



Vocational Rehabilitation Job Coaching

AMS CONTEXT GUIDE VRJ1

Revision 1.2 - Updated October 2026

Support Service Standard - Core
(Informative)

SUPPORT SERVICE QUALITY INITIATIVE

Foreword (Informative)

Employment may provide income, routine, responsibility, social participation, independence, and a place within the working community. Some workers require Vocational Rehabilitation Job Coaching support to maintain employment. Job Coaching may be described as coaching activities or contacts, but quality depends on whether the required employment-support functions and results are realized under the actual conditions of the job and service.

This Context Guide applies AMSI SSC1 to Vocational Rehabilitation Job Coaching support. It keeps the eight invariant SSC1 Core Quality Factors and thirty-two Core Quality Indicators unchanged. It establishes VRJ-specific requirements and Quality Outcome Criteria where additional employment-context specificity is useful and identifies how the applicable Reference Layer completes worker-, job-, worksite-, employer-, program-, professional-, contractual-, and jurisdiction-specific requirements.

A Context Guide does not reinterpret the Core. It clarifies and applies the Core for a defined service context. Where SSC1 itself establishes a sufficient Quality Outcome Criterion, that Core criterion remains applicable and need not be restated merely because VRJ1 is used. Where Job-Coaching-specific clarification is needed, VRJ1 states the additional requirement or Quality Outcome Criterion. The applicable Reference Layer supplies external requirements, values, methods, authorizations, limits, and acceptance conditions that cannot responsibly be made universal.

Cleaning Services Employment is retained as an informative Appendix to demonstrate narrower job-context application. A second informative Appendix addresses worker- and population-specific application without creating a separate disability-specific Core, diagnosis rule, or lower employment expectation.

This Guide is voluntary, non-regulatory, disability- and diagnosis-neutral. It does not establish service eligibility, funding rules, staffing ratios, employer authority, clinical authority, occupational licensing, mandatory workplace procedures, or certification requirements.

Table of Contents

1 Scope and Purpose	3
2 VR Job Coaching Support Service Quality Object and Function Realization	5
3 Boundaries, Interfaces, Responsibilities, and Reference Layer	7
4 VRJ1 Requirements, Quality Outcome Criteria, and Reference Layer Application	9
4.2 Factor 1 — Protection from Foreseeable Harm	9
4.3 Factor 2 — Support Effectiveness in Function Realization	15
4.4 Factor 3 — Functional Participation and Appropriate Support Balance	21
4.5 Factor 4 — Respect for Personhood, Role, Dignity, and Autonomy.....	28
4.6 Factor 5 — Recognition and Response to Material Change.....	34
4.7 Factor 6 — Support Integration with Service Conditions and Interfaces	41

4.8 Factor 7 — Continuity, Accuracy, and Protection of Support-Relevant Information	48
4.9 Factor 8 — Practice and Judgment Within Functional Scope	54
5 Determination Architecture: Evidence, Findings, Critical Conditions, and Quality State.....	61
6 Determination Limits and Non-Prescriptive Application	63
7 Reference Layer for VRJ1 Application	64
Appendix A (Informative) — Cleaning Services Employment.....	65
Appendix B (Informative) — Worker- and Population-Specific Application	116
Appendix C (Informative) — Illustrative VRJ1 Determination and Quality Claim Elements	117
Copyright and Use Notice.....	118

1 Scope and Purpose

1.1 Scope

This Context Guide applies AMSI Support Service Standard - Core (SSC1) to Vocational Rehabilitation Job Coaching support services provided to help a Worker maintain competitive integrated employment. Job Coaching Support Work may include observation, task analysis, cueing, coaching, communication, problem solving, support adjustment, fading, coordination, documentation, reporting, assistance seeking, escalation, and referral within the applicable Job Coaching Support Role and Functional Scope.

The Guide may be applied to one interaction, coaching episode, shift, workday, Service Period, recurring Support Service Arrangement, or another sufficiently defined VR Job Coaching Support Service Quality Object. Activities primarily concerned with obtaining employment, such as job development, placement, hiring negotiation, or recruitment, remain outside the principal scope unless expressly included in a separately declared and authorized Quality Object. The Guide is jurisdiction-neutral at the Guide level; applicable jurisdiction, program, authorization, employer, workplace, and other external requirements are made explicit through the Reference Layer.

1.2 Purpose

The purpose of VRJ1 is to establish the Job-Coaching-specific requirements and Quality Outcome Criteria needed to apply SSC1 and to identify the types of Reference Layer sources needed for an actual VR Job Coaching determination.

The Guide asks: What Job Coaching requirements and expected outcomes apply under each SSC1 Core Quality Indicator when the Quality Object is a Vocational Rehabilitation Job Coaching support service focused on employment maintenance?

VRJ1 keeps the SSC1 Core unchanged. It does not create a separate VR Job Coaching Core or make a Context Guide mandatory where direct Core application is sufficient.

1.3 Relationship to SSC1

SSC1 establishes the common Support Service Core requirements, eight Core Quality Factors, and thirty-two Core Quality Indicators. VRJ1 applies those same Factors and Indicators to Vocational Rehabilitation Job Coaching support. It does not rename, replace, omit, or redefine them. VRJ1 shall be applied consistently with the current controlled edition of SSC1. If a provision of VRJ1 conflicts with SSC1, SSC1 governs.

1.4 Governing Concepts and Reference Sources

WQI_VOC1 and AMSI VOC1 provide the governing concepts and applied support-service vocabulary. WQI_EQC1 — Evidence Quality Standard — Core governs a separate determination where Evidence Quality itself is treated as a Quality Object. WQI_QCC1 — Quality Claim Standard — Core governs a separate determination where the Quality of a Quality Claim itself is treated as a Quality Object. AMSI ORF1 provides the occupational reference used to distinguish Occupation, Support Role, Functional Scope, blended practice, and related responsibilities. Applicable vocational rehabilitation and supported-employment requirements, laws, regulations, program rules, service authorizations, contracts, employer and workplace requirements, accommodation-related requirements, professional or clinical direction, equipment instructions, organizational requirements, and other justified sources form the applicable Reference Layer according to their methodological role.

1.5 Intended Use

This Guide is intended for Workers Receiving Job Coaching Support and authorized representatives, Job Coaches and other Support Workers, provider organizations and supervisors, employers and workplace supervisors where relevant, vocational rehabilitation agencies, payers and commissioning parties, evaluators, researchers, standards developers, regulators, advocates, and other parties examining Job Coaching support-service quality. Use of this Guide by itself does not constitute certification, licensing approval, funding authorization, employer approval, clinical approval, or regulatory acceptance.

1.6 What This Guide Does Not Do

VRJ1 is not a job-development method, placement standard, employer-performance standard, workplace procedure, clinical protocol, safety manual, staffing model, training curriculum, funding rule, licensing standard, accreditation requirement, or certification scheme. It does not prescribe one universal coaching method and does not authorize a Job Coach to act outside the applicable Support Role and Functional Scope or to assume reserved employer, clinical, legal, or safety authority.

1.7 How to Use This Guide

VRJ1 is intended to be applied as a traceable determination method rather than as a coaching-activity checklist. A practical application proceeds by defining the VR Job Coaching Support Service Quality Object; identifying the applicable SSC1 and VRJ1 requirements; establishing the Applicable Basis and Reference Layer; identifying the applicable Quality Outcome Criteria; collecting and evaluating Evidence; making Evidence-Supported Findings; making Quality Factor Determinations; reviewing applicable Critical Service Conditions and non-compensability; synthesizing Material Findings; and establishing what Conclusion, if any, those Findings support concerning the actual Support Service Quality State. Where no Positive, Conditionally Positive, or Negative Conclusion is supportable, the determination shall Refuse to Express a Conclusion. A subsequent Quality Claim is a distinct communication based on

applicable Findings and, where appropriate to its Intended Function or required by the Applicable Basis, the supportable Conclusion or Refusal. Where the Quality of that Claim is itself determined, WQI_QCC1 applies to the Claim as a separate Quality Object.

Three layers should remain distinct throughout application:

- SSC1 Core — establishes the invariant quality dimensions and requirements that must remain visible in every application.
- VRJ1 Context Guide — applies those invariant Core requirements to Vocational Rehabilitation Job Coaching Support Work through VRJ-specific requirements, Quality Outcome Criteria, and supporting application guidance.
- Reference Layer — supplies the worker-, job-, worksite-, employer-, program-, jurisdiction-, professional-, contractual-, equipment-, and object-specific authorizations, rules, methods, limits, instructions, thresholds, responsibilities, and acceptance conditions needed for the actual determination.

Quality Outcome Criteria are applied to the extent relevant to the declared VR Job Coaching Support Service Quality Object, Service Period, actual conditions, and applicable Reference Layer. An illustrative example or condition that does not arise in the declared application is not, by its absence alone, a deficiency.

For navigation, each Factor section follows a recurring logic: Core Factor and Indicator → VRJ1 Context-Specific Requirement → VRJ Quality Outcome Criteria → Reference Layer Completion → Evidence Considerations. The detailed Indicator text remains necessary for determination even though Indicators are intentionally omitted from the Table of Contents.

2 VR Job Coaching Support Service Quality Object and Function Realization

2.1 The VR Job Coaching Support Service in Simple Terms

A VR Job Coaching service is not only a list of coaching contacts or completed support activities. It is a bounded support service in which authorized Support Work, actual Support Results, the Worker's participation and autonomy, job-performance conditions, workplace conditions, and relevant Boundaries and Interfaces are examined together.

2.2 What Is VR Job Coaching Support Expected to Help Realize?

The applicable Support Intended Function(s) and Support Intended Result(s) shall be declared for the Quality Object. Depending on the authorized service, Worker, job, and actual needs, these may include performing assigned job functions, responding to feedback and changing job demands, maintaining or increasing Functional Independence, participating appropriately in the workplace, recognizing employment-related risks, and maintaining employment with the level and form of support actually required.

A generic Job Coaching label does not by itself establish the Intended Function, Intended Result, required support level, or authorized method for a particular determination.

2.3 Work, Result, and Service

Job Coaching Support Work is what is actually performed. Support Result is the actual condition, effect, or state occurring in material relation to that work. The Support Service is the bounded whole in which work and result are examined together. Completion of coaching activity, continued employment, employer satisfaction, or one favorable work result does not by itself demonstrate realization of the required support result or support a Positive Conclusion concerning the Support Service Quality Object.

2.4 Describing the Quality Object

Before quality is determined, the VR Job Coaching Support Service Quality Object shall be sufficiently described. The description should identify, as applicable:

- the Worker Receiving Job Coaching Support and included Support Worker(s);
- the applicable Support Intended Function(s), Support Intended Result(s), Support Work, and expected Support Results;
- the Service Period, Support Service Arrangement, setting, and relevant conditions;
- authorized roles, responsibilities, Boundaries, and Interfaces;
- material equipment, technology, transportation, and environmental conditions;
- the Applicable Basis and Reference Layer;
- known uncertainty, unresolved conditions, and material exclusions; and
- the intended scope of any Quality Claim.

Relationship to SSC1 Figure 1. The architecture of the Support Service Quality Object is illustrated in SSC1 Figure 1 — Support Service Quality Object Architecture (Informative). VRJ1 applies that Core architecture to Vocational Rehabilitation Job Coaching support; it does not create a separate Quality Object model. The applicable VR Job Coaching Support Service Quality Object shall be defined from the actual service, Service Period, Boundaries, Interfaces, Support Intended Functions and Support Intended Results, Applicable Basis, Reference Layer, Evidence needs, and other material conditions.

2.5 Structural Checkpoints

No.	Checkpoint	VRJ application
1	Quality Object	Declared VR Job Coaching Support Service Quality Object and purpose of determination.
2	Function	Applicable Support Intended Functions and Intended Results are sufficiently clear.
3	People and roles	Worker Receiving Job Coaching Support, Support Workers, authorized roles, and responsibility interfaces are identified.
4	Service Period	The period or episode is bounded.
5	Conditions	Material physical, function-related, environmental, social, organizational, and technological conditions are visible.

No.	Checkpoint	VRJ application
6	Boundaries and Interfaces	Relevant internal and external boundaries and interfaces are identified.
7	Applicable Basis / Reference Layer	Applicable requirements, authorizations, instructions, and external sources are identified.
8	Evidence	Available Evidence and known limitations are identified.
9	Critical conditions	Potential Critical Service Conditions and non-substitutable failures are visible.
10	Claim boundary	Any claim is bounded to object, period, context, Evidence, and uncertainty.

2.6 VR Job Coaching Failure-Mode Families

VRJ-specific Failure Modes may include unrecognized hazards; ineffective or misaligned assistance; over-support or under-support; disrespect, coercion, or loss of privacy; failure to recognize or respond to material change; poor integration with the service environment or Interfaces; inaccurate, stale, lost, or inappropriately disclosed information; and practice outside authorized Functional Scope.

2.7 Critical Service Conditions and Non-Substitutability

A condition may be critical when failure can materially defeat Function Realization or create serious harm and cannot responsibly be compensated by favorable findings elsewhere. Whether a condition is critical depends on the declared VRJ Quality Object and applicable Reference Layer. A favorable finding under another Factor or Indicator shall not be used to average away a Critical Service Condition.

3 Boundaries, Interfaces, Responsibilities, and Reference Layer

3.1 VR Job Coaching Boundaries and Interfaces

Relevant Interfaces may include the Worker Receiving Job Coaching Support–Support Worker interaction; worker-to-worker handoff; family or authorized representative; provider supervision; healthcare or therapy direction; equipment and technology; transportation; workplace or community setting; community setting; payer or commissioning arrangement; and other parties whose actions or information materially affect Function Realization.

3.2 Responsibilities

VR Job Coaching quality may depend on responsibilities distributed among the person, authorized representative, Support Worker, provider, supervisor, authorized representatives or other support parties, vocational rehabilitation, healthcare, or other authorized professionals, payer or program, equipment or technology providers, transportation providers, and other parties. Important responsibility boundaries, decision authority, information paths, and escalation routes shall remain clear where they affect Function Realization or Evidence.

3.3 Reference Layer

The Job Coaching context operates within requirements and knowledge from multiple sources. The applicable set shall be identified and kept traceable for the declared Quality Object, jurisdiction, program, Service Period, setting, and conditions. Relevant source types may include:

- laws, regulations, program rules, and payer or commissioning requirements;
- service authorizations, person-directed plans, contracts, and provider requirements;
- professional or clinical direction applicable to authorized support;
- rights, privacy, consent, abuse/neglect prevention, and incident requirements;
- occupational, employer, supervision, and Functional Scope requirements;
- equipment instructions, environmental or emergency procedures, and other justified technical sources; and
- other current sources needed to establish applicable requirements, methods, limits, or acceptance conditions.

Compliance with an external requirement is important where applicable, but compliance alone does not establish the Support Service Quality State.

The Applicable Basis and the Reference Layer are related but distinct. The Applicable Basis is the governing basis against which the declared determination is made. The Reference Layer identifies and supplies the external and context-specific sources needed to establish applicable authorizations, requirements, methods, limits, thresholds, instructions, responsibilities, and acceptance conditions. A Reference Layer source contributes to the Applicable Basis only to the extent that its authority, applicability, and relevance to the declared VR Job Coaching Support Service Quality Object are established.

3.4 Reference Layer Organization

For application of VRJ1, the Reference Layer may be maintained through separate Factor-Specific Reference Layer documents, one consolidated VRJ1 Reference Layer document containing clearly separated Factor- and jurisdiction/program-specific sections, or a controlled combination of these formats. Each applicable section shall identify current sources and connect them to the declared VRJ Quality Object, applicable VRJ1 requirement or Quality Outcome Criterion, Evidence, and determination. Factor-by-factor and jurisdiction-by-jurisdiction traceability shall remain explicit.

3.5 Quality Claim Boundary

A subsequent VR Job Coaching Support Service Quality Claim shall not say more than the applicable Findings support. A Claim concerning one activity, one visit, one Worker, one record, or one favorable result does not automatically establish the quality of a broader recurring Job Coaching arrangement. A Claim may communicate specific applicable Findings without an overall Conclusion concerning the original VR Job Coaching Support Service Quality Object where that is sufficient for the Claim's Intended Function and Applicable Basis. Where the Quality of the Claim itself is determined, WQI_QCC1 applies to the Claim as a separate Quality Object.

4 VRJ1 Requirements, Quality Outcome Criteria, and Reference Layer Application

4.1 General

The eight SSC1 Core Quality Factors and thirty-two Core Quality Indicators remain unchanged. VRJ1 applies them by establishing VRJ-specific requirements and Quality Outcome Criteria where additional context specificity is useful and by identifying the Reference Layer and Evidence considerations needed for actual application.

The application sequence is: SSC1 Core Quality Factor → SSC1 Core Quality Indicator → applicable Quality Outcome Criterion (Core or VRJ-specific, as needed) → applicable Reference Layer → Evidence → Evidence-Supported Finding → Quality Factor Determination → Critical-Condition and Non-Compensability Review → Synthesis of Material Findings → Conclusion or Refusal, where applicable. The Support Service Quality State is the actual Quality-relevant condition being examined; it is not an output created by this sequence.

Where VRJ1 states an applicable Quality Outcome Criterion, that criterion provides the context-specific basis for evaluating the corresponding SSC1 Core Indicator. Illustrative examples contained within a criterion help explain its application but do not independently create universal Job Coaching requirements, authorizations, methods, limits, or acceptance conditions. Those context-dependent particulars remain subject to the applicable Reference Layer.

SSC1 establishes the common requirements and what shall be examined. VRJ1 states VRJ-specific requirements and expected outcomes where clarification is needed. The Reference Layer supplies object-, program-, professional-, contractual-, and jurisdiction-specific requirements, authorizations, methods, limits, and acceptance conditions. Evidence supports findings; it does not replace the applicable Criterion.

4.2 Factor 1 — Protection from Foreseeable Harm

Purpose of the Factor

To ensure that foreseeable harm conditions relevant to the declared support service are identified, addressed within role and boundary limits, and not allowed to undermine realization of the applicable Support Intended Functions and Support Intended Results.

Core role: Preserves protection from foreseeable physical, psychological, dignity-related, environmental, occupational, interaction, and other service-related harm as a non-substitutable condition of support-service quality.

VRJ Context and Governing Terms

The authoritative SSC1 Factor purpose and Core Indicators govern. VRJ1 applies them to the Worker's actual job functions, worksite conditions, coaching arrangement, foreseeable employment- and support-related harm, and applicable role and responsibility interfaces. VRJ1 does not redefine the governing WQI or AMSI terms.

Factor-Specific Reference Layer

For this Factor, the VRJ1 application shall identify current Reference Layer sources that materially govern or inform the declared VR Job Coaching Support Service Quality Object, including as applicable:

- vocational rehabilitation and supported-employment safety requirements and service authorization;
- employer/worksite safety procedures, job-task hazards, equipment instructions, and emergency requirements;
- worker rights, nondiscrimination, accommodation, incident, and protection requirements;
- Worker-specific or clinically directed restrictions relevant to authorized Job Coaching.

The applicable sources shall remain traceable to the relevant Indicator, applicable Quality Outcome Criterion, Evidence, and determination.

VRJ1 Requirements and Quality Outcome Criteria

Indicator 1.1 — Identification of Foreseeable Harm Conditions

SSC1 Core Requirement

Foreseeable harm conditions relevant to the declared Support Service Quality Object shall be identified sufficiently for role-appropriate examination and action.

VRJ1 Context-Specific Requirement

For VR Job Coaching, foreseeable harm conditions associated with the Worker's actual job functions, workplace conditions, Support Work, Support Service Arrangement, and relevant Interfaces shall be identified to the extent necessary for appropriate Job Coaching action.

Identification shall consider, where applicable, conditions associated with:

- assigned job tasks, tools, equipment, products, materials, and physical work environments;
- movement between work areas, transportation, schedules, shift changes, and other material job conditions;
- communication, instruction, supervision, coworker interaction, and other workplace Interfaces;
- the Worker's actual support needs, abilities, responses, and known applicable restrictions;
- changes in job demands, workplace conditions, or support arrangements;
- dignity, privacy, psychological, social, or employment-related harm that may arise through the manner in which support is provided; and
- conditions created or materially affected by the Job Coaching Support Work itself.

Identification of a foreseeable harm condition does not require the Job Coach to diagnose its cause, perform a professional assessment outside Functional Scope, or assume employer, clinical, occupational-safety, or other reserved authority.

VRJ Quality Outcome Criteria

Quality is supported when:

- material foreseeable harm conditions relevant to the actual Worker, job, workplace, and Job Coaching arrangement are recognized;
- recognition occurs sufficiently early for role-appropriate prevention, control, communication, assistance seeking, or escalation where required;

- foreseeable harm arising from both the employment context and the Support Work itself remains visible;
- changing conditions are considered rather than relying only on an earlier or static understanding of the job or Worker; and
- conditions outside Job Coaching Functional Scope are recognized as such and directed through the applicable responsibility or escalation Interface rather than ignored or independently managed beyond authorized scope.

The absence of an incident, injury, complaint, disciplinary action, or job loss does not by itself establish that foreseeable harm conditions were adequately identified.

Reference Layer Completion

The applicable Reference Layer completes these criteria with the Worker-, job-, worksite-, employer-, program-, professional-, equipment-, and jurisdiction-specific information necessary for the actual determination, including applicable hazards, restrictions, precautions, responsibilities, required methods, escalation routes, thresholds, and acceptance conditions.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

Indicator 1.2 — Role-Appropriate Control or Mitigation of Identified Harm Conditions

SSC1 Core Requirement

Support Work shall use role-appropriate measures to control, reduce, mitigate, communicate, or escalate identified foreseeable harm conditions within the applicable Support Role, Functional Scope, Boundaries, and Interfaces.

VRJ1 Context-Specific Requirement

For VR Job Coaching, identified foreseeable harm conditions shall be addressed through actions appropriate to the Job Coaching Support Role and Functional Scope.

Depending on the condition and applicable Reference Layer, role-appropriate action may include adjusting the form, timing, location, or level of coaching; providing authorized instruction, cueing, or support; communicating relevant information; seeking assistance; or escalating the condition to the employer, supervisor, provider, authorized professional, or other party having the required responsibility or authority.

The Job Coach shall not attempt to control a condition by assuming employer, clinical, occupational-safety, legal, or other authority outside the applicable Functional Scope.

Where the Job Coach cannot directly control or mitigate an identified condition, appropriate communication or escalation is itself part of the required Support Work. Transfer of the matter to another

responsible party does not remove the need for Job Coaching follow-through where follow-through remains within the applicable role.

VRJ Quality Outcome Criteria

Quality is supported when:

- identified foreseeable harm conditions are addressed through action proportionate to their significance and appropriate to the Job Coach's authorized role;
- available role-appropriate measures are used when the condition can reasonably be addressed within Job Coaching Functional Scope;
- conditions requiring authority or expertise outside that scope are communicated or escalated to the appropriate responsible party;
- protective action does not unnecessarily interfere with the Worker's job performance, participation, dignity, autonomy, or Functional Independence;
- responsibility boundaries remain clear when multiple parties participate in controlling or mitigating the condition; and
- required follow-through occurs where the condition remains relevant to the Job Coaching Support Service.

A favorable outcome or absence of harm does not by itself establish conformity where an identified foreseeable harm condition was left without appropriate role-based action.

