRJ Core Revision

A future revision of the VRJ Core Indicator structure should be controlled and Evidence-supported.

A new Core Quality Indicator should be considered only when research shows that:

an important determination function is missing;
the need is not adequately covered by the existing thirty-two Indicators;
the issue cannot be handled properly through Context-Specific Quality Outcome Criteria or another existing methodological layer;

the need is recurring or reasonably invariant across employment Contexts;

and

adding the Indicator improves determination without creating unnecessary duplication or fragmentation.

The same discipline should apply if future research suggests that an existing Indicator should be revised, merged, or removed.

Core stability is important.

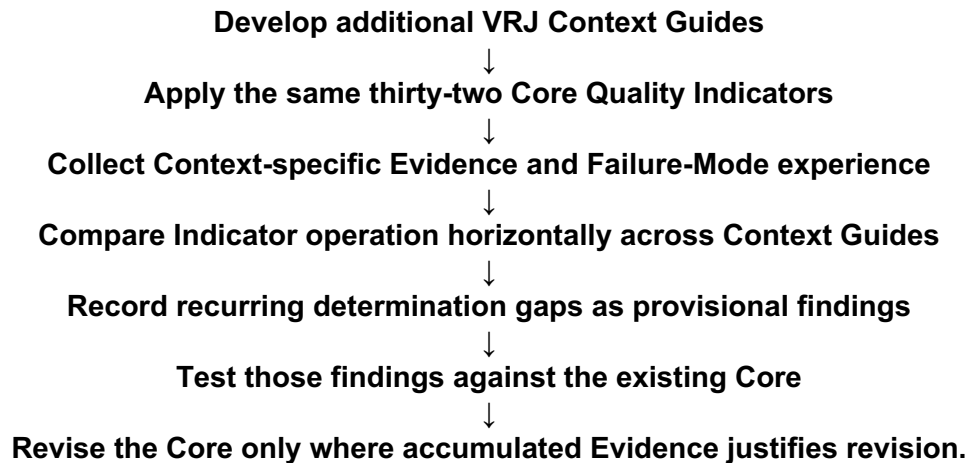
Revision should therefore follow Evidence rather than isolated preference or Context-specific convenience.

11.6 Continuing VRJ Core Research Program

The present paper should not be treated as the end of VRJ Indicator research.

It establishes a basis for continuing research through practical application.

A useful continuing sequence is:



This continuing research program allows the VRJ Core to remain stable enough for consistent use while also remaining responsive to what practical application reveals.

The main implication for future development is therefore simple:

Use the Core.

Test the Core through different employment Contexts.

Preserve important findings.

Compare them across applications.

And change the invariant Indicator structure only when a genuine Core-level need has been demonstrated.

This approach keeps future VRJ Core development connected to the same Quality Object, Function Realization, Failure Modes, Evidence, Boundaries, Interfaces, and determination logic on which the present thirty-two Indicators are based.

12. CONCLUSIONS

12.1 The Indicator Layer Is Necessary

The eight VRJ Core Quality Factors identify the major quality-relevant dimensions of Job Coaching Support Service Function Realization.

However, the Factors alone are too broad for sufficiently detailed determination.

The Core Quality Indicators provide the next level of resolution.

They make the Factors observable and assessable and provide the connection between the Factor layer and Context-Specific Quality Outcome Criteria, Evidence-Supported Findings, Quality Factor Interpretation, and Support Service Quality State Determination.

The Indicator layer is therefore a necessary part of the VRJ determination structure.

12.2 The Established Thirty-Two Core Quality Indicators Are Individually Justified

This paper examined each of the thirty-two established VRJ Core Quality Indicators.

For each Indicator, the analysis asked:

What does the Indicator make observable or assessable?

What determination function does it perform?

What becomes weaker or less visible if it is removed?

Does another Indicator already perform the same function?

Does the Indicator remain meaningful across employment Contexts?

The analysis supports retention of all thirty-two Indicators.

Each is supported as preserving a necessary and distinguishable determination capability within its parent Core Quality Factor at the present methodological resolution.

12.3 The Present Indicator Set Provides a Stable Core-Level Determination Structure

The thirty-two Indicators together provide a structured way to examine the Job Coaching Support Service Quality Object.