Reference Layer Completion

The applicable Reference Layer completes these criteria with the actual responsibilities, authorizations, workplace procedures, Worker-specific precautions or restrictions, equipment requirements, communication routes, escalation requirements, timing, thresholds, and other acceptance conditions applicable to the declared VR Job Coaching Support Service Quality Object.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

Indicator 1.3 — Prevention of Avoidable Harm Within the Support Service Boundary

SSC1 Core Requirement

Support Work and Support Results shall avoid preventable injury, distress, indignity, loss, disruption, or other foreseeable harm attributable within the declared Support Service Boundary.

VRJ1 Context-Specific Requirement

For VR Job Coaching, Support Work shall be performed so that the coaching itself does not create, materially increase, or unnecessarily expose the Worker to avoidable harm while supporting performance of assigned job functions and maintenance of employment.

VRJ Quality Outcome Criteria

Avoidable harm may arise not only from the Worker's job or workplace conditions, but also from the way Job Coaching is provided. Depending on the actual circumstances, this may include inappropriate instruction or intervention; unnecessary interference with job performance; excessive or insufficient assistance; avoidable disruption of workplace relationships or supervision; inappropriate disclosure of Worker information; unnecessary visibility or stigmatization of support; or action beyond the Job Coach's authorized Functional Scope.

Where a potential harm condition cannot be eliminated within the Job Coaching role, the Job Coach shall not create additional harm by attempting unauthorized correction or by continuing Support Work in a manner inconsistent with applicable protective conditions. Role-appropriate assistance seeking, communication, escalation, or transfer of responsibility shall be used where required.

Quality is supported when:

- Job Coaching Support Work does not itself create or materially worsen avoidable physical, psychological, dignity-related, social, employment, or role-related harm;
- coaching methods, interactions, and support levels are appropriate to the Worker, actual job conditions, and applicable Support Intended Functions and Support Intended Results;
- support does not unnecessarily interfere with the Worker's performance, workplace relationships, supervision, autonomy, privacy, or Functional Independence;
- actions intended to solve one support problem do not create another material and avoidable harm condition;
- known protective conditions and applicable role boundaries are respected during Support Work; and
- where prevention requires action outside Job Coaching Functional Scope, the condition is appropriately communicated, escalated, or transferred rather than being ignored or addressed through unauthorized practice.

The occurrence of an unfavorable employment event does not by itself establish a deficiency in Job Coaching. Conversely, continued employment, completion of assigned work, absence of injury, or absence of a complaint does not by itself establish that avoidable harm was prevented.

Reference Layer Completion

The applicable Reference Layer completes these criteria with Worker-, job-, worksite-, employer-, program-, professional-, contractual-, equipment-, and jurisdiction-specific requirements concerning protective conditions, authorized support methods, privacy and information handling, workplace responsibilities, restrictions, escalation pathways, prohibited practices, and other applicable limits or acceptance conditions.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

Indicator 1.4 — Maintenance of Protective Conditions During Support

SSC1 Core Requirement

Protective conditions and role-appropriate controls necessary to limit foreseeable harm shall be maintained throughout the relevant Support Work, Service Period, and material changes in conditions.

VRJ1 Context-Specific Requirement

For VR Job Coaching, protective conditions relevant to the Worker, job, workplace, and Support Service Arrangement shall remain effective throughout the declared Service Period rather than being treated as conditions verified only at the beginning of support.

VRJ Quality Outcome Criteria

Job Coaching shall remain responsive to material changes in assigned tasks, work locations, schedules, supervisors, coworkers, tools, equipment, products, environmental conditions, Worker responses, support needs, or other circumstances that may affect previously established protective conditions.

Where a change makes an existing protective measure insufficient, unavailable, inappropriate, or outside the Job Coach's Functional Scope, the Job Coach shall take role-appropriate action, including adjustment of authorized Support Work, communication, assistance seeking, escalation, or transfer of responsibility as applicable.

Maintenance of protective conditions does not require the Job Coach to assume continuing responsibility for conditions controlled by the employer or another authorized party. It does require the Job Coaching service to remain appropriately responsive where those conditions materially affect the declared Support Service Quality Object.

Quality is supported when:

- protective conditions required for the applicable Job Coaching Support Work remain effective throughout the relevant Service Period;
- material changes that may affect those conditions are recognized and addressed rather than relying on an earlier assumption that conditions remain unchanged;
- authorized Job Coaching methods and support levels are adjusted where necessary to preserve protection under changed conditions;
- applicable precautions, restrictions, communication pathways, and responsibility boundaries remain operative;
- temporary disruptions or loss of a protective condition result in proportionate role-appropriate response; and
- unresolved protective conditions remain visible and are communicated or escalated where responsibility lies outside Job Coaching Functional Scope.

A protective condition being present at the beginning of a shift, coaching episode, or Service Period does not by itself establish that protection was maintained throughout the declared Quality Object.

Similarly, the absence of an adverse event does not by itself demonstrate that required protective conditions remained effective.

Reference Layer Completion

The applicable Reference Layer completes these criteria with the actual Worker-specific precautions and restrictions; employer and worksite requirements; task, equipment, product, and environmental requirements; service authorizations; professional direction; emergency and communication procedures; responsibility assignments; change-related requirements; escalation pathways; and other applicable conditions necessary to determine whether protection was maintained.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

4.3 Factor 2 — Support Effectiveness in Function Realization

Purpose of the Factor

To ensure that Support Work is aligned with what the service is required to realize and contributes effectively to the applicable Support Intended Results rather than treating activity completion as sufficient.

Core role: Connects performed support work to required function realization and actual support results.

VRJ Context and Governing Terms

The authoritative SSC1 Factor purpose and Core Indicators govern. VRJ1 applies them to whether Job Coaching Support Work is aligned with the Worker's actual assigned functions and contributes to the declared employment-maintenance Intended Results over the Service Period.

Factor-Specific Reference Layer

For this Factor, the VRJ1 application shall identify current Reference Layer sources that materially govern or inform the declared VR Job Coaching Support Service Quality Object, including as applicable:

- authorized employment goals, service plans, and vocational rehabilitation requirements;
- current job descriptions, assigned duties, performance expectations, schedules, and employer direction;
- program or contract requirements defining employment-maintenance outcomes;
- worker-specific support strategies and other justified sources governing intended results.

The applicable sources shall remain traceable to the relevant Indicator, applicable Quality Outcome Criterion, Evidence, and determination.

VRJ1 Requirements and Quality Outcome Criteria

Indicator 2.1 — Alignment of Support Work with Applicable Intended Function(s)

SSC1 Core Requirement

Support Work shall be aligned with the applicable Support Intended Function(s), actual Support Needs, Service Context, Applicable Basis, and relevant requirements of the declared Support Service Quality Object.

VRJ1 Context-Specific Requirement

For VR Job Coaching, the Support Work actually provided shall be directed toward the applicable employment-support function(s) established for the Worker and declared Quality Object.

VRJ Quality Outcome Criteria

Depending on the actual service, applicable functions may concern supporting the Worker to perform assigned job functions; learn, organize, sequence, or sustain work activities; respond to workplace instruction or feedback; adapt to material changes in job demands or conditions; navigate relevant workplace interactions; maintain or increase Functional Independence; or maintain employment through the level and form of support actually required.

The existence of an authorized Job Coaching service, presence of a Job Coach at the workplace, frequency of coaching contacts, or completion of documented coaching activities does not by itself establish alignment. The Support Work performed shall have a meaningful relationship to the applicable Support Intended Function(s).

Alignment also requires attention to the Worker's actual job and current conditions. Support directed toward a former task, outdated support need, assumed limitation, or generalized coaching objective may be misaligned even when the activity itself would otherwise constitute legitimate Job Coaching Support Work.

Quality is supported when:

- the applicable Support Intended Function(s) are sufficiently clear to determine what the Job Coaching Support Work is expected to support;
- Support Work is materially directed toward those applicable functions rather than toward unrelated or merely convenient activities;
- coaching addresses the Worker's actual assigned job functions, support needs, and material workplace conditions to the extent relevant to the declared Quality Object;
- the purpose and form of support remain aligned when job duties, Worker abilities or support needs, workplace conditions, or the Support Service Arrangement materially change;
- Job Coaching does not unnecessarily substitute another objective, including the preferences of the Job Coach, provider, or another party, for the applicable Support Intended Function(s); and
- activities outside the applicable Intended Function or declared Quality Object remain distinguishable rather than being treated as evidence that the required Job Coaching function was realized.

A coaching activity may be properly performed yet still fail this Indicator if it is not materially aligned with the applicable Support Intended Function(s).

Likewise, continued employment or satisfactory completion of a job task does not by itself establish alignment of the Job Coaching Support Work with the function for which the support service was provided.

Reference Layer Completion

The applicable Reference Layer completes these criteria with the Worker-specific service authorization or plan; actual job description and assigned functions; employer and workplace expectations; vocational rehabilitation or supported-employment requirements; applicable accommodations; professional direction where relevant; authorized support objectives, methods, limits, and responsibilities; and other conditions necessary to establish what the applicable Support Intended Function(s) actually are for the declared VR Job Coaching Support Service Quality Object.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

Indicator 2.2 — Effective Contribution to Applicable Intended Result(s)

SSC1 Core Requirement

Evidence shall support that Support Work contributes effectively and materially to the applicable Support Intended Result(s), without assuming exclusive causation or treating a favorable result alone as proof of satisfactory Support Work.

VRJ1 Context-Specific Requirement

For VR Job Coaching, Support Work shall make an effective and materially relevant contribution to the applicable employment-support result(s) established for the Worker and declared Quality Object.

VRJ Quality Outcome Criteria

Depending on the actual service, applicable results may concern the Worker performing assigned job functions at the required level; sustaining performance across the relevant Service Period; responding effectively to instruction, feedback, or changing job demands; using an appropriate level of assistance; participating effectively in relevant workplace interactions; maintaining or increasing Functional Independence; resolving or managing support-related barriers within the Job Coaching role; or maintaining employment under the applicable conditions.

The applicable Support Intended Result shall not be reduced automatically to continued employment. Employment continuation may be an important result, but it can depend on employer decisions, economic conditions, scheduling, workplace restructuring, Worker decisions, health or personal circumstances, and other conditions outside the Job Coaching Support Service Boundary.

Similarly, completion of a task or favorable employer feedback does not by itself establish effective Job Coaching. The relevant question is whether the Support Work made the contribution required of the Job Coaching service toward the applicable Intended Result.

Quality is supported when:

- the applicable Support Intended Result(s) are sufficiently clear to determine what result the Job Coaching Support Work is expected to help realize;
- Support Work produces a meaningful contribution to those results under the Worker's actual job and support conditions;
- the contribution is evaluated in relation to the applicable Service Period rather than inferred solely from an isolated coaching interaction or favorable event;
- the Worker's own performance and participation remain distinguishable from the contribution of the Job Coaching Support Work;
- results substantially produced by the employer, coworkers, family, another service, technology, environmental conditions, or other external factors are not incorrectly attributed to Job Coaching;
- unfavorable results are examined for their relationship to the Support Work rather than automatically treated as evidence of deficient Job Coaching; and
- favorable results are not treated as sufficient evidence of quality where the required Job Coaching contribution was ineffective, inappropriate, or unsupported by Evidence.

A favorable employment outcome does not independently establish conformity with this Indicator, and an unfavorable employment outcome does not independently establish nonconformity.

Reference Layer Completion

The applicable Reference Layer completes these criteria with the actual Worker-specific service objectives and authorizations; assigned job functions and employer expectations; applicable performance conditions; vocational rehabilitation or supported-employment requirements; accommodations; authorized support methods and limits; relevant professional direction; responsibilities of the Worker, employer, provider, and other parties; and other applicable conditions needed to determine what result was expected and what contribution Job Coaching was responsible for making.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

Indicator 2.3 — Maintenance of Support Effectiveness Over the Service Period

SSC1 Core Requirement

Support effectiveness shall remain sufficiently stable and appropriate across the declared Service Period and relevant personal, environmental, organizational, occupational, or other material conditions.

VRJ1 Context-Specific Requirement

For VR Job Coaching, Support Work shall remain effective in supporting the applicable Support Intended Function(s) and Support Intended Result(s) throughout the declared Service Period, to the extent those functions and results remain applicable.

VRJ Quality Outcome Criteria

Effectiveness shall not be inferred solely from successful initial instruction, an isolated period of satisfactory job performance, the Worker's completion of a particular task, or the Job Coach's continued presence.

The Job Coaching service shall remain attentive to whether previously effective support continues to produce the required contribution under the Worker's actual employment conditions. This includes recognizing when support has become insufficient, excessive, inconsistent, outdated, or otherwise less effective as the Worker, job, workplace, or Support Service Arrangement develops over time.

Maintenance of effectiveness does not require an unchanged level or method of Job Coaching. The form, frequency, timing, or intensity of authorized Support Work may appropriately change, including through reduction or fading of support, where the changed support continues to meet the applicable functions and results.

Quality is supported when:

- the effectiveness of Job Coaching remains evident across the relevant Service Period rather than only during selected interactions or favorable periods;
- Support Work continues to make the required contribution to applicable Support Intended Function(s) and Support Intended Result(s);
- changes in Worker performance, Functional Independence, support need, job demands, workplace conditions, or the Support Service Arrangement do not leave previously effective support operating without appropriate reconsideration;
- continuation, reduction, fading, increase, or other adjustment of support is based on the Worker's actual support conditions and applicable Intended Functions and Results rather than routine, convenience, or unsupported assumption;
- gains in Functional Independence are not unnecessarily offset by continuation of support that is no longer required;
- support is not reduced or withdrawn in a manner that leaves applicable employment-support functions insufficiently supported; and
- periods of reduced effectiveness, interruption, or uncertainty are recognized and addressed within the applicable Job Coaching role and Interfaces.

A previously effective Job Coaching arrangement does not by itself establish continuing effectiveness over a later Service Period. Conversely, a change in the amount or form of support does not by itself indicate reduced effectiveness.

Reference Layer Completion

The applicable Reference Layer completes these criteria with the Worker-specific service authorization and objectives; applicable review periods; job duties and performance conditions; employer and workplace expectations; vocational rehabilitation or supported-employment requirements; authorized

support levels, methods, frequency, fading or adjustment conditions; relevant professional direction; responsibility assignments; and other applicable conditions necessary to determine whether required Job Coaching effectiveness was maintained over the declared Service Period.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

Indicator 2.4 — Adaptation of Support Work When Conditions Affect Function Realization

SSC1 Core Requirement

Support Work shall be appropriately adapted when material changes in needs, abilities, requirements, conditions, realization pathways, or service circumstances affect Function Realization.

VRJ1 Context-Specific Requirement

For VR Job Coaching, Support Work shall be appropriately adapted when material changes or conditions affect the Worker's ability to realize the applicable employment-support function(s) or result(s).

VRJ Quality Outcome Criteria

Relevant conditions may arise from changes in the Worker's demonstrated abilities or support needs; assigned tasks or workload; work methods, schedules, locations, supervisors, coworkers, tools, equipment, technology, or workplace expectations; the effectiveness of existing coaching methods; or other material conditions affecting the declared Quality Object.

Adaptation may involve an authorized change in the form, timing, frequency, intensity, location, or method of Job Coaching; modification of cueing, instruction, observation, communication, or other Support Work; reduction or fading of support where increased Functional Independence permits it; or increased support where additional assistance is required.

Adaptation shall remain within the Job Coach's authorized Functional Scope. Where effective adaptation requires a decision, accommodation, workplace modification, clinical judgment, service authorization, or other action outside that scope, the Job Coach shall use the applicable communication, assistance-seeking, escalation, referral, or responsibility-transfer Interface rather than independently assuming that authority.

Quality is supported when:

- material conditions affecting Function Realization are reflected in the Job Coaching Support Work rather than leaving support unchanged solely because an earlier approach was previously effective;
- adaptations are materially related to the Worker's actual support needs, assigned job functions, workplace conditions, and applicable Support Intended Function(s) and Support Intended Result(s);
- the form and level of adaptation are proportionate to the condition affecting Function Realization;
- adaptation supports effective job performance and participation without unnecessarily increasing dependence or reducing Functional Independence;

- reduction or fading of support occurs when appropriate without leaving required functions insufficiently supported;
- increased or modified support is provided when authorized and necessary rather than waiting for avoidable deterioration in performance or employment stability;
- adaptations remain within Job Coaching Functional Scope and applicable responsibility boundaries; and
- conditions requiring action outside that scope are appropriately communicated, escalated, referred, or transferred through the relevant Interface.

A change in Job Coaching method or intensity does not by itself establish effective adaptation. The adaptation shall be reasonably connected to the material condition affecting Function Realization and to the applicable Intended Function(s) or Intended Result(s).

Similarly, maintaining an unchanged coaching approach is not inherently deficient where the existing Support Work remains effective under the changed or continuing conditions.

Reference Layer Completion

The applicable Reference Layer completes these criteria with the Worker-specific service authorization and objectives; assigned job functions; employer and workplace requirements; vocational rehabilitation or supported-employment requirements; applicable accommodations; authorized coaching methods and support levels; fading, increase, or adjustment conditions; relevant professional direction; responsibility and approval boundaries; escalation and referral pathways; and other applicable conditions necessary to determine what adaptation is authorized and required.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

4.4 Factor 3 — Functional Participation and Appropriate Support Balance

Purpose of the Factor

To ensure that support is matched to actual functional need while preserving participation, capability, and appropriate independence rather than unnecessarily substituting for the person.

Core role: Maintains an appropriate relationship between the person's abilities and participation and the level, form, timing, and intensity of support.

VRJ Context and Governing Terms

The authoritative SSC1 Factor purpose and Core Indicators govern. VRJ1 applies them to identifying job functions and workplace participation requiring support and matching the level and form of coaching to actual ability, need, independence, and employment context.

Factor-Specific Reference Layer

For this Factor, the VRJ1 application shall identify current Reference Layer sources that materially govern or inform the declared VR Job Coaching Support Service Quality Object, including as applicable:

- authorized support levels, service plans, and individualized employment goals;
- job-task demands, workplace routines, performance expectations, and natural-support arrangements;
- requirements or guidance governing fading, independence, and least-intrusive effective support;
- worker-specific functional information relevant to authorized Job Coaching.

The applicable sources shall remain traceable to the relevant Indicator, applicable Quality Outcome Criterion, Evidence, and determination.

VRJ1 Requirements and Quality Outcome Criteria

Indicator 3.1 — Identification of Functions, Activities, or Participation Requiring Support

SSC1 Core Requirement

The functions, activities, participation, interactions, or circumstances for which support is required shall be sufficiently identified and understood.

VRJ1 Context-Specific Requirement

For VR Job Coaching, the Worker's actual job functions, work activities, and forms of workplace participation requiring Job Coaching support shall be identified sufficiently to determine where support is needed and where the Worker can function without Job Coaching assistance.

VRJ Quality Outcome Criteria

Identification shall be based on the Worker's actual functioning in relation to the applicable job and workplace conditions rather than solely on diagnosis, disability category, generalized assumptions about ability, or the mere existence of an authorization for Job Coaching services.

Depending on the declared Quality Object, support need may concern performance of assigned job functions; organization, sequencing, pace, or transition between work activities; understanding or responding to instruction and feedback; communication or interaction relevant to employment; adaptation to changes in work conditions; use of applicable tools, equipment, or workplace systems; recognition of situations requiring assistance; or other employment participation within the authorized Job Coaching role.

Identification shall distinguish, to the extent relevant, between functions the Worker performs independently, functions requiring intermittent or situational support, and functions requiring more sustained Job Coaching assistance. It shall also remain sensitive to differences across tasks, settings, shifts, conditions, and periods of employment.

Quality is supported when:

- the job functions, activities, and forms of workplace participation materially relevant to the Job Coaching service are sufficiently identified;
- areas requiring Job Coaching support are distinguishable from areas the Worker can perform independently;

- support need is related to the Worker’s demonstrated functioning under actual job and workplace conditions rather than inferred solely from diagnosis, disability status, or generalized expectation;
- differences in support need across tasks, situations, environments, or Service Periods remain visible where material;
- emerging Functional Independence is recognized rather than being obscured by an earlier determination of support need;
- newly apparent or increased support needs are recognized where they materially affect employment functioning; and
- functions requiring action or authority outside Job Coaching Functional Scope are distinguished from functions appropriately addressed through Job Coaching Support Work.

The existence of an authorized Job Coaching service does not by itself establish that every job function or workplace interaction requires support. Conversely, demonstrated independence in one function, task, or circumstance does not establish independence across all employment functions or conditions.

Reference Layer Completion

The applicable Reference Layer completes these criteria with the Worker-specific service authorization and objectives; actual assigned job functions and workplace participation requirements; employer expectations; applicable accommodations; vocational rehabilitation or supported-employment requirements; relevant assessments or professional direction where applicable; authorized Job Coaching responsibilities and limits; and other Worker-, job-, program-, and workplace-specific information necessary to determine where Job Coaching support is required.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

Indicator 3.2 — Support Level and Form Matched to Ability, Need, and Context

SSC1 Core Requirement

The amount, timing, intensity, visibility, form, and method of support shall be appropriately matched to actual ability, Support Needs, applicable Intended Functions, and Service Context.

VRJ1 Context-Specific Requirement

For VR Job Coaching, the level and form of support provided shall be proportionate to the Worker’s demonstrated abilities and actual support needs in relation to the applicable job functions, workplace conditions, and forms of participation identified under Indicator 3.1.

VRJ Quality Outcome Criteria

Job Coaching shall provide enough assistance to support effective Function Realization without unnecessarily performing, directing, controlling, or substituting for functions the Worker can perform independently or with less support.

The appropriate support balance may differ across job functions, tasks, work locations, shifts, workplace interactions, or other material conditions. Accordingly, the Worker may appropriately require different forms or levels of Job Coaching within the same employment arrangement.

Depending on the applicable Support Intended Function(s), appropriate support may include observation, instruction, demonstration, cueing, prompting, feedback, problem solving, communication support, coordination, or other authorized Job Coaching Support Work. Selection of a particular method shall depend on the Worker's actual support need and applicable Reference Layer rather than on a universal preferred coaching method.

Quality is supported when:

- the level and form of Job Coaching correspond to the Worker's demonstrated ability and actual support need for the relevant job function, activity, or workplace participation;
- sufficient support is available where the Worker requires assistance to realize the applicable Support Intended Function(s) and Support Intended Result(s);
- support is not more intensive, intrusive, directive, or substitutive than reasonably required under the applicable conditions;
- differences in ability or support need across tasks, settings, interactions, or other material conditions are reflected in the support provided;
- the Worker retains meaningful opportunity to perform independently those functions that can be performed without Job Coaching assistance;
- support methods are compatible with the actual employment context and do not unnecessarily interfere with ordinary workplace functioning, supervision, or relationships; and
- decisions concerning support level or form remain within authorized Job Coaching Functional Scope and applicable responsibility boundaries.

Neither a high nor a low level of Job Coaching is inherently evidence of quality. The relevant question is whether the support level and form are appropriately matched to the Worker's actual ability, need, and context.

Likewise, successful completion of a job task does not by itself establish appropriate support balance if the task was unnecessarily performed or controlled by the Job Coach rather than supported at the level the Worker required.

Reference Layer Completion

The applicable Reference Layer completes these criteria with the Worker-specific service authorization and objectives; demonstrated abilities and support needs; assigned job functions; workplace conditions and employer expectations; applicable accommodations; vocational rehabilitation or supported-employment requirements; authorized coaching methods, levels, and limits; relevant professional direction; and other applicable conditions necessary to determine the appropriate level and form of Job Coaching support.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or

authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

Indicator 3.3 — Adjustment of Support Level and Method Over Time

SSC1 Core Requirement

Support shall be increased, reduced, faded, modified, or otherwise adapted when abilities, needs, conditions, or demands materially change.

VRJ1 Context-Specific Requirement

For VR Job Coaching, the level and method of support shall be adjusted over time when the Worker's demonstrated abilities, support needs, Functional Independence, job functions, workplace conditions, or other material circumstances indicate that the existing support arrangement is no longer appropriately matched.

VRJ Quality Outcome Criteria

Adjustment may involve reducing, fading, increasing, restoring, or otherwise modifying the frequency, intensity, timing, location, or method of Job Coaching. The direction of adjustment shall follow the Worker's actual functioning and applicable employment-support needs rather than an assumption that quality always requires either progressively less support or continued support at an established level.

Where the Worker develops greater Functional Independence, Job Coaching shall not continue at an unnecessarily intensive or substitutive level merely because that level was previously authorized or effective. Conversely, support shall not be reduced or faded solely to demonstrate independence where the Worker continues to require assistance for applicable Function Realization.

Adjustment shall remain within the Job Coach's Functional Scope and applicable authorization. Where a needed change requires modification of a service authorization, accommodation, employer arrangement, professional direction, or another decision outside that scope, the applicable communication, assistance-seeking, escalation, referral, or approval Interface shall be used.

Quality is supported when:

- changes in the Worker's demonstrated ability, support need, Functional Independence, job functions, workplace participation, or material context are reflected in reconsideration of the existing support level and method;
- support is reduced or faded when less assistance is sufficient for applicable Function Realization;
- support is increased, restored, or modified when existing assistance becomes insufficient under the applicable conditions;
- adjustment is based on Evidence of actual functioning and support need rather than routine schedules, convenience, generalized expectations, or unsupported assumptions;
- changes in support preserve an appropriate balance between effective assistance and the Worker's opportunity for Functional Independence;
- adjustment does not unnecessarily destabilize job performance, workplace participation, or realization of applicable Support Intended Result(s);

- changes remain within applicable authorizations, Functional Scope, and responsibility boundaries; and
- required changes outside Job Coaching authority are appropriately communicated, escalated, referred, or submitted for authorization.

A reduction in Job Coaching does not by itself demonstrate increased Functional Independence, and an increase in support does not by itself demonstrate deterioration or poor quality. The relevant question is whether the adjustment appropriately responds to the Worker's actual ability, need, and employment context.

Reference Layer Completion

The applicable Reference Layer completes these criteria with the Worker-specific service authorization and objectives; actual job functions and workplace conditions; demonstrated abilities and support needs; applicable review requirements; vocational rehabilitation or supported-employment requirements; accommodations; authorized support levels and methods; fading, increase, restoration, or modification conditions; relevant professional direction; approval and responsibility boundaries; and other applicable conditions necessary to determine when and how Job Coaching support should be adjusted.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

Indicator 3.4 — Avoidance of Unnecessary Substitution, Over-Support, or Under-Support

SSC1 Core Requirement

Support shall avoid unnecessary substitution for functions the Worker Receiving Job Coaching Support can appropriately perform and shall avoid both over-support and under-support relative to actual need and context.

VRJ1 Context-Specific Requirement

For VR Job Coaching, Support Work shall preserve an appropriate balance between providing the assistance required for employment functioning and preserving the Worker's opportunity to perform, decide, communicate, interact, problem-solve, and participate to the extent the Worker can do so without unnecessary Job Coaching substitution.

VRJ Quality Outcome Criteria

The Job Coach shall not routinely perform job functions, make workplace decisions, communicate on the Worker's behalf, or manage workplace interactions that the Worker can appropriately perform or manage independently or with a less intensive form of support.

At the same time, avoidance of over-support shall not result in under-support. Job Coaching shall not be withheld, prematurely faded, or provided at an insufficient level where the Worker requires authorized assistance to realize applicable Support Intended Function(s) or Support Intended Result(s).

Appropriate support balance shall be determined from the Worker's actual functioning and support needs under the applicable employment conditions. It shall not be based solely on a preference for independence, convenience of the Job Coach or provider, generalized expectations associated with disability, or an assumption that either more support or less support is inherently preferable.

Quality is supported when:

- the Worker performs job functions, makes applicable choices, communicates, problem-solves, and participates in workplace activity to the extent supported by actual ability and conditions;
- Job Coaching does not unnecessarily substitute for functions the Worker can perform independently or with less assistance;
- support is not more intensive, directive, intrusive, or continuous than required for applicable Function Realization;
- necessary assistance is not withheld or prematurely reduced where doing so would leave applicable employment functions or participation insufficiently supported;
- Job Coaching does not create avoidable dependence on the Job Coach or unnecessarily displace ordinary workplace supervision, coworker interaction, or other applicable employment relationships;
- the support balance remains responsive to differences among tasks, circumstances, and periods of employment rather than assuming one level of assistance is appropriate everywhere; and
- decisions to provide, reduce, increase, fade, or withhold support remain consistent with applicable authorizations, Functional Scope, and responsibility boundaries.

Greater Worker independence does not by itself establish quality if necessary support has been withheld. Likewise, successful job performance does not establish appropriate support balance if the Job Coach unnecessarily performed or controlled functions the Worker could have performed.

The relevant determination is whether the Worker received the support required, without unnecessary substitution or insufficient assistance, under the conditions applicable to the declared Quality Object.

Reference Layer Completion

The applicable Reference Layer completes these criteria with the Worker-specific service authorization and objectives; demonstrated abilities and support needs; assigned job functions and workplace participation requirements; employer expectations and ordinary supervisory responsibilities; applicable accommodations; vocational rehabilitation or supported-employment requirements; authorized Job Coaching methods and levels; fading or adjustment conditions; relevant professional direction; and other applicable limits, responsibilities, and acceptance conditions necessary to determine appropriate support balance.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence

applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

4.5 Factor 4 — Respect for Personhood, Role, Dignity, and Autonomy

Purpose of the Factor

To ensure that Function Realization does not occur by compromising the person's dignity, privacy, integrity, rights, choices, autonomy, or applicable social and functional roles.

Core role: Preserves the person as a participant and rights-bearing individual within the support relationship, not merely as the recipient of completed tasks.

VRJ Context and Governing Terms

The authoritative SSC1 Factor purpose and Core Indicators govern. VRJ1 applies them to preserving the Worker's dignity, privacy, rights, autonomy, and ordinary employee role while Job Coaching is delivered in the workplace.

Factor-Specific Reference Layer

For this Factor, the VRJ1 application shall identify current Reference Layer sources that materially govern or inform the declared VR Job Coaching Support Service Quality Object, including as applicable:

- worker rights, privacy, confidentiality, nondiscrimination, and accommodation requirements;
- employer and workplace requirements governing respectful conduct and information disclosure;
- person-directed preferences, consent, communication, and authorized representative arrangements;
- program or provider requirements governing dignity, autonomy, and community/workplace inclusion.

The applicable sources shall remain traceable to the relevant Indicator, applicable Quality Outcome Criterion, Evidence, and determination.

VRJ1 Requirements and Quality Outcome Criteria

Indicator 4.1 — Respect for Dignity, Privacy, and Personal Integrity

SSC1 Core Requirement

Support Work shall preserve dignity, privacy, bodily and personal integrity, and respectful treatment within the declared context.

VRJ1 Context-Specific Requirement

For VR Job Coaching, Support Work shall be provided in a manner that respects the Worker's dignity, privacy, and personal integrity while supporting performance and participation in the employment setting.

VRJ Quality Outcome Criteria

The manner in which Job Coaching is delivered shall take account of the Worker's position as an employee and workplace participant. Support shall not unnecessarily expose, emphasize, or disclose the Worker's disability, support needs, personal circumstances, limitations, or other private information in

ways that are not required for the applicable Support Intended Function(s), Support Intended Result(s), or authorized workplace Interface.

Job Coaching interactions, observation, prompting, correction, feedback, communication, and other Support Work shall be conducted with appropriate regard for the Worker's dignity and for the ordinary social and professional conditions of the workplace.

Where information or intervention affecting privacy is necessary for authorized support, only the level of intrusion or disclosure appropriate to the applicable purpose, authority, and conditions shall be used.

Quality is supported when:

- the Worker is treated as an adult employee and workplace participant whose dignity and personal integrity remain applicable throughout the Job Coaching relationship;
- Job Coaching is delivered, to the extent reasonably possible, without unnecessary public exposure of the Worker's support needs, disability, personal circumstances, or difficulties;
- private or support-relevant information is accessed, discussed, used, or disclosed only to the extent appropriate to the authorized Support Work and applicable Interfaces;
- instruction, prompting, correction, feedback, observation, and other coaching interactions are conducted in a manner compatible with the Worker's dignity and workplace role;
- the location, manner, visibility, and intensity of Job Coaching do not create unnecessary embarrassment, stigmatization, intrusion, or loss of privacy;
- support needs do not become a basis for unnecessary control over personal matters outside the declared Job Coaching Support Service Quality Object; and
- circumstances requiring disclosure, intervention, or limitation of privacy are handled within applicable authority, Functional Scope, and responsibility boundaries.

The Worker's acceptance of Job Coaching does not by itself constitute unrestricted consent to disclosure of personal or support-related information or to unnecessary intrusion into privacy.

Likewise, an action intended to improve job performance does not establish conformity with this Indicator if the manner in which the support was provided unnecessarily compromised dignity, privacy, or personal integrity.

Reference Layer Completion

The applicable Reference Layer completes these criteria with the Worker-specific service authorization and preferences; applicable consent and information-sharing provisions; privacy and confidentiality requirements; employer and workplace communication arrangements; vocational rehabilitation or supported-employment requirements; applicable accommodations; provider responsibilities; rights protections; professional direction where relevant; and other applicable limits, authorizations, and conditions governing dignity, privacy, and personal integrity within the declared VR Job Coaching Support Service Quality Object.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence

applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

Indicator 4.2 — Respect for Choice, Consent, Preferences, Rights, and Autonomy

SSC1 Core Requirement

Support Work shall respect applicable choice, consent, preferences, rights, autonomy, and supported decision-making requirements within the person's circumstances and lawful boundaries.

VRJ1 Context-Specific Requirement

For VR Job Coaching, Support Work shall respect the Worker's applicable choices, consent, preferences, rights, and autonomy while providing the assistance required for employment functioning and participation.

VRJ Quality Outcome Criteria

The Worker shall remain an active participant in the Job Coaching relationship rather than being treated merely as the recipient of decisions made by the Job Coach, provider, employer, family, or another party.

Where more than one effective and authorized form of support is available, the Worker's applicable preferences shall be considered in determining how Job Coaching is provided. Worker preference does not require the Job Coach to provide unauthorized, ineffective, unsafe, or otherwise inapplicable Support Work, nor does it authorize the Job Coach to disregard legitimate employer, workplace, program, professional, or other requirements contained in the Applicable Basis.

Job Coaching shall distinguish the Worker's employment choices and support preferences from decisions reserved to the employer, provider, vocational rehabilitation program, authorized professional, or another responsible party. Respect for autonomy does not expand the Worker's or Job Coach's authority beyond the applicable employment and Support Service Boundaries.

Where the Worker disagrees with, declines, or does not engage with particular Support Work, that circumstance shall be addressed within applicable consent, service, employment, and responsibility arrangements rather than automatically being treated as noncompliance or as authority for coercive support.

Quality is supported when:

- the Worker's applicable choices, preferences, consent, rights, and autonomy are recognized in the planning and delivery of Job Coaching Support Work;
- the Worker has meaningful opportunity to participate in decisions about the form and manner of support where such decisions fall within the applicable Support Service Boundary;
- authorized Worker preferences are incorporated where compatible with applicable Support Intended Function(s), Support Intended Result(s), and material employment conditions;
- disagreement, refusal, hesitation, or a request for a different form of support is addressed through appropriate communication and applicable Interfaces rather than unnecessary pressure, control, or substitution of another person's preference;
- Job Coaching does not unnecessarily make decisions, communicate choices, or exercise control on behalf of the Worker where the Worker can appropriately do so;

- applicable rights and consent conditions remain operative even where the Worker requires substantial Job Coaching support;
- Worker autonomy is distinguished from employer authority, workplace requirements, service authorization, professional responsibility, and other legitimate responsibility boundaries; and
- limitations on choice, consent, preference, or autonomy are based on an applicable authority or requirement rather than Job Coach convenience, generalized assumptions about disability, or unsupported judgment.

The Worker's acceptance of Job Coaching services does not constitute blanket consent to every possible coaching method, disclosure, intervention, or decision made on the Worker's behalf.

Likewise, respect for Worker choice or preference does not by itself establish conformity where the resulting Support Work fails to meet an applicable requirement or where the choice concerns a matter outside the Worker's authority within the declared Quality Object.

Reference Layer Completion

The applicable Reference Layer completes these criteria with Worker-specific preferences and service authorizations; applicable consent and decision-making arrangements; rights protections; employer and workplace requirements; vocational rehabilitation or supported-employment requirements; applicable accommodations; privacy and information-sharing requirements; provider responsibilities; authorized representative arrangements where applicable; professional direction; complaint, disagreement, or review mechanisms; and other applicable conditions defining the Worker's choices, rights, consent, autonomy, and relevant responsibility boundaries.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

Indicator 4.3 — Respect for Applicable Personal, Social, Community, Household, Student, Worker, or Other Role

SSC1 Core Requirement

Support shall recognize and preserve the applicable role of the Worker Receiving Job Coaching Support in the setting being examined and shall not unnecessarily displace that role.

VRJ1 Context-Specific Requirement

For VR Job Coaching, the Worker's role as an employee and workplace participant shall remain central to the manner in which Support Work is provided.

VRJ Quality Outcome Criteria

Job Coaching shall support the Worker in performing and participating in the applicable employment role without unnecessarily replacing that role with a service-recipient, patient, client, or dependent role in ordinary workplace interactions.

The Job Coach shall recognize the distinction between the Worker's employment role and the Job Coach's support role. Where appropriate, workplace instruction, feedback, decisions, communication, and ordinary supervisory relationships shall remain between the Worker and the employer, supervisor, coworkers, or other applicable workplace parties rather than being unnecessarily redirected through the Job Coach.

Support shall also take account of other roles materially relevant to the declared Quality Object where they interact with employment, but Job Coaching shall not extend into management of personal, family, social, clinical, or other matters outside the applicable Support Role and Functional Scope merely because those matters concern the same Worker.

Quality is supported when:

- the Worker is recognized and treated as an employee and workplace participant rather than primarily as a recipient of disability or support services;
- Job Coaching enables rather than unnecessarily displaces the Worker's participation in ordinary job functions, workplace communication, supervision, problem solving, and employment relationships;
- the Job Coach's presence and actions do not unnecessarily alter the Worker's status, authority, responsibilities, or relationships within the workplace;
- ordinary employer-to-Worker and coworker-to-Worker interactions remain direct where the Worker can appropriately participate without Job Coach substitution;
- support is delivered in a manner compatible with the Worker's actual job responsibilities and legitimate workplace expectations;
- other personal or social roles are considered where materially relevant to Job Coaching without allowing the Support Service to assume responsibility outside its declared Boundary;
- support needs or disability status are not used as a basis for unnecessarily diminishing legitimate expectations associated with the Worker's employment role; and
- boundaries between the Worker's role, Job Coach's role, employer's role, and other applicable roles remain sufficiently clear for effective employment participation and support.

The presence of a Job Coach in the workplace does not transfer the Worker's employment role to the Job Coach.

Likewise, protecting or assisting the Worker does not by itself justify unnecessary substitution for ordinary employment responsibilities or workplace relationships that the Worker can appropriately exercise.

Reference Layer Completion

The applicable Reference Layer completes these criteria with the Worker's assigned job functions and employment responsibilities; employer and workplace roles and expectations; supervisory and communication arrangements; Worker-specific service authorization and objectives; applicable accommodations; vocational rehabilitation or supported-employment requirements; provider and Job Coach responsibilities; relevant rights protections; and other applicable conditions defining the Worker's employment role and its Interfaces with Job Coaching support.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

Indicator 4.4 — Absence of Coercive, Demeaning, Infantilizing, Stigmatizing, or Unnecessarily Intrusive Practice

SSC1 Core Requirement

Support Work shall not use coercive, demeaning, infantilizing, stigmatizing, or unnecessarily intrusive practice except where a lawful and properly bounded requirement justifies a specific action and the action remains proportionate to that requirement.

VRJ1 Context-Specific Requirement

For VR Job Coaching, Support Work shall be provided without practices that unnecessarily diminish the Worker's dignity, adult status, employment role, autonomy, privacy, or standing within the workplace.

VRJ Quality Outcome Criteria

Job Coaching shall not use disability, support need, dependence on services, employment vulnerability, or the Job Coach's support position as a basis for unnecessary pressure, control, humiliation, public correction, infantilization, stigmatization, or intrusion.

Instruction, prompting, redirection, feedback, observation, monitoring, communication, and other authorized Support Work shall be provided in a manner appropriate to an adult Worker and to the ordinary professional and social conditions of the workplace.

The need for substantial, repeated, or close Job Coaching does not itself justify demeaning, infantilizing, stigmatizing, or unnecessarily intrusive practice. Conversely, avoiding intrusive practice does not require withholding Support Work that is actually necessary and authorized. The relevant issue is whether the manner and degree of intervention are appropriate to the Worker's actual support need, employment context, and applicable Support Intended Function(s) and Support Intended Result(s).

Quality is supported when:

- Job Coaching interactions treat the Worker as an adult employee and workplace participant;
- instruction, prompting, correction, redirection, monitoring, and feedback are provided without unnecessary humiliation, belittling, intimidation, or public exposure;
- disability or support need is not unnecessarily emphasized in ways that stigmatize the Worker or diminish the Worker's workplace role;
- the Job Coach does not use control over support, information, communication, or access to services to exert inappropriate pressure on the Worker;
- Support Work is no more intrusive, visible, controlling, or substitutive than reasonably required under the applicable conditions;

- necessary close or intensive support is provided respectfully and does not become infantilizing merely because the Worker requires substantial assistance;
- disagreement, error, difficulty, slow performance, or need for repeated support is addressed through appropriate Job Coaching rather than punitive, demeaning, or coercive treatment; and
- practices affecting the Worker's autonomy, privacy, or ordinary workplace participation remain within applicable authority, Functional Scope, and responsibility boundaries.

The Worker's compliance with a Job Coach's direction does not by itself demonstrate that the interaction was non-coercive or respectful.

Likewise, successful task completion or continued employment does not establish conformity where the manner of Job Coaching unnecessarily demeaned, stigmatized, infantilized, coerced, or intruded upon the Worker.

Reference Layer Completion

The applicable Reference Layer completes these criteria with Worker-specific preferences and support arrangements; applicable rights, dignity, consent, privacy, nondiscrimination, abuse-prevention, and complaint protections; employer and workplace requirements; vocational rehabilitation or supported-employment requirements; provider policies and responsibilities; applicable accommodations; professional direction where relevant; reporting and escalation requirements; and other applicable limits and conditions governing respectful Job Coaching practice.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

4.6 Factor 5 — Recognition and Response to Material Change

Purpose of the Factor

To ensure that material changes affecting support are recognized, interpreted within role limits, responded to in a timely manner, and communicated or followed through where required.

Core role: Prevents support from remaining static when changes in the person, environment, service requirements, risks, or interfaces materially affect Function Realization.

VRJ Context and Governing Terms

The authoritative SSC1 Factor purpose and Core Indicators govern. VRJ1 applies them to material changes in job duties, performance, schedules, supervisors, coworkers, transportation, technology, function-related functioning, communication, workplace conditions, or support need.

Factor-Specific Reference Layer

For this Factor, the VRJ1 application shall identify current Reference Layer sources that materially govern or inform the declared VR Job Coaching Support Service Quality Object, including as applicable:

- service-plan and vocational rehabilitation requirements for reassessment, communication, and support adjustment;
- employer direction concerning changed duties, schedules, performance expectations, technology, or worksite conditions;
- worker-specific restrictions or professional/clinical direction relevant to authorized support;
- incident, escalation, documentation, and follow-through requirements.

The applicable sources shall remain traceable to the relevant Indicator, applicable Quality Outcome Criterion, Evidence, and determination.

VRJ1 Requirements and Quality Outcome Criteria

Indicator 5.1 — Identification of Material Change Relevant to Support

SSC1 Core Requirement

Material changes in needs, abilities, behavior, condition, environment, requirements, risks, resources, or Interfaces relevant to support shall be identified.

VRJ1 Context-Specific Requirement

For VR Job Coaching, material changes affecting the Worker’s employment functioning, support needs, workplace conditions, or Job Coaching Support Service shall be identified when they may affect applicable Support Intended Function(s), Support Intended Result(s), support effectiveness, Functional Independence, protection from harm, participation, or another applicable quality condition.

VRJ Quality Outcome Criteria

Material change may concern the Worker’s demonstrated performance, abilities, support needs, communication, behavior, participation, or response to support; assigned job functions or workload; schedules, work locations, supervisors, coworkers, tools, equipment, technology, or workplace procedures; employer expectations or feedback; accommodations or applicable restrictions; the availability or effectiveness of existing support; or other conditions materially relevant to the declared Quality Object.

Identification of change does not require the Job Coach to diagnose its cause or independently determine matters outside Job Coaching Functional Scope. The Job Coach shall distinguish observable or otherwise support-relevant change from conclusions requiring employer, clinical, professional, programmatic, legal, or other reserved authority.

Not every variation in Worker performance or workplace conditions constitutes a material change. Materiality depends on whether the change may reasonably affect the applicable Job Coaching Support Work, Function Realization, Support Results, responsibilities, Interfaces, or other requirements of the declared Quality Object.

Quality is supported when:

- changes materially relevant to the Worker’s employment functioning or Job Coaching Support Work are recognized rather than overlooked because earlier conditions were different;
- identification considers changes in both the Worker and the employment or Support Service context where relevant;

- changes affecting previously established support needs, methods, levels, protective conditions, or responsibility arrangements remain visible;
- repeated, developing, or cumulative changes are considered where their combined significance may be material even if an individual occurrence appears minor;
- observable change is distinguished from unsupported assumptions about its cause, meaning, or required response;
- changes outside Job Coaching Functional Scope are still recognized when they materially affect the Support Service Quality Object; and
- information indicating a potentially material change is not disregarded solely because it originates from the Worker, employer, coworker, provider, family or authorized representative, another professional, or another relevant Interface.

A single unfavorable event does not automatically establish a material change, and the absence of a formal complaint, incident, employer action, or service-plan revision does not establish that no material change occurred.

Reference Layer Completion

The applicable Reference Layer completes these criteria with Worker-specific service objectives and support conditions; assigned job functions and employer expectations; workplace procedures and material conditions; applicable accommodations and restrictions; vocational rehabilitation or supported-employment requirements; professional direction where relevant; reporting and review requirements; responsibility and communication arrangements; thresholds or conditions requiring action; and other applicable information necessary to determine what constitutes a material change for the declared VR Job Coaching Support Service Quality Object.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

Indicator 5.2 — Role-Appropriate Judgment Regarding the Significance of Material Change

SSC1 Core Requirement

The significance of an identified material change shall be considered using judgment appropriate to the Support Role, Functional Scope, available information, and Service Context.