They make visible conditions concerning:

foreseeable employment harm;

sustained job performance;

Functional Independence and support balance;

Worker role, dignity, and autonomy;

employment risk;

workplace integration and social navigation;

employment-relevant information;

and

practice and judgment within Functional Scope.

The horizontal analysis also shows that the Indicators collectively support three broad determination functions:

Quality-State function;

Quality-State Determination function;

and

Quality-State Influence function.

These functions are analytical rather than new normative VRJ Core categories.

12.4 Employment-Context Diversity Does Not by Itself Require Additional Core Quality Indicators

Different employment Contexts may require very different Job Coaching Support Work.

The tasks, workplaces, technologies, risks, employer expectations, interactions, and Evidence may change considerably.

This does not mean that the invariant Core Indicators must change.

The current Cleaning Services Employment Context Guide demonstrates how the same VRJ Core Indicators can be given employment-specific meaning through Context-Specific Quality Outcome Criteria, Failure Modes, Critical Service Conditions, and Evidence considerations.

The Core therefore provides stability while the Context Guide provides necessary specificity.

12.5 The Indicator Structure Remains Open to Evidence

The present analysis supports the thirty-two-Indicator structure.

It does not declare that structure permanently closed.

Future Context Guides may reveal a recurring determination need that is not adequately represented by the existing Indicators.

Such a finding should first be recorded and tested as a provisional finding.

Only a recurring and sufficiently supported Core-level determination gap should lead to consideration of controlled VRJ Core revision.

The appropriate position is therefore:

Present Indicator structure justified
≠
Present Indicator structure permanently closed.

12.6 Final Proposition

The thirty-two invariant VRJ Core Quality Indicators are justified at the present methodological resolution because each preserves a necessary and distinguishable capability for determining Function Realization of the Job Coaching Support Service Quality Object.

Together, they make the eight invariant Core Quality Factors sufficiently observable and assessable for present VRJ Core application.

Their value is not that they form a fixed checklist.

Their value is that they provide a stable determination structure that can be applied across different employment Contexts while allowing Context-specific conditions to be addressed at the appropriate methodological level.

The present thirty-two-Indicator structure should therefore be retained.

At the same time, continued application through future VRJ Context Guides should be used to test the Core, identify possible recurring determination gaps, and support controlled future development where Evidence demonstrates a genuine Core-level need.

In simple terms:

Keep the Core stable.

Apply it in different employment Contexts.

Learn from the Evidence.

Change the Core only when the Evidence shows that an important determination capability is genuinely missing.

References

AMSI — American Model and Standardization Initiative.

AMSI VOC1 — Whole Quality Standard Vocabulary.

AMSI VRJ1 — Vocational Rehabilitation Job Coaching Whole Quality Standard — Core.

AMSI SCM1 — Support-Service Context Method.

AMSI VJC1 — Cleaning Services Employment Context Guide.

AMSI — Justification of the Eight Invariant VRJ Core Quality Factors.

AMSI — Justification of the PCA Core Quality Indicators.

The references above provide the principal vocabulary, Core architecture, methodological structure, Context application, and related research basis used in this paper.

Reference Use

The references in this paper are used to support the development and justification of the VRJ Core Quality Indicator structure.

AMSI VOC1 provides the controlling Whole Quality vocabulary and the relationships among the Quality Object, Intended Function, Core Quality Factor, Core Quality Indicator, Context-Specific Quality Outcome Criterion, Evidence, and Quality State determination.

VRJ1 provides the Job Coaching Support Service Quality Object and the eight invariant Core Quality Factors and thirty-two invariant Core Quality Indicators examined in this paper.

SCM1 provides the method for applying a Core Standard through Context Guides.

VJC1 provides the currently developed employment-Context application used to test how the invariant VRJ Indicators operate under cleaning-services employment conditions.

The completed VRJ Core Quality Factors justification provides the Factor-level research foundation for this Indicator-level analysis.

The PCA Core Quality Indicators justification provides a related methodological research model, including the use of removal, distinguishability, and horizontal functional analysis at the Indicator layer.

These references are used as methodological and structural sources. Their use does not change the declared VRJ Job Coaching Support Service Quality Object or replace the requirements and definitions of the applicable AMSI documents.

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