VRJ1 Context-Specific Requirement

For VR Job Coaching, an identified or developing change shall be considered sufficiently to determine its significance for the Worker's employment functioning, support needs, applicable Support Intended Function(s), Support Intended Result(s), Functional Independence, protective conditions, workplace participation, or other material conditions of the declared Quality Object.

VRJ Quality Outcome Criteria

Role-appropriate judgment shall consider the change in relation to the Worker's actual job and Support Service conditions rather than treating every variation as either insignificant or as automatically requiring major intervention.

The significance of a change may depend on its nature, magnitude, duration, recurrence, pattern, timing, context, relationship to other conditions, and potential effect on Function Realization or employment participation. A relatively small change may become material when repeated or combined with other conditions, while an isolated variation may not require alteration of Job Coaching Support Work.

The Job Coach shall make judgments only within applicable Functional Scope. Recognition that a change may be significant does not authorize diagnosis, clinical interpretation, modification of employer requirements, approval of accommodations, alteration of service authorization, or another determination reserved to an authorized party.

Where the significance of a change cannot appropriately be determined within Job Coaching Functional Scope, the Job Coach shall recognize that limitation and use the applicable assistance-seeking, communication, escalation, referral, or responsibility-transfer Interface.

Quality is supported when:

- identified changes are considered for their actual or potential significance to the Job Coaching Support Service rather than merely recorded or observed;
- judgment considers the Worker's actual job functions, demonstrated abilities and support needs, workplace conditions, and applicable Support Intended Function(s) and Support Intended Result(s);
- the nature, pattern, duration, recurrence, and context of change are considered where relevant to its significance;
- cumulative or interacting changes are not overlooked solely because individual changes appear minor when considered separately;
- temporary or immaterial variation is distinguishable, to the extent supported by Evidence, from change requiring modification, communication, escalation, or other response;
- the Job Coach does not convert observation into diagnosis, professional conclusion, employer decision, or other determination outside Functional Scope;
- uncertainty regarding the significance of a potentially material change remains visible rather than being resolved through unsupported assumption; and
- assistance, consultation, communication, escalation, or referral is used where significance cannot appropriately be determined within the Job Coaching role.

The existence of a change does not by itself determine its significance. Conversely, the absence of an immediate adverse employment outcome does not establish that an identified change is immaterial.

Reference Layer Completion

The applicable Reference Layer completes these criteria with Worker-specific service objectives and support conditions; assigned job functions and performance expectations; workplace requirements; applicable accommodations and restrictions; vocational rehabilitation or supported-employment requirements; professional direction where relevant; reporting, review, and reassessment requirements; responsibility and decision boundaries; applicable thresholds; escalation or referral conditions; and

other information necessary to judge the significance of material change within the declared VR Job Coaching Support Service Quality Object.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

Indicator 5.3 — Timely Role-Appropriate Response to Material Change

SSC1 Core Requirement

Material change shall receive a timely role-appropriate response, including adjustment, protective action, assistance seeking, escalation, referral, or transfer of responsibility where applicable.

VRJ1 Context-Specific Requirement

For VR Job Coaching, a material change determined to require action shall receive a response appropriate to its significance and to the Job Coach's authorized Support Role and Functional Scope.

VRJ Quality Outcome Criteria

The response may involve adjustment of authorized Support Work; modification of the level, timing, frequency, location, or method of coaching; communication of relevant information; assistance seeking; coordination with an applicable Interface; or escalation, referral, or transfer of responsibility to the party having the necessary authority.

Timeliness shall be determined in relation to the nature and significance of the change rather than by a universal response interval. A condition that may immediately affect protection from harm, job performance, or the Worker's ability to continue functioning may require prompt action, while another change may appropriately be addressed through routine review, communication, or planned adjustment.

Where action outside Job Coaching Functional Scope is required, timely response does not require the Job Coach to perform that action independently. It requires the Job Coach to use the applicable Interface sufficiently early for the responsible party to act and, where applicable, to adjust authorized Support Work while the matter remains unresolved.

The existence of an employer, provider, professional, or other responsible party does not by itself discharge the Job Coaching responsibility to respond to a material change where action remains required within the Job Coaching Support Service Boundary.

Quality is supported when:

- material changes requiring Job Coaching action receive a response appropriate to their significance;
- the timing of the response is sufficient to avoid unnecessary deterioration in Function Realization, support effectiveness, employment participation, or applicable protective conditions;
- authorized Support Work is adjusted when the identified change makes the existing approach no longer appropriate;

- urgent or potentially consequential conditions are not deferred solely to routine review where earlier role-appropriate action is required;
- conditions requiring authority or expertise outside Job Coaching Functional Scope are communicated, escalated, referred, or transferred without avoidable delay;
- interim Job Coaching actions, where applicable, remain within authorized scope and are appropriate while another responsible party addresses the condition;
- uncertainty about the required response does not become a reason for inaction where assistance seeking or escalation is available; and
- the response remains proportionate to the identified change and does not unnecessarily exceed the Job Coach's role or interfere with the Worker's autonomy, employment role, or legitimate workplace authority.

A response is not established as timely merely because action eventually occurred. Conversely, timeliness does not require immediate intervention where the significance and applicable Reference Layer support a different response timeframe.

Reference Layer Completion

The applicable Reference Layer completes these criteria with Worker-specific service objectives and authorizations; employer and workplace procedures; applicable accommodations and restrictions; vocational rehabilitation or supported-employment requirements; professional direction where relevant; incident, reporting, review, and reassessment requirements; authorized support adjustments; communication and escalation pathways; responsibility assignments; applicable response thresholds and time requirements; and other conditions necessary to determine what constitutes a timely and role-appropriate response.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

Indicator 5.4 — Appropriate Communication and Follow-Through After Material Change

SSC1 Core Requirement

Material change and the resulting response shall be communicated and followed through to the extent required for continuity, safety, Function Realization, and responsibility across relevant Interfaces.

VRJ1 Context-Specific Requirement

For VR Job Coaching, material changes relevant to continued Support Work shall be communicated to the appropriate parties, and required follow-through shall occur sufficiently to preserve continuity and effectiveness of the Job Coaching Support Service.

VRJ Quality Outcome Criteria

Communication shall be directed to those who need the information for an applicable support, employment, supervisory, programmatic, professional, or other authorized responsibility. It shall remain proportionate to the significance of the change and limited to information appropriate to the recipient's role, authority, and need to know.

Communication alone does not complete the response where further Job Coaching action, confirmation, coordination, monitoring, reassessment, escalation, referral, or other authorized follow-through remains required.

Where responsibility for responding to a material change passes to an employer, supervisor, provider, vocational rehabilitation program, authorized professional, or another party, the transfer shall be sufficiently clear that the relevant condition does not become lost between Interfaces. The Job Coach shall retain only the follow-through responsibilities that remain within the applicable Job Coaching Support Role and Functional Scope.

Quality is supported when:

- material changes requiring communication are conveyed to the appropriate Worker, Job Coach, supervisor, employer, provider, program, professional, or other authorized Interface;
- communication occurs sufficiently early to support the required response and continuity of Job Coaching Support Work;
- information communicated is accurate, relevant, proportionate to its purpose, and appropriately limited with regard to the Worker's privacy and applicable information protections;
- responsibility for subsequent action is sufficiently clear when a material change involves more than one party or Interface;
- required adjustments, assistance seeking, coordination, escalation, referral, reassessment, or other follow-through are not treated as complete merely because an initial communication occurred;
- unresolved material changes remain visible until the applicable Job Coaching follow-through has occurred or responsibility has been appropriately transferred;
- information necessary for continued support is carried forward across relevant Job Coaches, shifts, Service Periods, or Support Service Arrangements where applicable; and
- follow-through remains within authorized Functional Scope and does not cause the Job Coach to assume responsibilities reserved to the employer, provider, professional, program, or another party.

A documented message, report, or notification does not by itself establish appropriate communication and follow-through if the information did not reach the relevant party, was insufficient for its purpose, or required Job Coaching action remained incomplete.

Conversely, transfer of responsibility to another authorized party does not require the Job Coach to control that party's subsequent action where such control lies outside the declared Support Service Boundary.

Reference Layer Completion

The applicable Reference Layer completes these criteria with Worker-specific communication and consent arrangements; employer and workplace reporting pathways; provider supervision and handoff requirements; vocational rehabilitation or supported-employment requirements; professional direction where relevant; privacy and information-sharing requirements; incident and change-reporting

procedures; documentation requirements; responsibility assignments; escalation, referral, and reassessment pathways; required timeframes; and other applicable conditions necessary to determine appropriate communication and follow-through.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

4.7 Factor 6 — Support Integration with Service Conditions and Interfaces

Purpose of the Factor

To ensure that Support Work functions coherently within the actual service setting and across the human, organizational, environmental, technological, occupational, and inter-service Interfaces on which realization depends.

Core role: Examines whether otherwise appropriate support remains compatible with the conditions and interfaces of the real service context.

VRJ Context and Governing Terms

The authoritative SSC1 Factor purpose and Core Indicators govern. VRJ1 applies them to the fit between Job Coaching and actual workplace conditions and to the interfaces among Worker, Job Coach, employer, provider, transportation, technology, and other material parties or systems.

Factor-Specific Reference Layer

For this Factor, the VRJ1 application shall identify current Reference Layer sources that materially govern or inform the declared VR Job Coaching Support Service Quality Object, including as applicable:

- employer procedures, workplace access rules, schedules, workflow, technology, and equipment requirements;
- provider-employer and vocational rehabilitation coordination requirements;
- transportation, communication, accommodation, and technology interfaces affecting work participation;
- other interface-specific requirements material to Function Realization.

The applicable sources shall remain traceable to the relevant Indicator, applicable Quality Outcome Criterion, Evidence, and determination.

VRJ1 Requirements and Quality Outcome Criteria

Indicator 6.1 — Compatibility of Support Work with Material Service Conditions

SSC1 Core Requirement

Support Work shall be compatible with material environmental, organizational, occupational, technological, scheduling, household, community, workplace, or other service conditions relevant to the declared object.

VRJ1 Context-Specific Requirement

For VR Job Coaching, Support Work shall be compatible with the material conditions under which the Worker actually performs and participates in employment.

VRJ Quality Outcome Criteria

Material conditions may include assigned job functions; workload and pace; schedules and shift arrangements; work locations; supervision; coworker interaction; tools, equipment, products, technology, and workplace systems; physical and social environments; applicable accommodations or restrictions; employer procedures and expectations; and other conditions materially affecting Job Coaching Support Work.

Compatibility does not require Job Coaching to control or redesign employment conditions that fall outside its Functional Scope. It requires Support Work to take those conditions into account so that coaching remains practicable, relevant, and capable of contributing to the applicable Support Intended Function(s) and Support Intended Result(s).

Where a material employment condition prevents or substantially limits effective Job Coaching, the condition shall not simply be treated as a coaching failure or ignored. The Job Coach shall use applicable communication, assistance-seeking, coordination, escalation, referral, or other authorized Interfaces where action outside Job Coaching authority is required.

Quality is supported when:

- Job Coaching Support Work is compatible with the Worker's actual job functions, workplace conditions, and material employment requirements;
- the timing, location, form, visibility, and level of support are practicable within the applicable work environment;
- coaching methods do not unnecessarily conflict with legitimate employer procedures, supervision, workflow, workplace relationships, or other material service conditions;
- applicable accommodations, restrictions, equipment conditions, schedules, and environmental conditions are incorporated into Support Work to the extent relevant and authorized;
- Job Coaching remains capable of contributing effectively to applicable Support Intended Function(s) and Support Intended Result(s) under the conditions in which the Worker actually works;
- conditions outside Job Coaching control that materially limit support effectiveness are recognized and addressed through the appropriate Interface rather than being obscured or incorrectly attributed to the Worker or Job Coach; and
- compatibility with workplace conditions does not result in disregarding applicable Worker rights, support requirements, protective conditions, or authorized accommodations.

The fact that Job Coaching occurs at the workplace does not by itself establish compatibility with workplace conditions.

Likewise, conformity with an employer procedure does not by itself establish quality where the resulting Support Work is incompatible with an applicable support requirement or Support Intended Function.

Reference Layer Completion

The applicable Reference Layer completes these criteria with the Worker's assigned job functions and schedule; employer and workplace procedures and expectations; supervision and communication arrangements; tools, equipment, technology, and environmental conditions; applicable accommodations and restrictions; Worker-specific service authorization and objectives; vocational rehabilitation or supported-employment requirements; provider responsibilities; relevant professional direction; and other conditions necessary to determine whether Job Coaching Support Work is compatible with the actual service and employment context.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

Indicator 6.2 — Effective Functioning Across Relevant Service Interfaces

SSC1 Core Requirement

Relevant Support Service Interfaces shall be sufficiently identified and Support Work shall function coherently across them without unaddressed gaps, conflicts, or responsibility ambiguity.

VRJ1 Context-Specific Requirement

For VR Job Coaching, relevant Interfaces shall function sufficiently to allow the Job Coaching Support Service to operate effectively within the Worker's actual employment arrangement.

VRJ Quality Outcome Criteria

Depending on the declared Quality Object, relevant Interfaces may include those between the Worker and Job Coach; Job Coach and employer or workplace supervisor; Job Coach and provider supervision; different Job Coaches or shifts; vocational rehabilitation or supported-employment programs; authorized representatives; transportation or other support services; healthcare or other professionals where applicable; and equipment, technology, or other service systems materially affecting employment support.

Effective Interface functioning does not require the Job Coach to control the actions of other parties. It requires the Job Coaching service to recognize relevant Interfaces, operate within established responsibility boundaries, exchange necessary information through authorized channels, and use appropriate coordination, assistance-seeking, escalation, referral, or responsibility-transfer mechanisms where Function Realization depends on another party.

Where responsibilities overlap or depend on sequential action, the Interface shall be sufficiently clear to avoid material gaps, duplication, conflicting direction, or uncertainty about who is responsible for required action.

Quality is supported when:

- relevant Interfaces affecting Job Coaching Support Work and employment functioning are sufficiently identified;
- roles, responsibilities, authority, and communication pathways across those Interfaces are sufficiently clear for the applicable Support Service;
- information necessary for effective Job Coaching is available through appropriate and authorized Interfaces when required;
- Job Coaching does not unnecessarily replace ordinary employer supervision, coworker relationships, professional responsibilities, or other functions assigned to another party;
- conflicting instructions, unclear responsibilities, missed handoffs, or other Interface problems are recognized and addressed when they materially affect Support Work or Function Realization;
- coordination across Interfaces supports continuity rather than producing avoidable gaps, duplication, delay, or inconsistent support;
- the Worker remains appropriately included in Interfaces concerning the Worker's employment and support rather than being unnecessarily bypassed; and
- matters requiring authority or expertise outside Job Coaching Functional Scope are transferred, communicated, escalated, or referred through the appropriate Interface without the Job Coach assuming reserved responsibility.

The presence of multiple parties or regular communication among them does not by itself establish effective Interface functioning. The relevant question is whether the Interfaces actually support the required Job Coaching functions and results without creating material gaps, conflicts, or inappropriate transfers of responsibility.

Reference Layer Completion

The applicable Reference Layer completes these criteria with the actual Worker, Job Coach, provider, employer, supervisor, vocational rehabilitation or supported-employment program, authorized representative, professional, transportation, technology, and other applicable roles; their respective responsibilities and authority; communication and information-sharing arrangements; supervision and handoff requirements; escalation and referral pathways; applicable privacy and consent conditions; and other requirements necessary to determine whether relevant Interfaces function effectively.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

Indicator 6.3 — Support of Required Context Participation and Interaction

SSC1 Core Requirement

Support shall enable or preserve the participation and interaction required by the applicable Support Intended Functions and Support Intended Results within the declared Service Context.

VRJ1 Context-Specific Requirement

For VR Job Coaching, Support Work shall support the Worker's participation and interaction within the employment setting where such participation or interaction is materially relevant to performance of assigned job functions, workplace functioning, or maintenance of employment.

VRJ Quality Outcome Criteria

Depending on the actual job and declared Quality Object, this may include participation in workplace instruction, supervision, feedback, routine communication, coordination with coworkers, meetings, schedule or task transitions, problem solving, requests for assistance or clarification, and other employment-related interactions.

Job Coaching shall support the Worker's own participation rather than unnecessarily becoming the primary participant or communication channel on the Worker's behalf. Where the Worker can communicate, respond, ask questions, receive feedback, make applicable decisions, or otherwise participate independently or with less assistance, the Support Work shall preserve that opportunity.

Where the Worker requires assistance to participate effectively, the Job Coach may provide authorized preparation, prompting, clarification, communication support, interpretation of workplace expectations, or other appropriate Support Work. Such assistance shall remain consistent with the Worker's employment role, autonomy, Functional Independence, and applicable workplace authority.

Quality is supported when:

- the forms of workplace participation and interaction materially relevant to the Worker's job and Job Coaching Support Service are sufficiently recognized;
- the Worker is supported to participate directly in applicable workplace communication, supervision, feedback, coordination, and problem solving to the extent consistent with actual ability and support need;
- Job Coaching enables rather than unnecessarily replaces the Worker's interaction with supervisors, coworkers, and other relevant workplace parties;
- necessary communication or participation support is provided where insufficient assistance would materially limit Function Realization or employment participation;
- the level and form of assistance remain proportionate to the Worker's actual need and do not unnecessarily create dependence on the Job Coach as an intermediary;
- support respects legitimate employer roles, workplace communication pathways, and other applicable responsibility boundaries;
- material barriers to required participation or interaction are recognized and addressed within Job Coaching Functional Scope or through the appropriate Interface; and
- participation support remains compatible with the Worker's dignity, privacy, autonomy, employment role, and applicable rights.

Frequent Job Coach communication with an employer or supervisor does not by itself establish effective support of the Worker's workplace participation. Where appropriate, the relevant outcome is that the Worker can participate in the employment context with the support actually required, rather than that the Job Coach successfully participates on the Worker's behalf.

Reference Layer Completion

The applicable Reference Layer completes these criteria with the Worker's assigned job functions and participation requirements; employer and workplace communication and supervisory arrangements; Worker-specific service objectives and support needs; applicable accommodations; vocational rehabilitation or supported-employment requirements; authorized communication-support methods; privacy and consent requirements; provider responsibilities; professional direction where relevant; and other conditions necessary to determine what employment-context participation and interaction require support.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

Indicator 6.4 — Avoidance of Support-Created Context or Interface Disruption

SSC1 Core Requirement

Support Work shall avoid creating unnecessary disruption, dependency, conflict, confusion, or other adverse effects at relevant service or participation Interfaces.

VRJ1 Context-Specific Requirement

For VR Job Coaching, Support Work shall be provided so that the Job Coaching service itself does not unnecessarily disrupt the Worker's job performance, workplace participation, ordinary employment relationships, workflow, supervision, communication, or other Interfaces necessary for effective employment functioning.

VRJ Quality Outcome Criteria

The Job Coach's presence and actions shall support the Worker's employment rather than create a parallel structure that unnecessarily competes with, replaces, or interferes with legitimate workplace roles and processes.

Support-created disruption may arise, depending on the actual circumstances, through conflicting or duplicative instruction; unnecessary interruption of work; excessive Job Coach visibility or intervention; displacement of ordinary supervisor-to-Worker or coworker-to-Worker interaction; unclear communication or responsibility boundaries; unnecessary speaking or acting on behalf of the Worker; or Job Coaching practices that interfere with workflow, workplace relationships, or the Worker's employment role.

Avoidance of disruption does not require the Job Coach to withdraw necessary support merely because support is visible or requires workplace coordination. Where Job Coaching necessarily affects ordinary workplace activity, the effect shall be proportionate to the applicable support need and consistent with authorized Support Work, Worker rights, employer responsibilities, and applicable Interfaces.

Quality is supported when:

- Job Coaching Support Work does not unnecessarily interrupt or interfere with the Worker's performance of assigned job functions;
- coaching does not create avoidable conflict, duplication, or confusion between Job Coach direction and legitimate employer or supervisory direction;
- the Job Coach does not unnecessarily become an intermediary between the Worker and supervisor, coworkers, or other workplace parties where direct interaction is appropriate;
- Support Work does not unnecessarily displace ordinary workplace supervision, communication, relationships, or responsibility structures;
- the timing, location, visibility, frequency, and manner of Job Coaching are compatible with workplace functioning while still providing the support actually required;
- coordination among the Job Coach, Worker, employer, provider, and other relevant parties does not create avoidable gaps, competing instructions, or unclear responsibility;
- disruption created by the Support Work itself is recognized and corrected or appropriately escalated when it materially affects Function Realization or employment participation; and
- efforts to minimize disruption do not result in withholding necessary support, disregarding applicable Worker rights, or transferring responsibilities to the Worker that exceed the Worker's actual ability and support conditions.

The presence or visibility of a Job Coach in the workplace does not by itself constitute disruption. Conversely, employer acceptance of the Job Coaching arrangement does not by itself establish that the manner of support is appropriately integrated with the employment context.

The relevant determination is whether the Job Coaching service provides the required support without itself creating avoidable material interference with the Worker's employment functioning or the Interfaces on which that functioning depends.

Reference Layer Completion

The applicable Reference Layer completes these criteria with the Worker's assigned job functions and support needs; employer and workplace workflow, supervision, communication, and responsibility arrangements; Worker-specific service authorization and objectives; applicable accommodations; vocational rehabilitation or supported-employment requirements; provider and Job Coach responsibilities; privacy and consent requirements; authorized support methods and limits; escalation and coordination pathways; and other applicable conditions necessary to determine whether Job Coaching creates or avoids material context or Interface disruption.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence

applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

4.8 Factor 7 — Continuity, Accuracy, and Protection of Support-Relevant Information

Purpose of the Factor

To ensure that information needed to guide support remains sufficiently accurate, current, relevant, available, continuous, and appropriately protected across workers, service periods, arrangements, and material changes.

Core role: Preserves information continuity as part of Function Realization while preventing records or documentation from being treated as substitutes for actual service quality.

VRJ Context and Governing Terms

The authoritative SSC1 Factor purpose and Core Indicators govern. VRJ1 applies them to the accuracy, continuity, transfer, and protection of job- and support-relevant information across Workers, Job Coaches, supervisors, providers, Service Periods, and workplace interfaces.

Factor-Specific Reference Layer

For this Factor, the VRJ1 application shall identify current Reference Layer sources that materially govern or inform the declared VR Job Coaching Support Service Quality Object, including as applicable:

- documentation, recordkeeping, handoff, retention, and correction requirements;
- privacy, confidentiality, disability-information, and authorized-disclosure requirements;
- current job duties, schedules, performance expectations, support strategies, and employer direction;
- provider, payer, program, and employer information-security requirements.

The applicable sources shall remain traceable to the relevant Indicator, applicable Quality Outcome Criterion, Evidence, and determination.

VRJ1 Requirements and Quality Outcome Criteria

Indicator 7.1 — Accuracy, Currency, and Relevance of Information Used to Guide Support

SSC1 Core Requirement

Information used to guide Support Work shall be sufficiently accurate, current, relevant, and applicable to the declared Support Service Quality Object.

VRJ1 Context-Specific Requirement

For VR Job Coaching, information materially used to plan, select, adjust, or deliver Support Work shall be sufficiently accurate, current, relevant, and applicable to the Worker's actual employment and Support Service conditions.

VRJ Quality Outcome Criteria

Such information may concern assigned job duties; schedules and work locations; employer expectations and supervision; demonstrated abilities and support needs; Worker preferences; support strategies; applicable accommodations or restrictions; tools, equipment, technology, or workplace procedures; service authorization; and other conditions materially affecting Job Coaching.

Information shall not be treated as current merely because it appears in an existing plan, record, authorization, job description, or previous Job Coaching documentation. Where actual Worker functioning, job duties, workplace conditions, or support needs materially differ from information being used to guide support, that difference shall be recognized and addressed within the applicable Support Role, Functional Scope, and Interfaces.

Likewise, informal or newly received information shall not automatically replace an applicable authorized requirement. Its relevance, source, applicability, and any required confirmation shall be considered before it is relied upon for material Job Coaching decisions.

Quality is supported when:

- material Job Coaching decisions are based on information sufficiently accurate and applicable to the Worker and employment conditions being supported;
- job duties, schedules, workplace expectations, support needs, Worker preferences, authorized requirements, and other information used to guide support are sufficiently current for their intended use;
- outdated, conflicting, incomplete, or uncertain information is recognized when it could materially affect Support Work or Function Realization;
- information is relevant to the particular decision or Support Work rather than collected or relied upon merely because it is available;
- actual observation and current employment conditions are appropriately considered where they materially differ from earlier records or assumptions;
- information from the Worker, employer, supervisor, provider, Job Coach, professional, or another relevant Interface is considered according to its applicability, authority, and evidentiary role rather than accepted or rejected solely because of its source;
- uncertainty requiring clarification, confirmation, assistance, or escalation remains visible rather than being converted into unsupported certainty; and
- information outside Job Coaching Functional Scope is used only to the extent appropriate to the Job Coach's authorized role.

The existence of complete documentation does not itself establish that the information guiding Support Work is accurate, current, relevant, or applicable.

Conversely, a record that has not changed does not become deficient merely because of its age where the information remains current and applicable to the declared Quality Object.

Reference Layer Completion

The applicable Reference Layer completes these criteria with Worker-specific information and service authorization; current job duties, schedules, and performance expectations; employer and workplace requirements; applicable accommodations and restrictions; vocational rehabilitation or supported-employment requirements; professional or clinical direction where relevant; documentation and recordkeeping requirements; equipment or technology instructions; information-verification and correction arrangements; and other applicable sources necessary to determine what information is sufficiently accurate, current, relevant, and applicable for Job Coaching Support Work.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

Indicator 7.2 — Appropriate Transfer of Support-Relevant Information Across Workers, Periods, Arrangements, and Interfaces

SSC1 Core Requirement

Support-relevant information shall be transferred across workers, Service Periods, arrangements, and Interfaces to the extent necessary for safe, coherent, and effective Function Realization.

VRJ1 Context-Specific Requirement

For VR Job Coaching, material support-relevant information shall be transferred appropriately when Job Coaches, supervisors, shifts, providers, work locations, Service Periods, or other relevant employment or Support Service arrangements change.

VRJ Quality Outcome Criteria

Information transfer shall be sufficient to preserve continuity of Job Coaching without requiring every available detail to be transferred to every party. The information transferred shall be relevant to the recipient's role and necessary for applicable Support Work, Support Intended Function(s), Support Intended Result(s), Worker participation, protection, or continuity.

Depending on the declared Quality Object, transferable information may include current job duties and expectations; demonstrated support needs and effective support strategies; Worker preferences; material changes; applicable accommodations or restrictions; unresolved conditions; recent responses or adjustments; relevant employer direction; and other information necessary for continued Job Coaching.

Transfer shall occur through authorized Interfaces and with appropriate regard for privacy, confidentiality, consent, and limits on disclosure. Continuity of support does not justify unnecessary sharing of disability, medical, personal, or other protected information.

Where information cannot appropriately be transferred directly, the Job Coaching service shall use the applicable authorized communication, assistance-seeking, escalation, referral, or responsibility-transfer mechanism rather than allowing a material information gap to remain unaddressed.

Quality is supported when:

- material information necessary for continued Job Coaching is available to the appropriate Job Coach or other authorized party when needed;
- changes in Job Coach, shift, supervisor, provider, work location, Service Period, or Support Service Arrangement do not unnecessarily interrupt the continuity of support-relevant information;
- information transferred is sufficiently accurate, current, relevant, and applicable for its intended use;

- unresolved material conditions, recent changes, required follow-through, and applicable support adjustments are not lost during handoffs or transitions;
- the amount and content of information transferred are proportionate to the recipient's role and actual need for the information;
- information transfer supports coherent Job Coaching without unnecessarily replacing direct Worker participation or ordinary workplace communication;
- privacy, consent, confidentiality, and authorized-disclosure boundaries remain operative during handoffs and other information transfers; and
- gaps, conflicts, or failures in information transfer that may materially affect Function Realization are recognized and addressed through the appropriate Interface.

The existence of a handoff note, shared record, electronic system, or verbal report does not by itself establish effective information transfer. The relevant information must be sufficiently available, understandable, applicable, and usable by the authorized recipient.

Conversely, continuity does not require unrestricted access to all Worker information by every person participating in the employment or Support Service arrangement.

Reference Layer Completion

The applicable Reference Layer completes these criteria with Worker-specific communication and consent arrangements; documentation, recordkeeping, and handoff requirements; provider supervision and staffing arrangements; employer and workplace communication requirements; vocational rehabilitation or supported-employment requirements; privacy, confidentiality, and authorized-disclosure requirements; applicable professional direction; information-system and security requirements; responsibility assignments; escalation and correction pathways; and other applicable conditions governing transfer of support-relevant information.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

Indicator 7.3 — Continuity of Support Logic and Direction Across Material Changes

SSC1 Core Requirement

The rationale, direction, and material requirements guiding support shall remain sufficiently continuous and traceable when workers, arrangements, settings, needs, requirements, or other material conditions change.

VRJ1 Context-Specific Requirement

For VR Job Coaching, changed instructions, conditions, or support strategies shall be incorporated without losing the rationale, boundaries, or individualized support logic needed for Function Realization.

VRJ Quality Outcome Criteria

When job duties, workplace conditions, Worker support needs, Job Coaches, supervisors, schedules, locations, service authorizations, accommodations, restrictions, or other material conditions change, Job Coaching shall remain connected to the applicable Support Intended Function(s), Support Intended Result(s), and current basis for support.

Continuity does not require the same coaching method, intensity, or direction to continue unchanged. Where material conditions justify adjustment, the support approach may change substantially. The relevant requirement is that the reason for the change, its relationship to the Worker's current employment and support conditions, and any continuing requirements or boundaries remain sufficiently understandable and traceable.

A new Job Coach, supervisor, service period, or arrangement shall not cause support to revert without basis to outdated strategies, previously superseded instructions, generalized assumptions about the Worker, or methods inconsistent with current conditions.

Likewise, continuity shall not be used to preserve an established approach when Evidence indicates that the approach is no longer appropriate.

Quality is supported when:

- current Job Coaching direction remains connected to the applicable Support Intended Function(s), Support Intended Result(s), and individualized support logic;
- material changes in job conditions, Worker needs, support arrangements, or applicable requirements are incorporated into subsequent Support Work;
- the rationale for significant changes in support direction is sufficiently identifiable and traceable;
- continuing requirements, restrictions, boundaries, effective strategies, and unresolved conditions remain visible across material transitions;
- changes in Job Coach, supervisor, shift, work location, provider, or Service Period do not unnecessarily reset the support approach or disconnect it from relevant prior Evidence;
- superseded or outdated instructions and strategies are not continued merely because they were previously established;
- new support direction does not contradict existing applicable requirements without the difference being recognized and appropriately resolved; and
- continuity preserves coherent support while allowing justified adaptation to current Worker and employment conditions.

Consistency alone does not establish continuity of support logic. Repeating the same approach across changing conditions may itself be inappropriate.

Conversely, a substantial change in coaching strategy does not constitute loss of continuity where the change is supported by current conditions and the rationale remains traceable.

Reference Layer Completion

The applicable Reference Layer completes these criteria with current and prior Worker-specific service objectives and authorizations; job duties and employer expectations; support strategies; applicable accommodations and restrictions; vocational rehabilitation or supported-employment requirements; professional direction where relevant; provider supervision and handoff requirements; records of

material changes and support adjustments; responsibility and communication arrangements; and other applicable information necessary to establish continuity and traceability of Job Coaching logic and direction.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

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

SSC1 Core Requirement

Support-relevant information shall be protected, within applicable requirements and role boundaries, from material loss, distortion, misuse, unauthorized access, or inappropriate disclosure.

VRJ1 Context-Specific Requirement

For VR Job Coaching, employment-, disability-, and support-related information shall be protected from unnecessary disclosure, distortion, misuse, or loss while preserving authorized information flow.

VRJ Quality Outcome Criteria

Protection shall apply throughout the use of information in Job Coaching, including observation, communication, documentation, handoff, storage, correction, and authorized transfer.

Information protection shall not be interpreted only as confidentiality. Information may also be compromised when relevant information is lost, incompletely transferred, altered, taken out of context, attributed incorrectly, retained after becoming materially outdated, or used for a purpose for which it is not applicable.

At the same time, protection shall not unnecessarily prevent authorized information from reaching a Worker, Job Coach, employer, provider, professional, or other applicable party when that information is required for effective Support Work, Function Realization, protection, continuity, or another legitimate responsibility.

The Job Coach shall operate within applicable privacy, consent, disclosure, documentation, and information-security boundaries and shall not independently expand access to Worker information merely because the information could be useful.

Quality is supported when:

- support-relevant information remains available to authorized parties to the extent needed for effective Job Coaching;
- information is protected from material loss, unauthorized alteration, distortion, or removal of context that could affect its meaning or use;
- employment-, disability-, medical-, personal-, and support-related information is not unnecessarily disclosed to supervisors, coworkers, employers, providers, or other parties;

- information is used only within applicable authority and for purposes relevant to the declared Quality Object;
- documentation, handoff, storage, communication, and other information practices do not create avoidable risks of loss, misuse, or inappropriate access;
- errors, material inaccuracies, conflicting information, or inappropriate disclosures are recognized and addressed through applicable correction, communication, reporting, or escalation processes;
- information protection does not create avoidable gaps that prevent authorized parties from receiving information necessary for Function Realization or protection; and
- the Worker's privacy and employment role remain protected without treating disability or receipt of Job Coaching services as information that may be freely shared within the workplace.

The existence of a confidential record system does not by itself establish protection if information is materially inaccurate, lost, misused, or disclosed inappropriately.

Conversely, restricting information as much as possible does not itself establish quality where excessive restriction prevents necessary authorized information flow.

Reference Layer Completion

The applicable Reference Layer completes these criteria with Worker-specific consent and information-sharing arrangements; privacy, confidentiality, disability-information, and authorized-disclosure requirements; documentation, correction, retention, and recordkeeping requirements; employer and workplace information practices; provider, payer, and vocational rehabilitation or supported-employment requirements; applicable professional requirements; information-security and access controls; incident or breach-reporting requirements; and other applicable conditions governing protection and authorized use of support-relevant information.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

4.9 Factor 8 — Practice and Judgment Within Functional Scope

Purpose of the Factor

To ensure that Support Work remains within the authorized Support Role and Functional Scope and that conditions exceeding authority, competence, information, or safe independent action are appropriately escalated or transferred.

Core role: Preserves role integrity and prevents support-service quality from depending on unauthorized, reserved, or insufficiently supported practice.

VRJ Context and Governing Terms

The authoritative SSC1 Factor purpose and Core Indicators govern. VRJ1 applies them to Job Coaching practice and judgment within the authorized Support Role and Functional Scope, including clear

boundaries with employer supervision, discipline, clinical practice, legal authority, accommodation decisions, and reserved safety responsibilities.

Factor-Specific Reference Layer

For this Factor, the VRJ1 application shall identify current Reference Layer sources that materially govern or inform the declared VR Job Coaching Support Service Quality Object, including as applicable:

- occupational role, service authorization, supervision, and Functional Scope requirements;
- employer authority, workplace supervision, discipline, accommodation, and safety-responsibility boundaries;
- professional or clinical scope and referral requirements where applicable;
- program, provider, contract, and jurisdictional escalation or transfer-of-responsibility requirements.

The applicable sources shall remain traceable to the relevant Indicator, applicable Quality Outcome Criterion, Evidence, and determination.

VRJ1 Requirements and Quality Outcome Criteria

Indicator 8.1 — Practice Within Authorized Support Role and Functional Scope

SSC1 Core Requirement

Support Work shall remain within the applicable authorized Support Role, Functional Scope, responsibilities, and declared service boundaries.

VRJ1 Context-Specific Requirement

For VR Job Coaching, Support Work shall remain within the authorized Job Coaching Support Role and Functional Scope and shall be distinguished from employer supervision, discipline, clinical treatment, legal representation, reserved safety enforcement, staffing replacement, or program administration.

VRJ Quality Outcome Criteria

The Job Coach may observe, instruct, cue, reinforce, support communication, assist with problem solving, adjust authorized support, coordinate, document, report, seek assistance, and perform other Support Work authorized within the declared Quality Object.

These functions do not transfer to the Job Coach authority that belongs to an employer, workplace supervisor, healthcare or other professional, vocational rehabilitation or program authority, safety-responsible party, legal representative, or another authorized role.

The Job Coach shall not assume a reserved responsibility merely because the Job Coach is present when a need arises, has relevant information, or could practically perform the action. Where required action lies outside Functional Scope, the appropriate Job Coaching function is to recognize the boundary and use the applicable communication, assistance-seeking, escalation, referral, or responsibility-transfer Interface.

At the same time, Functional Scope shall not be interpreted so narrowly that the Job Coach avoids Support Work that is legitimately authorized and necessary for Function Realization.

Quality is supported when:

- observed Job Coaching practice remains within the authorized Support Role, Functional Scope, responsibilities, and declared service boundaries;
- Job Coaching functions are distinguishable from employer supervision, discipline, staffing responsibility, clinical treatment, legal representation, reserved safety authority, and program administration;
- the Job Coach does not make or implement decisions reserved to another authorized party;
- workplace presence, familiarity with the Worker, or practical ability to act is not treated as authority to assume an otherwise reserved responsibility;
- authorized Job Coaching responsibilities are performed rather than unnecessarily transferred to another party under an overly restrictive interpretation of Functional Scope;
- uncertainty concerning authority or responsibility is recognized and clarified through applicable supervision or other Interfaces;
- conditions requiring action outside Job Coaching Functional Scope are communicated, escalated, referred, or transferred to the appropriate responsible party; and
- role boundaries remain sufficiently clear to the Worker, Job Coach, employer, provider, and other relevant parties to prevent material gaps, duplication, conflict, or unauthorized practice.

A favorable employment outcome does not establish conformity where it was achieved through unauthorized or reserved practice.

Conversely, remaining within Functional Scope does not establish quality where the Job Coach fails to perform Support Work that was authorized and required within that scope.

Reference Layer Completion

The applicable Reference Layer completes these criteria with occupational-role requirements; Worker-specific service authorization; Job Coach duties and supervision; provider and vocational rehabilitation or supported-employment requirements; employer authority and workplace supervision, discipline, accommodation, and safety-responsibility boundaries; applicable professional or clinical scope requirements; program and contractual responsibilities; jurisdictional requirements; escalation, referral, and transfer-of-responsibility pathways; and other applicable conditions defining the authorized Job Coaching Support Role and Functional Scope.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

Indicator 8.2 — Appropriate Judgment Within Functional Scope

SSC1 Core Requirement

Decisions about support, adjustment, communication, privacy, risk, and escalation shall use judgment appropriate to the role, available information, and actual conditions.

VRJ1 Context-Specific Requirement

For VR Job Coaching, role-appropriate judgment shall be used concerning observation, cueing, fading, communication, privacy, escalation, and withdrawal or adjustment of support.

Such judgment shall be based on the Worker's actual functioning, applicable Support Intended Function(s) and Support Intended Result(s), current job and workplace conditions, available Evidence, authorized requirements, and the limits of the Job Coach's Functional Scope.

Appropriate judgment does not require the Job Coach to make professional, clinical, employer, legal, safety, accommodation, or programmatic determinations reserved to another authorized party. It requires the Job Coach to determine what action is appropriate within Job Coaching scope, including when independent Job Coaching action is insufficient and another Interface must be used.

Judgment shall remain responsive to actual conditions rather than relying mechanically on a previously used coaching method, generalized assumptions about disability, routine practice, or the mere existence of a service authorization.

Where available information is materially incomplete, conflicting, or uncertain, the Job Coach shall take that limitation into account rather than converting uncertainty into an unsupported conclusion.

VRJ Quality Outcome Criteria

Quality is supported when:

- decisions about the form, timing, level, frequency, location, adjustment, fading, or restoration of Job Coaching support are proportionate to the Worker's actual abilities, needs, job functions, and employment conditions;
- observation and available Evidence are used appropriately in determining how authorized Support Work should be provided;
- judgment concerning communication, privacy, information sharing, protection, and escalation reflects the actual circumstances and applicable responsibility boundaries;
- established support strategies are reconsidered when material changes indicate that the existing approach may no longer be appropriate;
- Job Coaching is not unnecessarily increased, continued, reduced, faded, or withdrawn solely because of routine, convenience, generalized assumptions, or unsupported expectations;
- uncertainty or conflicting information is recognized and addressed through clarification, additional Evidence, supervision, assistance seeking, or another appropriate Interface where necessary;
- the Job Coach distinguishes an in-scope support judgment from a decision reserved to an employer, professional, program, or other authorized party; and
- judgment remains directed toward Function Realization while respecting the Worker's autonomy, dignity, employment role, applicable rights, and Functional Independence.

The fact that a Job Coach had authority to act does not by itself establish that the judgment exercised was appropriate.

Conversely, an unfavorable employment or support outcome does not by itself establish poor judgment where the decision was proportionate to the information and actual conditions reasonably available within the Job Coach's Functional Scope.

Reference Layer Completion

The applicable Reference Layer completes these criteria with Worker-specific service objectives and authorization; demonstrated support needs and abilities; current job functions and workplace conditions; employer requirements and supervision arrangements; applicable accommodations and restrictions; vocational rehabilitation or supported-employment requirements; provider supervision and decision boundaries; professional direction where relevant; privacy and information-sharing requirements; escalation, consultation, and referral pathways; and other applicable conditions necessary to determine what constitutes appropriate Job Coaching judgment within Functional Scope.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

Indicator 8.3 — Avoidance of Unauthorized or Reserved Practice

SSC1 Core Requirement

The Support Worker shall not assume decisions, duties, or responsibilities reserved to another authorized role, party, profession, employer function, clinical authority, legal authority, safety authority, regulatory authority, or other responsible entity.

VRJ1 Context-Specific Requirement

For VR Job Coaching, Support Work shall not include unauthorized diagnosis, treatment, employer supervision or discipline, accommodation approval, legal determination, reserved safety decision, or other practice outside Functional Scope.

The Job Coach may observe conditions, receive or communicate information, support the Worker, and identify when a matter appears to require action by another responsible party. Such involvement does not itself authorize the Job Coach to make the underlying reserved determination.

Accordingly, Job Coaching shall distinguish between supporting the Worker in relation to a matter and assuming authority over the matter itself. For example, a Job Coach may support the Worker in understanding workplace feedback without becoming the Worker's supervisor; communicate an observed change without diagnosing its cause; support implementation of an authorized accommodation without independently approving or changing that accommodation; or identify a possible safety concern without assuming reserved workplace safety authority.

The urgency, practical convenience, or apparent reasonableness of an action does not by itself expand Functional Scope. When a required action is outside scope, the Job Coach shall use the applicable assistance-seeking, communication, escalation, referral, or transfer-of-responsibility Interface.

At the same time, avoiding reserved practice shall not prevent the Job Coach from performing authorized Support Work that appropriately interfaces with employer, professional, safety, program, or other responsible functions.

VRJ Quality Outcome Criteria

Quality is supported when:

- no material part of the declared Job Coaching service depends on unauthorized or reserved practice by the Job Coach;
- employer supervision, performance management, discipline, hiring, termination, and other reserved employer decisions remain with the appropriate employer authority;
- diagnosis, treatment, clinical interpretation, or other reserved professional functions are not performed as Job Coaching;
- accommodation approval or modification is not independently assumed where that authority belongs to another party;
- legal, regulatory, or reserved safety determinations are not made under Job Coaching authority;
- observation, communication, coordination, and support concerning a reserved matter remain distinguishable from making the reserved decision itself;
- the Job Coach does not acquire additional authority merely through familiarity with the Worker, workplace presence, experience, urgency, or practical ability to act;
- uncertainty about whether an action is authorized is recognized and addressed through supervision, clarification, assistance seeking, or another appropriate Interface; and
- avoidance of unauthorized practice does not result in withholding legitimate Job Coaching Support Work that remains within Functional Scope.

A beneficial result does not make unauthorized or reserved practice conforming.

Conversely, involvement with an employer, professional, accommodation, safety, or other reserved function does not itself constitute unauthorized practice when the Job Coach's role remains appropriately limited to authorized support, communication, coordination, or implementation.

Reference Layer Completion

The applicable Reference Layer completes these criteria with Job Coach role descriptions and service authorizations; provider supervision and responsibility assignments; employer authority and workplace supervision, discipline, hiring, termination, accommodation, and safety responsibilities; vocational rehabilitation or supported-employment requirements; professional or clinical scope boundaries; applicable legal and regulatory authority; program and contractual requirements; emergency and escalation arrangements; and other applicable sources defining which decisions, duties, and responsibilities are reserved to another party.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

Indicator 8.4 — Appropriate Assistance Seeking, Escalation, Referral, or Transfer of Responsibility

SSC1 Core Requirement

The Support Worker shall seek appropriate assistance, escalation, referral, or transfer of responsibility when conditions exceed role authority, competence, available information, or safe independent action.

VRJ1 Context-Specific Requirement

For VR Job Coaching, assistance shall be sought, matters escalated or referred, or responsibility transferred when conditions exceed the Job Coach's authority, competence, information, or available support capability.

The Job Coach shall recognize when continued independent Job Coaching action is insufficient or inappropriate and shall use the applicable Interface to involve the party whose authority, expertise, information, or responsibility is required.

Depending on the condition, the appropriate party may include a provider supervisor, employer or workplace supervisor, vocational rehabilitation or program representative, healthcare or other professional, equipment or technical resource, emergency or safety-responsible party, authorized representative, or another responsible entity identified through the Reference Layer.

The form and urgency of assistance seeking, escalation, referral, or transfer shall be proportionate to the material condition and its potential effect on Function Realization, Worker protection, employment participation, continuity, or other applicable requirements.

Transfer of responsibility shall be sufficiently clear that the matter is not merely mentioned and then left without an identifiable responsible Interface. Where the Job Coach retains an authorized supporting role after escalation or transfer, that role shall continue as appropriate without reassuming the transferred responsibility.

Escalation shall not be used merely to avoid an in-scope Job Coaching responsibility that the Job Coach is authorized and reasonably able to perform.

VRJ Quality Outcome Criteria

Quality is supported when:

- conditions exceeding Job Coaching authority, competence, available information, or safe independent action are recognized;
- assistance, clarification, supervision, escalation, referral, or transfer is initiated without avoidable delay relative to the significance of the condition;
- the matter is directed to a party with an appropriate role, authority, expertise, or responsibility;
- information communicated is sufficient and appropriate to support the receiving party's role while respecting applicable privacy and disclosure boundaries;
- responsibility is not assumed to have transferred merely because information was sent or a concern was mentioned;
- where confirmation, coordination, monitoring, or other in-scope follow-through remains necessary, it occurs appropriately;
- the Job Coach does not continue unsupported independent action after recognizing that the condition exceeds Functional Scope or available capability;

- escalation or referral does not unnecessarily interrupt authorized Support Work that can appropriately continue;
- responsibility is not transferred merely for convenience or to avoid legitimate Job Coaching duties; and
- the Worker is appropriately informed or involved where relevant to the Worker's role, autonomy, rights, and the applicable circumstances.

The occurrence of an escalation, referral, or transfer does not itself establish quality. Its appropriateness depends on what was recognized, when action occurred, where the matter was directed, what information accompanied it, and whether necessary follow-through occurred.

Conversely, resolving a difficult condition without escalation does not itself demonstrate effective practice if the Job Coach acted beyond authorized Functional Scope.

Reference Layer Completion

The applicable Reference Layer completes these criteria with Job Coach supervision and consultation arrangements; provider escalation pathways; employer and workplace responsibility structures; vocational rehabilitation or supported-employment requirements; professional and clinical referral pathways; emergency and safety arrangements; equipment or technical assistance channels; Worker-specific authorizations and communication arrangements; privacy and disclosure requirements; response and notification requirements; and other applicable sources defining when, how, and to whom assistance, escalation, referral, or responsibility transfer shall occur.

Evidence Considerations

Evidence may include direct observation at the worksite, Worker report, Job Coach account, employer or supervisor feedback where authorized, contemporaneous coaching records, job descriptions or task information, performance-related records available within the service boundary, service plans or authorizations, communication or handoff records, incident or escalation records, and other Evidence applicable to the declared object and Service Period. Evidence sufficiency depends on the claim and Methodological Resolution.

5 Determination Architecture: Evidence, Findings, Critical Conditions, and Quality State

5.1 Determination Sequence

A VRJ determination shall proceed from the declared Quality Object and applicable requirements to Evidence-Supported Findings, Quality Factor Determinations, Critical-Condition and Non-Compensability Review, and Synthesis of Material Findings to establish what Conclusion, if any, is supportable concerning the actual Support Service Quality State. Activity completion, documentation, compliance, or absence of observed failure shall not be treated as automatic support for a Positive Conclusion.

Attribution shall remain bounded to the declared VR Job Coaching Support Service Quality Object and to the contribution of Job Coaching Support Work to Function Realization. A Worker's employment outcome may also depend on the Worker, employer, workplace, assigned job functions, equipment or technology, provider organization, professional direction, other workers or services, labor-market conditions, or other

conditions outside Job Coaching control. VRJ1 therefore does not assign exclusive causation to Job Coaching Support Work merely because a favorable or unfavorable employment result occurred during the Service Period.

5.2 Evidence Principle

Evidence shall be relevant to the declared VR Job Coaching Support Service Quality Object, Service Period, context, Factor, Indicator, and applicable Quality Outcome Criterion. Evidence shall be distinguished from Data, records, assertions, and assumptions that have not been shown to support the particular determination.

5.3 Evidence Quality

Evidence Quality shall remain methodologically distinct from the VR Job Coaching Support Service Quality State. Evidence used in a VRJ1 determination shall be adequate for the Finding it is intended to support and shall be evaluated in accordance with applicable Evidence Quality requirements. Where Evidence Quality itself is determined as a Quality Object, WQI_EQC1 — Evidence Quality Standard — Core applies. A favorable Evidence Quality determination does not by itself support a Positive Conclusion concerning the VR Job Coaching Support Service Quality Object, and an Evidence Quality limitation does not by itself establish a Negative Conclusion.

5.4 Evidence-Supported Findings

Evidence shall be examined against the applicable Quality Outcome Criterion to produce an Evidence-Supported Finding. The Finding should state what the Evidence supports, what it does not support, and any material Uncertainty or unresolved condition. Findings concern what can be established about the actual VR Job Coaching Support Service Quality State; the determination does not create that State.

5.5 Quality Factor Determination

Findings under the applicable Indicators are considered together to determine the state of the Factor for the declared VR Job Coaching Support Service Quality Object. Quality Factor Determination is not arithmetic averaging and shall not conceal a Critical Service Condition or non-substitutable failure.

5.6 Critical-Condition and Non-Compensability Review

Before synthesis of Material Findings and expression of any overall Conclusion, applicable Critical Service Conditions and non-substitutable failures shall be reviewed. VRJ1 does not determine Quality by counting favorable Indicators, assigning an unsupported numerical score, or averaging materially different Findings. A failed or prohibited Critical Service Condition shall not be offset by favorable Findings elsewhere. An unresolved or insufficiently evidenced Critical Service Condition shall remain visible and shall constrain the supportable Conclusion to the extent warranted by the Evidence; it does not automatically establish a Negative Conclusion.

5.7 Synthesis of Material Findings and Conclusion or Refusal

Material Findings from the applicable Quality Factor Determinations and the Critical-Condition / Non-Compensability Review shall be synthesized to establish what overall Conclusion, if any, is supported concerning the actual VR Job Coaching Support Service Quality State for the declared Quality Object, Service Period, Context, Applicable Basis, and Methodological Resolution. Where supported, the

Conclusion may be Positive, Conditionally Positive, or Negative. Where the Evidence, Findings, Uncertainty, unresolved conditions, or Critical Service Conditions do not support any of those Conclusions, the determination shall Refuse to Express a Conclusion. Insufficient Evidence or Uncertainty does not by itself establish a Negative Conclusion.

5.8 Support Service Quality State, Determination, and Quality Claims

The Support Service Quality State is the actual Quality-relevant condition of the declared VR Job Coaching Support Service Quality Object for the applicable Service Period and Context. Quality Determination does not create that State; it determines what can be established about it through applicable Evidence-Supported Findings. A subsequent Quality Claim is distinct from both the Support Service Quality State and the Quality Determination concerning that State. A Claim may communicate applicable Findings and, where appropriate to its Intended Function or required by the Applicable Basis, a Conclusion or Refusal concerning the original Quality Object. A Claim is not required to express an overall Conclusion concerning the original VR Job Coaching Support Service Quality Object when specific applicable Findings are sufficient for its Intended Function and Applicable Basis. Where the Quality of the Claim itself is determined, WQI_QCC1 — Quality Claim Standard — Core applies to the Claim as a separate Quality Object.

5.9 Continued Validity

A VRJ Quality Determination or subsequent Quality Claim may require review when material conditions change, including job functions, support needs, authorizations, Job Coach role, service arrangement, worksite, equipment or technology, instructions, jurisdictional requirements, Evidence, or other conditions on which the applicable Findings or Claim depended. Continued validity of a Quality Claim depends on whether its supportable meaning, scope, conditions, certainty, and material information remain appropriate to its Intended Function and recipient.

6 Determination Limits and Non-Prescriptive Application

6.1 Non-Prescriptive Application

VRJ1 establishes quality requirements and expected outcomes without prescribing one universal support method. Different lawful and authorized methods may realize the same required outcome where the applicable Quality Outcome Criterion and Reference Layer are satisfied.

6.2 Context Dependence of Quality Outcome Criteria

Some Quality Outcome Criteria can be established directly by SSC1 or VRJ1. Others require completion through Worker-specific, program-specific, professional, contractual, equipment-specific, or jurisdiction-specific Reference Layer sources. VRJ1 shall not convert one local requirement into a universal VR Job Coaching requirement.

6.3 Limits of Documentation and Compliance

A complete record does not by itself demonstrate that support was effective, safe, respectful, appropriately balanced, or within Functional Scope. Likewise, compliance with an applicable external requirement does not by itself establish the whole Support Service Quality State.

6.4 Limits of Isolated Results

One successful task, visit, interaction, or reported result does not by itself establish the quality of a broader Service Period or recurring Support Service Arrangement. The scale and period of the Evidence shall match the scale and period of the determination.

6.5 Traceability and Reproducibility of Determination

VRJ1 does not assume that contextual Quality Determination can be reduced to mechanical scoring or that responsible evaluators will always express identical judgments. Methodological reproducibility is supported by making the declared VR Job Coaching Support Service Quality Object, Service Period, Applicable Basis, Reference Layer, applicable Quality Outcome Criteria, Evidence basis, applicable Evidence Quality requirements, Uncertainty, Materiality, Critical Service Conditions, and reasoning traceable. Another qualified reviewer should be able to examine the same methodological path and understand how the applicable Findings and determination were reached, even where professional judgment remains necessary.

6.6 Relationship to SSC1

VRJ1 remains subordinate to SSC1. It clarifies and applies SSC1 for VR Job Coaching support; it does not reinterpret, replace, supersede, or modify the Core Factors, Core Indicators, or other governing Core requirements.

7 Reference Layer for VRJ1 Application

7.1 Purpose and Limits

This section identifies categories of external sources that may be needed to complete VRJ1 application. It does not provide a universal jurisdiction-specific source list. The user shall identify the current applicable sources for the declared jurisdiction, program, provider arrangement, Service Period, and Quality Object.

7.2 Service Authorization, Program, and Payer Requirements

Sources defining authorized VR Job Coaching services, covered functions, service limits, required plans, documentation, supervision, and other program conditions may complete applicable VRJ1 requirements.

7.3 Rights, Privacy, Consent, and Protection Requirements

Applicable rights, privacy, consent, abuse/neglect prevention, incident, grievance, nondiscrimination, and related protections may complete Factors 1, 4, 7, and other affected requirements.

7.4 Professional and Clinical Direction

Where VR Job Coaching support depends on professional or clinical direction, the applicable instructions and role boundaries form part of the Reference Layer without converting VRJ1 into a clinical protocol.

7.5 Occupational Role, Functional Scope, and Employer Requirements

Applicable role definitions, employer procedures, supervision arrangements, reserved activities, and escalation requirements may complete Factor 8 and other role-dependent requirements.

7.6 Equipment, Environmental, and Emergency Sources

Manufacturer instructions, adaptive-equipment requirements, environmental procedures, emergency plans, infection-control sources, and other technical information may complete applicable Criteria.

7.7 Information, Documentation, and Confidentiality Sources

Recordkeeping, handoff, privacy, authorized disclosure, retention, correction, and information-security requirements may complete Factor 7 and related interface requirements.

7.8 Factor-Specific and Jurisdiction-Specific Traceability

Each applicable source shall be connected to the relevant VRJ1 requirement or Quality Outcome Criterion and to the declared jurisdiction or program. A consolidated Reference Layer may be used if Factor and jurisdiction sections remain explicit.

7.9 Limits of Reference Layer Substitution

The Reference Layer supplies applicable external specificity; it does not replace the SSC1/VRJ1 quality determination. Compliance, authorization, or procedural completion alone does not support a Positive Conclusion concerning the Support Service Quality Object.

Appendix A (Informative) — Cleaning Services Employment

This Appendix illustrates narrower job-context application of VRJ1 to cleaning services employment. It does not create a separate Core, a cleaning-specific quality architecture, or a substitute for the applicable Reference Layer.

A.1 Scope and Intended Function

This Appendix applies VRJ1 to Job Coaching support provided to a Worker performing cleaning-services employment. Cleaning Services Employment may include assigned janitorial, custodial, housekeeping, sanitation, floor-care, waste-handling, supply, or related functions within the Worker's actual job. Cleaning work may occur in offices, public buildings, residential or community facilities, healthcare or educational settings, retail or commercial spaces, hospitality environments, transportation facilities, and other workplaces.

For application of this Appendix, the declared Quality Object shall identify, as applicable:

- the Worker and applicable Cleaning Services Employment role;
- assigned cleaning functions, spaces, areas, or routes;
- applicable task sequences, schedules, pace, accuracy, inspection, and rework expectations;
- tools, carts, supplies, cleaning products, equipment, and technologies materially related to the work;
- access, security, restricted-area, environmental, and workplace conditions;
- relevant communication and interaction with supervisors, coworkers, customers, residents, visitors, or the public;
- applicable Support Intended Function(s) and Support Intended Result(s);
- Job Coaching Support Work and the applicable Support Role and Functional Scope;
- the Service Period and Support Service Arrangement;
- material employer, provider, transportation, professional, program, or other Interfaces; and

- applicable Reference Layer conditions needed to complete the determination.

The applicable Support Intended Function(s) shall be interpreted through the Worker's actual cleaning job rather than through a generic concept of employability or a generalized description of disability.

Depending on the declared Quality Object, Job Coaching may support the Worker in performing assigned cleaning functions with the required sequence, pace, accuracy, consistency, and workplace participation; understanding and responding to instruction, inspection, feedback, or changed assignments; using authorized support strategies; maintaining or increasing Functional Independence; and maintaining employment under the actual conditions of the job.

Applicable Support Intended Result(s) may therefore include reliable performance of assigned cleaning functions and routes, appropriate response to workplace direction and feedback, adaptation to material changes, maintained or increased Functional Independence, ordinary workplace participation, and continued employment. These results shall be interpreted against the actual Worker-job-support relationship and applicable Reference Layer rather than treated as universal performance thresholds.

The Appendix distinguishes cleaning work performed by the Worker from Job Coaching Support Work performed to support the Worker. Cleaning a floor, emptying waste, restocking supplies, completing a route, or correcting a cleaning deficiency is not automatically Job Coaching Support Work merely because a Job Coach is present.

Likewise, the quality of Job Coaching shall not be determined solely by whether the workplace is clean, whether an assigned route was completed, or whether the Worker remained employed. Such outcomes may provide relevant Evidence, but the VRJ1 determination concerns whether the applicable employment-support functions and results were realized through quality Support Work under the declared conditions.

A.2 Cleaning-Employment Requirements and Criteria

Application of this Appendix shall preserve the eight SSC1 Core Quality Factors and thirty-two Core Quality Indicators. Cleaning-specific application does not rename, replace, omit, or redefine them. It makes the conditions of Cleaning Services Employment sufficiently visible to apply the VRJ1 requirements and Quality Outcome Criteria to the actual Worker, cleaning job, worksite, and Support Service Arrangement.

Cleaning-specific Quality Outcome Criteria supplement the occupational-level VRJ1 criteria. They do not replace them. The applicable Reference Layer remains necessary for Worker-, employer-, worksite-, equipment-, product-, program-, professional-, contractual-, and jurisdiction-specific requirements.

Factor 1 — Protection from Foreseeable Harm

For Cleaning Services Employment, Factor 1 addresses foreseeable harm associated with such conditions as cleaning routes, wet or obstructed surfaces, cleaning products, tools and equipment, restricted or controlled areas, work pace, access conditions, communication, and risks introduced or increased by the Support Work itself.

Indicator 1.1 — Identification of Foreseeable Harm Conditions

Cleaning-Employment Application

In Cleaning Services Employment, foreseeable harm conditions relevant to Job Coaching shall be identified sufficiently for appropriate action within the Job Coach's Support Role and Functional Scope.

Depending on the actual cleaning assignment and worksite, relevant conditions may include wet, slippery, uneven, obstructed, or recently treated walking and working surfaces; cleaning products, chemicals, dilution or dispensing systems, and product-use conditions; powered or manual cleaning equipment, carts, tools, cords, hoses, batteries, and charging arrangements; waste, broken materials, sharps, contaminated materials, or other potentially hazardous items; lifting, carrying, pushing, pulling, reaching, repetitive movement, stairs, elevators, and movement between assigned areas; restricted, secured, occupied, public-facing, high-traffic, or otherwise controlled work areas; interaction with building occupants or the public; changes in products, equipment, routes, assignments, schedules, staffing, work pace, access, or workplace procedures; Worker-specific support needs, abilities, demonstrated responses, authorized restrictions, and material changes; and harm conditions created or increased by Job Coaching itself.

Identification under this Indicator does not require the Job Coach to perform a professional hazard assessment, clinical evaluation, industrial-hygiene determination, employer safety inspection, or another function outside Functional Scope. Where significance or required control exceeds Job Coaching authority or available information, the condition shall remain visible and be communicated, escalated, referred, or otherwise transferred through the appropriate Interface.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- material foreseeable harm conditions associated with the Worker's actual cleaning functions, routes, products, tools, equipment, and work areas are recognized;
- identification reflects the actual worksite and assignment rather than a generic list of cleaning hazards;
- changing conditions are considered when materially relevant;
- Worker-specific functioning and response to actual cleaning conditions are considered without treating diagnosis alone as evidence of a particular risk;
- interactions among the Worker, cleaning task, workplace environment, and Job Coaching Support Work are considered where they may create or increase harm;
- foreseeable harm arising from the manner, timing, location, or intensity of Job Coaching is included rather than limiting attention to hazards inherent in cleaning work;
- conditions outside the Job Coach's authority or competence are recognized without assuming reserved responsibility; and
- material conditions are identified early enough to permit role-appropriate protective action, communication, assistance seeking, or escalation.

The absence of an accident, injury, spill, equipment incident, or other adverse event does not by itself establish that foreseeable harm conditions were adequately identified.

Likewise, the mere presence of a potentially hazardous cleaning condition does not by itself establish deficient Job Coaching. The determination concerns whether the condition was appropriately recognized and addressed within the declared Job Coaching Support Service boundary.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with the Worker's assigned cleaning functions and routes; employer and worksite safety requirements; cleaning-product instructions and safety information; equipment manufacturer instructions; access and restricted-area requirements; infection-control or sanitation requirements where applicable; Worker-specific restrictions or authorized supports; emergency procedures; provider and Job Coach role requirements; and applicable occupational, program, contractual, or jurisdictional requirements.

Indicator 1.2 — Role-Appropriate Control or Mitigation of Identified Harm Conditions

Cleaning-Employment Application

Where a foreseeable harm condition relevant to Cleaning Services Employment has been identified, Job Coaching Support Work shall contribute to its control or mitigation within the Job Coach's Support Role and Functional Scope.

Depending on the actual assignment and authorized role, this may include adjusting the timing, location, form, or level of Job Coaching; providing authorized instruction, cueing, reminders, or support; helping the Worker recognize or follow applicable requirements; supporting appropriate communication; temporarily modifying the manner in which Support Work is delivered; seeking assistance; or communicating and escalating the condition to the responsible workplace or other Interface.

The Job Coach shall not independently create a cleaning procedure, chemical-use requirement, equipment-safety rule, workplace restriction, or other reserved control where that responsibility belongs to the employer, manufacturer, safety authority, professional, or another responsible party. Where the Job Coach cannot directly control or mitigate the identified condition within Functional Scope, appropriate communication, assistance seeking, escalation, referral, or transfer of responsibility becomes part of the required response.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- identified cleaning-related harm conditions receive a response proportionate to their nature and significance;
- available protective actions within Job Coaching scope are used when appropriate rather than leaving a recognized condition unaddressed;
- prompts, reminders, instruction, modeling, positioning, communication support, or other authorized Job Coaching methods contribute to protection without unnecessarily taking over the Worker's cleaning functions;
- the timing and manner of Job Coaching do not interfere with the Worker's ability to perform the cleaning task safely;
- support is adjusted where the existing coaching approach itself contributes to distraction, confusion, unsafe movement, interference with equipment use, or another avoidable harm condition;

- applicable workplace instructions, product requirements, equipment instructions, restrictions, or other protective conditions supplied through the Reference Layer are respected within the Job Coaching role;
- conditions requiring employer, supervisory, safety, technical, clinical, or other reserved authority are transferred to the appropriate Interface without the Job Coach assuming that authority;
- necessary immediate in-scope protective action is not withheld merely because another party also has responsibility for the condition;
- protective action does not unnecessarily interfere with the Worker's job performance, workplace participation, dignity, autonomy, or Functional Independence; and
- required communication or escalation includes appropriate follow-through where responsibility remains within the Job Coaching role.

A Job Coach's awareness of a cleaning-related risk is not sufficient if available and appropriate in-scope action was required but not taken.

Conversely, the Job Coach is not required to personally eliminate a workplace condition that lies outside Job Coaching authority. Quality may instead depend on whether the condition was appropriately recognized, communicated, escalated, and addressed through the responsible Interface.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with employer and worksite safety procedures; cleaning-product labels, instructions, and applicable safety information; equipment manufacturer requirements; assigned cleaning procedures; access and restricted-area rules; infection-control or sanitation requirements where applicable; emergency procedures; Worker-specific restrictions and authorized supports; provider procedures; Job Coach supervision and escalation pathways; and other applicable program, contractual, occupational, or jurisdictional requirements.

Indicator 1.3 — Prevention of Avoidable Harm Within the Support Service Boundary

Cleaning-Employment Application

In Cleaning Services Employment, Job Coaching Support Work shall not create, increase, or unnecessarily expose the Worker or others to avoidable harm within the declared Support Service boundary.

This requirement addresses harm arising not only from cleaning conditions themselves, but also from how Job Coaching is provided while cleaning work is being performed. Support Work shall therefore be organized so that observation, instruction, cueing, modeling, correction, communication, assistance, and other Job Coaching actions do not unnecessarily interfere with safe and effective cleaning performance.

Potential support-created harm may include poorly timed instruction while the Worker is operating equipment or moving through the worksite; distracting or conflicting prompts; unnecessary physical interference with cleaning tasks; inappropriate direction concerning products or equipment; excessive or insufficient support; disruption of workplace supervision; inappropriate disclosure of disability- or support-related information; or unnecessary visibility or intervention that creates stigma, conflict, or employment-related harm.

Avoidance of harm does not require the Job Coach to eliminate every risk inherent in cleaning employment or assume employer, safety, technical, clinical, or other responsibilities outside Functional Scope. It requires the Job Coaching service itself to avoid becoming an unnecessary source of harm and to respond appropriately where Support Work materially interacts with an existing risk.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- Job Coaching does not materially increase physical, psychological, dignity-related, social, employment, or role-related harm within the cleaning-employment context;
- instruction, cueing, modeling, correction, and other support are timed and delivered so they do not unnecessarily distract the Worker during tasks requiring attention, movement, equipment use, product handling, or navigation of the worksite;
- Job Coaching does not direct the Worker to use a cleaning product, tool, machine, or procedure inconsistently with applicable authorized instructions or Functional Scope;
- support positioning and interaction do not unnecessarily obstruct cleaning routes, equipment movement, workplace traffic, entrances, exits, or other material worksite functions;
- the level of support is sufficient to avoid foreseeable harm from under-support without creating unnecessary dependence, interference, or loss of Functional Independence through over-support;
- Job Coaching does not unnecessarily replace or conflict with legitimate employer instruction, supervision, or established workplace communication;
- correction or assistance avoids unnecessary public embarrassment, stigma, disclosure of disability-related information, or disruption of the Worker's employee role;
- an attempt to address one cleaning-performance or support problem does not create another material harm condition;
- support-created risks are recognized and Support Work is adjusted when appropriate; and
- conditions that cannot be responsibly addressed within Job Coaching Functional Scope are communicated or escalated through the applicable Interface.

A completed cleaning assignment or absence of injury does not by itself demonstrate conformity where the Job Coaching method created unnecessary exposure to harm.

Likewise, the existence of an adverse event does not by itself establish that Job Coaching created or failed to prevent avoidable harm. The determination shall distinguish conditions attributable to the cleaning job or workplace from those materially related to Support Work within the declared Quality Object.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with assigned cleaning procedures; workplace safety and traffic requirements; product and equipment instructions; access and security rules; infection-control or sanitation requirements where applicable; employer supervision and communication arrangements; Worker-specific restrictions and authorized supports; privacy and confidentiality requirements; provider procedures; incident and escalation requirements; and other applicable occupational, contractual, program, or jurisdictional sources.

Indicator 1.4 — Maintenance of Protective Conditions During Support

Cleaning-Employment Application

In Cleaning Services Employment, protective conditions relevant to Job Coaching shall remain sufficiently effective throughout the applicable Service Period rather than being treated as satisfied only when the assignment, shift, or Support Work begins.

Cleaning conditions may change materially during the work period. The Worker may move between assigned areas or routes; encounter newly wet, obstructed, occupied, or restricted spaces; use different products, supplies, tools, or equipment; receive a changed assignment; work around changing pedestrian or workplace traffic; or encounter changes in staffing, supervision, schedules, access, environmental conditions, or task demands.

Where an established protective condition, support strategy, precaution, restriction, communication arrangement, or other measure becomes unavailable, ineffective, inappropriate, or insufficient, the Job Coach shall take role-appropriate action. This may include adjusting authorized Support Work, supporting the Worker's response, obtaining clarification, communicating with the appropriate workplace Interface, seeking assistance, or escalating or transferring the matter where it exceeds Functional Scope.

Maintenance of protective conditions does not require continuous intervention by the Job Coach. Where the Worker can appropriately maintain protective conditions independently, unnecessary prompting, monitoring, or intervention should not be introduced merely to demonstrate that Job Coaching occurred.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- protective conditions applicable to the Worker's cleaning functions remain operative across the relevant Service Period;
- changes in assigned spaces, routes, floor conditions, products, tools, equipment, schedules, access, workplace traffic, or other material conditions are recognized when they affect protection;
- applicable precautions, restrictions, instructions, and support arrangements remain available and usable when needed;
- Job Coaching methods and support levels are adjusted when changing cleaning conditions make the previous approach materially insufficient or inappropriate;
- protection is maintained during transitions between cleaning tasks, areas, routes, equipment, or other materially different work conditions;
- temporary disruption of an established protective condition triggers a proportionate response rather than unsupported continuation;
- the Worker's demonstrated ability to maintain protective conditions independently is respected and unnecessary monitoring or intervention is avoided;
- Job Coaching does not continue an outdated protective approach merely because it was appropriate earlier in the Service Period;
- material unresolved conditions remain visible and are communicated, escalated, referred, or transferred through the appropriate Interface; and

- protective continuity is maintained without unnecessarily displacing the Worker's job role, Functional Independence, or legitimate employer and workplace responsibilities.

A protective condition being present at the beginning of a shift or assignment does not establish that it remained effective throughout the Service Period.

Conversely, a change in cleaning conditions does not itself establish a deficiency. The relevant question is whether the change materially affected protection and, where it did, whether Job Coaching responded appropriately within its Support Role and Functional Scope.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with current cleaning assignments and routes; employer and worksite safety procedures; product and equipment instructions; applicable precautions and restrictions; access and security requirements; environmental or sanitation requirements; Worker-specific authorized supports; emergency arrangements; provider procedures; communication and escalation pathways; and other applicable occupational, contractual, program, or jurisdictional requirements.

Factor 2 — Support Effectiveness in Function Realization

For Cleaning Services Employment, Factor 2 examines whether Job Coaching Support Work is actually directed toward, contributes to, maintains, and adapts in relation to the Worker's applicable cleaning-employment functions and intended results. Assigned duties, routes, sequences, pace, accuracy, inspection, rework, and employer-acceptable performance are relevant conditions rather than generic employability activity.

Indicator 2.1 — Alignment of Support Work with Applicable Intended Function(s)

Cleaning-Employment Application

Job Coaching Support Work shall be aligned with the applicable Intended Function(s) arising from the Worker's actual cleaning assignment and employment conditions.

Alignment may concern support for performing assigned cleaning tasks; following an assigned route or sequence; maintaining required pace, accuracy, and consistency; responding to inspection or rework requirements; using applicable tools, supplies, products, or equipment; responding to supervisor direction or changed assignments; participating appropriately in workplace communication; and maintaining or increasing Functional Independence.

The existence of an authorized Job Coaching service, scheduled coaching hours, Job Coach presence, or completion of coaching activities does not itself demonstrate alignment. Support Work shall have a material relationship to the employment-support function that the service is intended to help realize.

Job Coaching shall not substitute unrelated service objectives, generalized employability activity, or the Job Coach's preferred method for the actual employment-support functions applicable to the declared Quality Object.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- applicable Support Intended Function(s) are sufficiently connected to the Worker's actual cleaning duties and employment conditions;
- Support Work is materially directed toward functions for which Job Coaching support is actually required;
- support concerning routes, task sequences, pace, accuracy, inspection, rework, products, tools, equipment, communication, or workplace participation corresponds to demonstrated support needs;
- Job Coaching remains connected to current assignments and conditions rather than outdated or generalized descriptions of the cleaning job;
- support distinguishes areas requiring assistance from cleaning functions the Worker can perform independently;
- prompts, checklists, visual cues, modeling, timers, route aids, demonstrations, or other authorized methods are used because they support an applicable function rather than merely because they are customary coaching techniques;
- changes in duties, routes, schedules, equipment, employer expectations, or Worker functioning lead to reconsideration of alignment where materially relevant;
- support directed toward correcting a cleaning-performance difficulty remains connected to the applicable employment-support function rather than unnecessarily replacing the Worker's performance;
- activities outside the applicable Support Intended Function(s) are distinguishable from Job Coaching Support Work; and
- alignment does not expand the Job Coach's authority into employer supervision, cleaning-service staffing, safety authority, or another reserved function.

Completion of a cleaning task, route, or shift does not by itself establish alignment if the Job Coaching provided was unrelated or unnecessarily substitutive.

Likewise, a Worker's difficulty completing an assigned cleaning function does not by itself establish misalignment. The determination concerns whether the Support Work was appropriately directed toward the applicable Intended Function(s) under the actual conditions.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with the Worker's job description and current assignments; cleaning routes and task sequences; employer expectations concerning pace, accuracy, inspection, and rework; applicable product and equipment requirements; schedules and workplace procedures; Worker-specific service objectives and authorized supports; provider and vocational rehabilitation requirements; accommodations or restrictions; supervision arrangements; and other applicable occupational, contractual, program, or jurisdictional requirements.

Indicator 2.2 — Effective Contribution to Applicable Intended Result(s)

Cleaning-Employment Application

Job Coaching Support Work shall make a materially relevant contribution to the applicable Intended Result(s) of the Worker's actual Cleaning Services Employment.

Depending on the declared Quality Object, relevant Intended Results may include reliable completion of assigned cleaning functions or routes; performance consistent with applicable sequence, pace, accuracy, inspection, or rework expectations; appropriate response to supervisor feedback or changed assignments; effective use of authorized support strategies; maintained or increased Functional Independence; ordinary workplace participation; and maintenance of employment.

Effective contribution does not require the Job Coach to produce the employment result independently. Cleaning performance and continued employment may also depend on the Worker's own performance, employer decisions, supervision, workload, staffing, equipment and product availability, workplace conditions, transportation, or other factors outside the Job Coaching Support Service boundary. The determination shall therefore distinguish the contribution of Job Coaching from the overall cleaning or employment outcome.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- Support Work makes a discernible and materially relevant contribution to applicable cleaning-employment Intended Result(s);
- the contribution is connected to the Worker's actual assigned duties, routes, sequences, pace, accuracy, inspection, rework, communication, or other applicable employment conditions;
- authorized support methods contribute to the intended result rather than merely generating coaching activity;
- support helps the Worker perform applicable cleaning functions to the greatest extent appropriate without unnecessary task substitution;
- where inspection identifies a deficiency, Job Coaching appropriately supports the Worker's understanding, correction, learning, or future performance when within the declared Support Role;
- support contributes to appropriate response to changed assignments, workplace direction, or other material conditions where applicable;
- contribution to immediate cleaning performance does not unnecessarily undermine Functional Independence, ordinary workplace participation, dignity, or the Worker's employee role;
- external contributors to a favorable or unfavorable result are distinguished from the contribution attributable to Job Coaching;
- a favorable result is not attributed to Job Coaching without sufficient Evidence of a material relationship; and
- limitations or uncertainty concerning the Job Coaching contribution remain visible rather than being converted into unsupported claims.

A clean work area, completed route, favorable inspection, employer satisfaction, or continued employment may provide relevant Evidence, but none independently establishes effective Job Coaching.

Similarly, an incomplete route, cleaning deficiency, rework request, employer criticism, or employment difficulty does not independently establish ineffective Job Coaching. The relevant determination is whether Support Work made an appropriate and materially effective contribution to the applicable Intended Result(s) under the actual conditions.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with assigned cleaning duties and routes; employer expectations for task completion, pace, accuracy, inspection, and rework; Worker-specific employment and support objectives; authorized support strategies; workplace supervision and feedback arrangements; applicable schedules, products, tools, equipment, and procedures; accommodations or restrictions; vocational rehabilitation and provider requirements; and other applicable occupational, contractual, program, or jurisdictional conditions.

Indicator 2.3 — Maintenance of Support Effectiveness Over the Service Period

Cleaning-Employment Application

Job Coaching effectiveness in Cleaning Services Employment shall be maintained across the applicable Service Period rather than inferred from initial success, Job Coach presence, or the continued use of a previously effective support method.

Cleaning work may vary during a shift and over longer Service Periods through changes in assigned areas, routes, task sequences, workload, pace, inspection expectations, products, equipment, schedules, staffing, supervision, building occupancy, or other workplace conditions. The Worker's abilities, familiarity, confidence, Functional Independence, and support needs may also change with experience.

Job Coaching shall therefore remain sufficiently responsive to whether the support continues to contribute effectively to the applicable Intended Result(s). A support strategy that was initially effective shall not be continued automatically when the Worker no longer requires it or when changed conditions make it insufficient or inappropriate. Conversely, support shall not be reduced or faded merely because the Worker successfully performed a cleaning function on one occasion when available Evidence indicates continued or intermittent support remains necessary.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- Job Coaching continues to make a materially effective contribution across the applicable Service Period;
- effectiveness is considered across actual cleaning duties, routes, work areas, schedules, and materially different conditions rather than inferred from an isolated successful task;
- recurring difficulties are recognized as potential indications that the existing support approach should be reconsidered;
- increasing Worker familiarity, competence, or Functional Independence is recognized when determining whether previously necessary support remains appropriate;
- support methods are not continued at unnecessary intensity solely because they were previously effective;
- support is not prematurely reduced, faded, or withdrawn where actual performance and conditions continue to demonstrate a material support need;
- changes in assignments, products, tools, equipment, schedules, workplace expectations, supervision, or environmental conditions are considered when they may affect continuing effectiveness;

- temporary success or difficulty is interpreted in context rather than automatically treated as evidence of a permanent change in support need;
- interruptions or gaps in effective Job Coaching are recognized where they materially affect Function Realization; and
- continued effectiveness is achieved without unnecessary task substitution, dependence, intrusion, or displacement of ordinary workplace supervision and participation.

Repeated completion of the same coaching activity does not demonstrate maintained effectiveness if that activity no longer contributes materially to the applicable Intended Result(s).

Similarly, continued successful cleaning performance does not necessarily demonstrate a continuing need for the same Job Coaching intensity. Where the Worker is increasingly performing the applicable function independently, that development becomes relevant to the appropriate continuation, adjustment, or fading of support.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with the Worker's current cleaning assignments and routes; schedules and Service Period; employer expectations concerning pace, accuracy, inspection, and rework; documented or demonstrated support needs; authorized support strategies; applicable fading or adjustment requirements where established; workplace changes; equipment and product requirements; accommodations or restrictions; employer feedback and supervision arrangements; provider and vocational rehabilitation requirements; and other applicable occupational, contractual, program, or jurisdictional conditions.

Indicator 2.4 — Adaptation of Support Work When Conditions Affect Function Realization

Cleaning-Employment Application

Job Coaching Support Work shall be adapted when changes in the Worker's cleaning assignment, demonstrated functioning, support needs, or workplace conditions materially affect realization of the applicable Intended Function(s) or Intended Result(s).

In Cleaning Services Employment, adaptation may be needed when there are changes in assigned areas or routes; cleaning tasks or sequences; workload, pace, accuracy, inspection, or rework expectations; schedules or shifts; products, tools, carts, equipment, or technologies; supervisors or coworkers; access conditions; building occupancy; workplace procedures; or the Worker's demonstrated ability to perform an applicable function.

Role-appropriate adaptation may include changing the form, timing, frequency, intensity, location, or method of Job Coaching; modifying prompts or visual supports; introducing, changing, or withdrawing checklists, route aids, timers, modeling, or demonstrations; increasing support temporarily; or reducing and fading support as Functional Independence develops.

Adaptation shall be based on the actual effect of the changed condition on Function Realization, not merely on the fact that a change occurred. Where an appropriate adaptation requires an employer decision, accommodation change, professional direction, service-authorization modification, safety determination, or other action outside Functional Scope, the Job Coach shall use the applicable Interface rather than independently making the reserved change.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- material changes affecting cleaning-employment Function Realization are connected to reconsideration of the existing Job Coaching approach;
- adaptation is responsive to actual performance and support need rather than automatically triggered by diagnosis, generalized assumptions, or the mere existence of a workplace change;
- changes in routes, tasks, sequences, schedules, products, tools, equipment, workplace conditions, supervision, inspection expectations, or other material conditions are reflected in Support Work where necessary;
- the form, timing, frequency, location, visibility, or intensity of support is adjusted proportionately to the changed condition;
- support methods are modified when Evidence indicates that the existing method is no longer sufficiently effective;
- support may appropriately increase, decrease, be restored, or be faded according to actual conditions rather than following an assumption that quality always requires less support;
- adaptation supports Functional Independence and does not unnecessarily substitute Job Coach performance for cleaning functions the Worker can perform;
- a previously successful support method is not retained solely because it is familiar when changed conditions make it materially ineffective or inappropriate;
- a support method is not changed merely for novelty where the existing approach remains effective and appropriate;
- the effects of adaptation are considered and the approach is reconsidered where changed Support Work does not produce the expected contribution; and
- adaptations requiring authority outside Job Coaching Functional Scope are communicated, coordinated, escalated, referred, or transferred through the appropriate Interface.

The presence of a changed cleaning condition does not itself establish that Job Coaching must change. Likewise, changing a coaching method does not itself establish effective adaptation. The determination concerns whether the Support Work remained appropriately matched to Function Realization under the changed conditions.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with current cleaning assignments and routes; task sequences; schedules and shifts; employer expectations concerning pace, accuracy, inspection, and rework; product and equipment requirements; workplace procedures and access conditions; Worker-specific support objectives and demonstrated needs; authorized support methods; accommodations or restrictions; provider and vocational rehabilitation requirements; employer supervision arrangements; authorization and escalation boundaries; and other applicable occupational, contractual, program, or jurisdictional conditions.

Factor 3 — Functional Participation and Appropriate Support Balance

For Cleaning Services Employment, Factor 3 examines whether Job Coaching identifies where support is actually needed and maintains an appropriate balance between necessary assistance and the Worker's own performance. Prompts, checklists, visual cues, modeling, timers, route aids, and support intensity

may be used where appropriate, while Job Coaching should not routinely complete the Worker's assigned cleaning work.

Indicator 3.1 — Identification of Functions, Activities, or Participation Requiring Support

Cleaning-Employment Application

Job Coaching shall identify the cleaning functions, activities, and forms of workplace participation for which the Worker actually requires support, while also identifying functions the Worker can perform independently or with less assistance.

Identification shall be based on the Worker's demonstrated functioning within the actual cleaning job and workplace conditions, rather than diagnosis, disability category, generalized assumptions, or the mere existence of a Job Coaching authorization.

Depending on the assignment, support need may differ across cleaning functions. A Worker may independently perform familiar cleaning tasks while requiring support for route organization, task sequencing, use of unfamiliar equipment, response to inspection feedback, changed assignments, time management, communication with a supervisor, or another specific employment function.

Support need may also differ by location, schedule, workload, environmental condition, or degree of familiarity. Identification shall therefore distinguish, where materially relevant, between functions requiring sustained support, intermittent support, temporary support, occasional cueing or clarification, and functions the Worker can perform without Job Coaching assistance.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- the Worker's actual cleaning functions and workplace participation requirements are sufficiently understood to identify where Job Coaching support is materially needed;
- support needs are differentiated across applicable cleaning tasks, routes, sequences, work areas, equipment, schedules, communication requirements, inspection or rework conditions, and other material employment functions;
- functions the Worker can perform independently are recognized rather than automatically included within active Job Coaching;
- identification reflects demonstrated ability and need under actual employment conditions rather than diagnosis, disability label, historical assumptions, or generalized expectations;
- successful performance of a familiar cleaning task is distinguished from performance under materially different or newly changed conditions;
- intermittent or situational support needs are distinguished from needs requiring sustained Job Coaching;
- the Worker's ability to use established checklists, visual cues, route aids, timers, workplace instructions, or other supports independently is considered when identifying the continuing need for direct Job Coach involvement;
- changes in cleaning assignment, route, equipment, schedule, workplace conditions, employer expectations, or Worker functioning trigger reconsideration of support need where materially relevant;

- workplace participation needs are considered where they form part of the applicable employment-support function;
- identification of support need does not unnecessarily convert ordinary employer supervision, training, coworker interaction, or workplace communication into Job Coaching responsibility; and
- uncertainty about the Worker's support need remains visible and is clarified through appropriate observation, communication, Evidence, or applicable Interfaces rather than resolved through unsupported assumptions.

A Job Coaching authorization or established service schedule does not by itself demonstrate that every authorized period or cleaning function requires the same level of direct support.

Likewise, independent performance of one cleaning function does not establish that Job Coaching is unnecessary for other materially different functions or conditions.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with the Worker's current cleaning duties and routes; task sequences and workplace expectations; demonstrated abilities and support needs; service plan and authorization; applicable checklists, visual supports, route aids, or other authorized strategies; schedules and work locations; inspection and rework requirements; tools and equipment; employer supervision and communication arrangements; accommodations or restrictions; provider and vocational rehabilitation requirements; and other applicable occupational, contractual, program, or jurisdictional conditions.

Indicator 3.2 — Support Level and Form Matched to Ability, Need, and Context

Cleaning-Employment Application

The level and form of Job Coaching support shall be matched to the Worker's demonstrated ability, actual support need, assigned cleaning functions, and material workplace conditions.

Cleaning Services Employment may require different forms or levels of support across tasks, routes, work areas, equipment, schedules, and stages of learning. Appropriate support may include verbal or visual prompts, checklists, route aids, timers, modeling, demonstration, clarification, task-sequence support, communication support, observation, feedback, or other authorized methods.

The appropriate support level is not necessarily uniform across the cleaning assignment. A Worker may require substantial support when learning an unfamiliar floor-care machine or new route, intermittent prompting for task sequence, limited assistance in responding to inspection feedback, and no direct Job Coaching for familiar cleaning functions.

Support shall be sufficient to enable realization of the applicable employment-support function without becoming more intensive, intrusive, directive, or substitutive than the Worker's actual ability and need require.

The Job Coach shall not routinely perform assigned cleaning work merely to improve speed, appearance, inspection results, or route completion where the Worker can appropriately perform that work with a lesser level of support.

Conversely, avoiding over-support shall not result in withholding assistance that is materially necessary for the Worker to perform the applicable cleaning-employment function.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- the level and form of Job Coaching correspond to the Worker's demonstrated ability and support need in the actual cleaning context;
- different cleaning functions or conditions may receive different levels and forms of support where justified by actual need;
- verbal prompts, visual cues, checklists, timers, route aids, modeling, demonstrations, or other methods are selected because they appropriately support the applicable function rather than because one method is routinely used for all Workers or tasks;
- support is sufficient for applicable task sequence, route completion, pace, accuracy, inspection response, rework, equipment use, communication, or workplace participation where assistance is materially required;
- direct Job Coach intervention is reduced where the Worker can appropriately use established workplace instructions or support tools independently;
- support does not unnecessarily replace cleaning functions the Worker can perform;
- the Job Coach does not routinely clean, correct, finish, or redo the Worker's assigned work merely to achieve a faster or more favorable immediate cleaning result;
- additional support may appropriately be provided for unfamiliar tasks, changed routes, new equipment, unusual workplace conditions, or other materially different circumstances without treating the increased support as a permanent level;
- the Worker's preferences, dignity, autonomy, employee role, and opportunities for Functional Independence are considered when selecting among effective and authorized support forms;
- the selected support form remains compatible with workplace workflow, legitimate employer supervision, coworker relationships, and applicable cleaning conditions;
- support is not reduced solely to demonstrate independence when the Worker continues to require assistance; and
- support is not maintained at a higher level solely because that level is authorized, historically used, or convenient for the Job Coach.

A more intensive support method is not inherently higher quality. Likewise, less visible or less frequent Job Coaching is not inherently better. The relevant question is whether the level and form of support are appropriately matched to the Worker's actual ability, need, and cleaning-employment context.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with the Worker's current cleaning duties and routes; demonstrated abilities and support needs; service plan and authorization; applicable prompts, checklists, visual supports, timers, route aids, or other strategies; employer expectations concerning task sequence, pace, accuracy, inspection, and rework; tools and equipment; workplace conditions and schedules; accommodations or restrictions; employer supervision arrangements; provider and vocational rehabilitation requirements; and other applicable occupational, contractual, program, or jurisdictional conditions.

Indicator 3.3 — Adjustment of Support Level and Method Over Time

Cleaning-Employment Application

The level and method of Job Coaching support shall be adjusted over time when the Worker's demonstrated ability, support need, Functional Independence, cleaning assignment, or material workplace conditions change.

In Cleaning Services Employment, the need for support may develop differently across individual functions. A Worker may become independent in a familiar cleaning route while continuing to require support for inspection feedback, unfamiliar assignments, particular equipment, time management, or changes in workplace routines. Adjustment shall therefore be based on the actual Worker–job–support relationship, rather than a general expectation that all Job Coaching should progressively decrease at the same rate.

Adjustment may include reducing, fading, increasing, restoring, or changing verbal prompts, visual cues, checklists, timers, route aids, modeling, demonstrations, observation, communication support, or other authorized methods.

Fading shall occur where the Worker's demonstrated functioning supports less assistance. Increased or restored support may be appropriate when new or changed cleaning conditions create a material support need.

Neither direction is inherently preferable. Quality depends on maintaining the appropriate support balance under the actual conditions.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- changes in the Worker's demonstrated cleaning abilities and support needs are reflected in the continuing level and method of Job Coaching;
- support is reconsidered separately across materially different cleaning tasks, routes, work areas, equipment, communication requirements, and other employment functions rather than adjusted as an undifferentiated whole;
- prompts, checklists, visual cues, timers, route aids, modeling, demonstrations, or other supports are reduced or faded when the Worker can reliably perform the applicable function with less assistance;
- support is not continued at unnecessary intensity merely because a particular method was previously successful or has become routine;
- support may appropriately increase or be restored when a changed assignment, unfamiliar route, new product or equipment, altered schedule, inspection issue, workplace change, or change in Worker functioning creates a demonstrated need;
- reduction of support does not occur solely to demonstrate progress, meet a predetermined fading expectation, or reduce Job Coach involvement where Evidence indicates that assistance remains necessary;
- increased support is not automatically treated as regression or poor quality when it is proportionate to a genuine change in conditions or support need;
- adjustments preserve opportunities for the Worker to perform assigned cleaning functions independently to the greatest extent appropriate;

- adjustment does not unnecessarily destabilize cleaning performance, workplace participation, protection, dignity, or the Worker's employee role;
- the effect of an adjustment is observed sufficiently to determine whether the revised support remains appropriate;
- an adjustment that proves insufficient, excessive, ineffective, or inappropriate is reconsidered rather than continued mechanically; and
- changes requiring modification of service authorization, accommodation, employer requirements, professional direction, or another matter outside Job Coaching Functional Scope are addressed through the appropriate Interface.

A predetermined reduction in Job Coaching hours or frequency does not by itself demonstrate increased Functional Independence.

Likewise, continued or temporarily increased Job Coaching does not by itself demonstrate lack of progress. The relevant determination is whether the support level and method remain appropriately matched to the Worker's actual ability, need, and cleaning-employment conditions over time.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with the Worker's demonstrated cleaning abilities and support needs over time; current duties and routes; service objectives and authorization; applicable fading or adjustment provisions; cleaning-performance and inspection information available within the service boundary; authorized support strategies; changes in tasks, schedules, products, tools, equipment, or workplace conditions; accommodations or restrictions; employer supervision and feedback arrangements; provider and vocational rehabilitation requirements; and other applicable occupational, contractual, program, or jurisdictional conditions.

Indicator 3.4 — Avoidance of Unnecessary Substitution, Over-Support, or Under-Support

Cleaning-Employment Application

Job Coaching in Cleaning Services Employment shall avoid unnecessary substitution for the Worker, unnecessary over-support, and insufficient support.

The Worker shall perform assigned cleaning functions, make applicable work-related choices, communicate, respond to workplace direction, and solve routine job problems to the extent supported by the Worker's demonstrated abilities and actual conditions.

The Job Coach shall not routinely perform, finish, redo, or take over cleaning work that the Worker can appropriately perform independently or with a lesser form of assistance.

Unnecessary substitution may occur, for example, when a Job Coach cleans an assigned area rather than supporting the Worker to correct it; completes part of a route to save time; organizes supplies or equipment the Worker can manage; communicates with a supervisor on matters the Worker can communicate directly; or repeatedly provides answers, directions, or corrections that the Worker can determine independently.

Avoidance of over-support does not mean withholding necessary assistance. Under-support may occur when the Worker is expected to perform an unfamiliar or materially changed cleaning function without assistance that the Worker demonstrably requires, or when support is reduced before the Worker can reliably perform the applicable function under actual job conditions.

The appropriate balance shall therefore preserve both necessary support and meaningful Worker performance.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- the Worker performs assigned cleaning functions to the greatest extent appropriate to demonstrated ability and actual conditions;
- the Job Coach does not routinely perform cleaning tasks, complete routes, correct deficiencies, arrange supplies, operate equipment, or perform other assigned Worker functions merely to increase speed, convenience, appearance, or immediate productivity;
- prompting, cueing, modeling, checklists, route aids, timers, demonstrations, or other supports enable Worker performance rather than unnecessarily replacing it;
- support intensity is no greater than materially necessary for the applicable cleaning function and conditions;
- necessary support is not withheld merely to demonstrate independence, accelerate fading, reduce Job Coach involvement, or test whether the Worker can manage without assistance;
- the Worker is given reasonable opportunity to recognize and correct cleaning deficiencies, respond to inspection feedback, follow routes and sequences, organize applicable work, and solve routine problems where these functions are within the Worker's demonstrated ability;
- Job Coaching does not unnecessarily replace direct communication between the Worker and supervisor, coworkers, or other workplace participants;
- ordinary employer supervision and coworker interaction are not unnecessarily displaced by the Job Coach;
- temporary additional assistance in unfamiliar, changed, or unusually demanding cleaning conditions is distinguished from unnecessary continuing over-support;
- recurring Job Coach substitution is recognized as a potential indication that the support method, level, assignment conditions, or applicable Interface should be reconsidered;
- insufficient support that materially impairs Function Realization, protection, workplace participation, or appropriate performance is recognized and addressed; and
- the balance between Worker performance and Job Coaching assistance remains responsive to changes in ability, need, task, route, equipment, workplace conditions, and other material circumstances.

A completed cleaning route or favorable inspection does not demonstrate appropriate support balance where the result depended materially on unnecessary Job Coach substitution.

Conversely, visible Job Coach assistance does not itself constitute over-support. Substantial assistance may be appropriate where it corresponds to demonstrated need and remains directed toward enabling the Worker's employment function rather than unnecessarily replacing it.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with the Worker's assigned cleaning duties and routes; demonstrated abilities and support needs; authorized Job Coaching functions and service levels; applicable prompts, checklists, visual supports, timers, route aids, or other strategies; employer expectations for task completion, inspection, rework, and communication; workplace supervision

arrangements; accommodations or restrictions; provider and vocational rehabilitation requirements; and other applicable occupational, contractual, program, or jurisdictional conditions.

Factor 4 — Respect for Personhood, Role, Dignity, and Autonomy

For Cleaning Services Employment, Factor 4 protects the Worker’s adult status, employee role, privacy, autonomy, and dignity while Job Coaching is provided. The cleaning context particularly requires attention to private correction and limited disclosure of disability-related or support information.

Indicator 4.1 — Respect for Dignity, Privacy, and Personal Integrity

Cleaning-Employment Application

Job Coaching shall be provided in a manner that respects the Worker as an adult employee and workplace participant, including during observation, prompting, instruction, correction, feedback, communication, and other Support Work.

Cleaning Services Employment may place the Worker and Job Coach in highly visible environments such as offices, public buildings, educational or healthcare settings, retail spaces, residential facilities, transportation facilities, or other workplaces where supervisors, coworkers, customers, residents, visitors, or members of the public may be present.

The manner in which Job Coaching is delivered shall therefore avoid unnecessary exposure of the Worker’s disability, support needs, personal information, performance difficulties, or service status.

Where correction, prompting, clarification, or discussion of a cleaning-performance issue is required, the Job Coach shall consider whether the interaction can occur in a manner that achieves the Support Intended Function without unnecessary embarrassment, public attention, stigmatization, or disclosure.

Respect for privacy does not require Job Coaching to be invisible or prevent necessary workplace communication. Information and Support Work may be visible or shared where appropriate to the actual employment arrangement, authorization, workplace conditions, and applicable Reference Layer. The requirement is to avoid unnecessary intrusion or disclosure.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- the Worker is consistently treated as an adult employee rather than as a child, patient, or passive service recipient;
- prompts, instruction, correction, and feedback are delivered respectfully and in a manner compatible with the workplace;
- cleaning-performance difficulties are not unnecessarily discussed or corrected publicly when an effective less-intrusive approach is reasonably available;
- disability-related, personal, clinical, or Job Coaching information is not unnecessarily disclosed to supervisors, coworkers, customers, building occupants, or other persons;
- the Job Coach’s presence, positioning, communication, and intervention do not unnecessarily identify or stigmatize the Worker as different from other employees;
- observation of the Worker is proportionate to the Support Intended Function and does not become unnecessarily intrusive monitoring;

- support involving restrooms, private offices, residential areas, healthcare spaces, secured locations, personal belongings, or other privacy-sensitive cleaning environments respects applicable boundaries and access conditions;
- communication concerning inspection deficiencies, rework, pace, route completion, or other performance matters preserves dignity while still allowing effective Support Work;
- photographs, notes, electronic communications, checklists, or other support-related information are used and handled consistently with applicable privacy and authorization requirements;
- the Worker's acceptance of Job Coaching is not treated as unrestricted consent to disclose disability, personal information, support needs, or service details;
- privacy is not interpreted so broadly that necessary authorized support, communication, protection, or workplace participation is prevented; and
- where a privacy or dignity concern cannot be resolved within Job Coaching Functional Scope, the appropriate Interface is used.

A publicly visible Job Coach does not by itself establish a dignity or privacy deficiency. Likewise, private delivery of Job Coaching does not by itself establish respectful practice. The determination concerns the nature, necessity, proportionality, and effect of the Support Work under the actual cleaning-employment conditions.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with Worker preferences and authorized communication arrangements; privacy, confidentiality, consent, and disclosure requirements; employer and workplace communication practices; access and security requirements; rules applicable to privacy-sensitive cleaning areas; provider documentation and information-handling requirements; vocational rehabilitation or program requirements; applicable rights and nondiscrimination protections; and other contractual, occupational, or jurisdictional conditions.

Indicator 4.2 — Respect for Choice, Consent, Preferences, Rights, and Autonomy

Cleaning-Employment Application

Job Coaching shall respect the Worker's applicable choices, consent, preferences, rights, and autonomy while supporting realization of the Worker's cleaning-employment functions.

Employment necessarily includes requirements established by the job, employer, workplace, and applicable Reference Layer. Respect for autonomy does not mean that assigned cleaning duties, legitimate workplace direction, performance expectations, or applicable safety requirements become optional merely because Job Coaching is involved.

Within those conditions, however, the Job Coach shall not unnecessarily make decisions for the Worker, override the Worker's preferences, control ordinary workplace choices, or use the existence of a disability or support service as a basis for reducing autonomy beyond what is materially necessary and authorized.

Where more than one effective and permissible support method is available, the Worker's preferences should be considered. This may concern the form or timing of prompts, use of checklists or visual supports, how feedback is provided, the visibility of Job Coaching, communication with supervisors, or other aspects of Support Work.

Consent to receive Job Coaching does not constitute unlimited consent to every possible intervention, communication, disclosure, or form of assistance.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- the Worker is given meaningful opportunity to exercise applicable choices concerning the manner in which Job Coaching support is provided;
- Worker preferences concerning prompts, checklists, visual cues, route aids, timers, modeling, demonstrations, feedback, and other support methods are considered where consistent with the applicable Intended Function(s), workplace requirements, and Functional Scope;
- the Worker is not unnecessarily directed in cleaning functions that the Worker can appropriately organize, sequence, or perform independently;
- the Job Coach does not automatically communicate for the Worker where the Worker can appropriately communicate with a supervisor, coworker, or other workplace participant;
- applicable consent and authorization boundaries are respected when information is obtained, used, communicated, or disclosed;
- refusal, hesitation, disagreement, or preference for another support method is not automatically treated as noncompliance or inability;
- where a Worker's preference conflicts with a material job requirement, protective condition, authorized restriction, or other applicable requirement, the conflict is made visible and addressed through appropriate communication or Interface rather than resolved through unnecessary coercion;
- the Worker's choices are not overridden merely because another approach would be faster, easier, more convenient, or preferred by the Job Coach;
- ordinary employment expectations are distinguished from restrictions created by the support service itself;
- Job Coaching supports the Worker's ability to understand and respond to workplace choices, directions, feedback, and consequences without assuming decisions that appropriately remain with the Worker;
- increasing Functional Independence is accompanied by appropriate opportunity for greater self-direction where supported by actual ability and conditions; and
- limitations on choice or autonomy are connected to an applicable requirement, authority, or material condition rather than generalized assumptions about disability.

Respect for autonomy does not require the Job Coach to endorse or facilitate an action that conflicts with applicable job requirements, protective conditions, Functional Scope, or another controlling element of the Reference Layer.

Conversely, the existence of employer authority, service authorization, or a support need does not by itself justify unnecessary restriction of the Worker's choices or autonomy.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with the Worker's expressed preferences and authorized support arrangements; applicable consent and communication provisions; cleaning-job duties and employer requirements; workplace policies and procedures; accommodations or restrictions; privacy and disclosure requirements; service objectives and authorization; provider and vocational

rehabilitation requirements; applicable employment and disability rights; decision-making or representative arrangements where relevant; and other occupational, contractual, program, or jurisdictional conditions.

Indicator 4.3 — Respect for Applicable Personal, Social, Community, Household, Student, Worker, or Other Role

Cleaning-Employment Application

For Cleaning Services Employment, Job Coaching shall respect and support the Worker's actual employee role within the workplace.

The Worker is not merely a recipient of vocational rehabilitation or support services while at work. The Worker may simultaneously be an employee, coworker, team member, subordinate to workplace supervision, service provider, and participant in ordinary workplace relationships. Job Coaching shall be delivered in a manner that preserves these roles rather than unnecessarily replacing or overshadowing them.

The Job Coach shall therefore avoid becoming the apparent performer of the Worker's cleaning job, the Worker's workplace spokesperson, or an alternative workplace supervisor when those functions appropriately belong to the Worker, employer, or another party.

Support shall facilitate the Worker's participation in ordinary cleaning-work routines and relationships—including receiving assignments, following routes, interacting with supervisors and coworkers, responding to inspection or feedback, participating in routine workplace communication, and carrying out assigned responsibilities—to the extent appropriate to the Worker's demonstrated abilities and support needs.

Where Job Coaching presence or intervention is necessary, it shall remain distinguishable from the Worker's employment role and from employer supervision.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- the Worker remains identifiable and functionally engaged as the employee performing the assigned cleaning work;
- Job Coaching supports rather than unnecessarily replaces the Worker's relationships with supervisors, coworkers, and other workplace participants;
- assignments, ordinary work direction, inspection, performance feedback, and other employer functions continue through the appropriate workplace channels rather than being routinely redirected through the Job Coach;
- the Job Coach does not unnecessarily answer for the Worker, communicate in the Worker's place, or become the default intermediary when the Worker can appropriately participate directly;
- the Worker is supported to receive, understand, and respond to cleaning assignments, route changes, inspection findings, rework requests, and ordinary workplace communication;
- Job Coaching does not unnecessarily separate the Worker from coworkers, team routines, breaks, meetings, workplace communication, or other ordinary employment participation;

- prompts, observation, correction, modeling, or other Support Work are delivered without unnecessarily making the Job Coach appear to be the person responsible for performing the cleaning assignment;
- the Job Coach does not assume employer supervision, discipline, performance management, scheduling authority, or other reserved workplace responsibilities;
- cleaning deficiencies or support needs do not become a basis for treating the Worker primarily as a service recipient rather than an employee;
- assistance is provided in a manner compatible with the Worker's responsibilities to the employer and other legitimate workplace roles;
- the Worker's disability or receipt of Job Coaching does not unnecessarily displace ordinary expectations, opportunities, relationships, or recognition associated with the employee role; and
- where the Worker's employment role and another applicable role or requirement create a material conflict, the issue is addressed through the appropriate Interface rather than resolved through unauthorized Job Coach control.

A highly involved Job Coach does not necessarily displace the Worker's employee role when that involvement is materially necessary and appropriately structured. Conversely, the Worker's continued employment does not by itself establish that the employee role is being adequately respected if Job Coaching unnecessarily substitutes for ordinary Worker participation.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with the Worker's job description and assigned cleaning duties; workplace organizational and supervisory structure; employer expectations and communication practices; team and coworker arrangements; inspection and feedback processes; schedules and workplace routines; authorized Job Coaching functions; service objectives; accommodations or restrictions; provider and vocational rehabilitation requirements; applicable employment rights and responsibilities; and other occupational, contractual, program, or jurisdictional conditions.

Indicator 4.4 — Absence of Coercive, Demeaning, Infantilizing, Stigmatizing, or Unnecessarily Intrusive Practice

Cleaning-Employment Application

Job Coaching in Cleaning Services Employment shall be free from coercive, demeaning, infantilizing, stigmatizing, or unnecessarily intrusive practices.

Cleaning work may involve visible performance, inspection, correction, repeated routines, productivity expectations, and interaction with supervisors, coworkers, building occupants, customers, residents, visitors, or the public. These conditions shall not be used as justification for treating the Worker in a manner inconsistent with the Worker's dignity, adult status, employee role, rights, or autonomy.

The Job Coach shall not use humiliation, ridicule, threats, intimidation, public embarrassment, unnecessarily controlling language, childlike treatment, or disability-based assumptions as methods for obtaining cleaning performance or compliance.

Support intensity shall also remain proportionate. Continuous close observation, repeated prompting, unnecessary physical proximity, speaking for the Worker, or visible intervention may become unnecessarily intrusive even when originally intended to assist.

Necessary direction, correction, protective intervention, or communication does not become coercive or demeaning merely because the Worker dislikes it. The determination shall consider the purpose, manner, proportionality, authority, and actual circumstances of the Support Work.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- the Worker is addressed and treated in a manner consistent with adult employee status;
- cleaning errors, missed tasks, inspection deficiencies, slow performance, rework needs, or other difficulties are addressed without ridicule, humiliation, shaming, or unnecessary public exposure;
- prompts and corrections do not use childlike language, tone, rewards, comparisons, or other methods inconsistent with the Worker's adult employment role unless a particular authorized strategy is appropriate to the individual Worker and context without being demeaning;
- the Worker is not threatened with loss of employment, services, privileges, or other consequences by the Job Coach where the Job Coach lacks such authority;
- disability, diagnosis, support need, communication style, learning pace, or receipt of Job Coaching is not used to stigmatize or diminish the Worker;
- the Job Coach does not unnecessarily follow, watch, hover over, physically position near, or repeatedly interrupt the Worker where a less intrusive form of effective support is available;
- correction or feedback is provided as privately as reasonably appropriate when public delivery would unnecessarily embarrass or stigmatize the Worker;
- the Worker is not unnecessarily separated, singled out, or visibly treated differently from coworkers because Job Coaching is present;
- support methods do not create unnecessary dependence through excessive control of cleaning sequences, movement, communication, decisions, or ordinary workplace interactions;
- necessary protective or performance-related intervention remains proportionate to the actual condition and is reduced when the need no longer exists;
- legitimate employer direction, inspection, performance expectations, or workplace consequences are distinguished from coercion created by the Job Coaching service itself; and
- concerns involving conduct or authority outside Job Coaching Functional Scope are communicated or escalated through the appropriate Interface rather than addressed through unauthorized pressure or control.

The Worker's compliance with a Job Coach's direction does not itself demonstrate that the Support Work was respectful or non-coercive.

Conversely, firm or immediate intervention does not itself establish coercive or demeaning practice where it is authorized, proportionate, respectful, and materially necessary under the actual cleaning-employment conditions.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with Worker preferences and communication needs; authorized support strategies; employer conduct and workplace requirements; privacy and confidentiality requirements; provider policies and professional expectations; service authorization and Functional Scope; applicable accommodations or restrictions; vocational rehabilitation requirements; employment, disability, and other applicable rights; complaint or safeguarding procedures; and other occupational, contractual, program, or jurisdictional conditions.

Factor 5 — Recognition and Response to Material Change

For Cleaning Services Employment, Factor 5 addresses whether Job Coaching recognizes and responds appropriately when changes in the Worker, cleaning assignment, workplace, or support conditions may materially affect Function Realization. Relevant changes may include supervisors, routes, products, tools, equipment, schedules, tasks, inspection expectations, transportation, workplace conditions, or the Worker's demonstrated functioning.

Indicator 5.1 — Identification of Material Change Relevant to Support

Cleaning-Employment Application

Job Coaching shall identify material changes that may affect the Worker's cleaning-employment functions, applicable Intended Result(s), support needs, protection, participation, or continuity of effective support.

Cleaning employment may involve frequent routine variation. Not every change is material to Job Coaching. The relevant question is whether the change has, or could reasonably have, a meaningful effect on the Worker's functioning or on the Support Work required.

Material change may arise from the cleaning job or workplace—for example, a different route or assigned area; new or altered cleaning tasks; changed sequence, workload, pace, accuracy, inspection, or rework expectations; a different supervisor; changed schedule; unfamiliar product, tool, or equipment; altered access or security conditions; changed workplace procedures; or a materially different environment.

Material change may also involve the Worker's demonstrated functioning. A previously independent task may begin to require assistance, a previously necessary prompt may no longer be needed, performance may become inconsistent, or the Worker may demonstrate a new difficulty or capability relevant to the cleaning assignment.

The Job Coach shall identify such changes within Functional Scope without converting observation into an unauthorized clinical, diagnostic, employer, safety, or other reserved determination.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- changes in assigned cleaning duties, routes, work areas, task sequences, schedules, workload, pace, accuracy, inspection, or rework expectations are recognized when materially relevant to support;
- changes in products, supplies, tools, carts, equipment, technology, access arrangements, or workplace procedures are recognized when they may affect Function Realization;

- changes in supervisors, coworkers, staffing, communication pathways, or ordinary workplace arrangements are considered where they materially affect the Worker's supported employment functions;
- changes in building occupancy, public interaction, restricted areas, environmental conditions, transportation, or other relevant service conditions are identified where they affect support;
- changes in the Worker's demonstrated ability, independence, task performance, communication, response to feedback, use of established support strategies, or other support-relevant functioning are recognized;
- both increased and decreased support need can be identified rather than treating change only as deterioration or difficulty;
- recurring cleaning deficiencies, missed route elements, repeated rework, changed pace, confusion with previously familiar sequences, or other patterns are considered as possible evidence of a material change without automatically assigning a cause;
- isolated or insignificant variation is distinguished from change that materially affects Support Work or Function Realization;
- the Job Coach does not rely solely on an established support plan or previous understanding when current Evidence indicates that material conditions may have changed;
- observations remain within Job Coaching Functional Scope and are not converted into unsupported diagnosis, clinical interpretation, employer performance determination, or another reserved conclusion;
- uncertainty concerning the nature or significance of an observed change remains visible where the available Evidence is insufficient; and
- material changes are identified sufficiently early to permit appropriate role-based judgment and response.

A change does not need to result in failed cleaning performance or loss of employment before it can become material to Job Coaching.

Conversely, the mere occurrence of a new event, different assignment, performance variation, or workplace change does not by itself establish a material change. Its relevance depends on its relationship to the applicable Worker, cleaning function, Support Work, and actual conditions.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with current cleaning assignments and routes; schedules and workplace procedures; employer expectations for task performance, pace, accuracy, inspection, and rework; products and equipment; Worker support objectives and demonstrated needs; accommodations or restrictions; employer supervision and communication arrangements; transportation arrangements where relevant; provider and vocational rehabilitation requirements; applicable professional direction; change-notification and documentation requirements; and other occupational, contractual, program, or jurisdictional conditions.

Indicator 5.2 — Role-Appropriate Judgment Regarding the Significance of Material Change

Cleaning-Employment Application

When a change relevant to Cleaning Services Employment is identified, the Job Coach shall use role-appropriate judgment to determine whether, and to what extent, the change is significant to the Worker's Support Work, Function Realization, protection, participation, or continuity of effective support.

Identification of a change does not by itself determine its significance. The same change may have little effect for one Worker or cleaning function but materially affect another. Significance shall therefore be considered in relation to the actual Worker, cleaning assignment, workplace conditions, applicable Intended Function(s), Intended Result(s), and Functional Scope.

For example, assignment to a different floor may require no change in support where the Worker independently transfers an established cleaning routine. The same change may be significant where it introduces an unfamiliar route, different access conditions, new equipment, substantially different task sequencing, or a demonstrated support need.

Similarly, a cleaning-performance variation, repeated inspection deficiency, slower pace, missed task, communication difficulty, or change in Worker behavior may be relevant to Job Coaching, but the Job Coach shall not infer an unsupported clinical, diagnostic, disciplinary, or other reserved explanation.

Where available information is insufficient to determine significance, uncertainty shall remain visible and appropriate clarification, observation, communication, supervision, or Interface involvement shall be used.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- the significance of an identified change is considered in relation to the Worker's actual cleaning functions and Support Intended Function(s) rather than assumed from the change alone;
- judgment considers whether the change materially affects task performance, route completion, sequence, pace, accuracy, inspection, rework, communication, participation, independence, protection, or another applicable Intended Result;
- changes in products, tools, equipment, schedules, routes, assignments, supervision, access, workplace conditions, or procedures are evaluated according to their actual effect on the Worker and Support Work;
- changes in the Worker's demonstrated functioning are considered without unsupported assumptions concerning diagnosis, medical condition, motivation, capability, or cause;
- isolated variation is distinguished, where Evidence permits, from a pattern or condition that materially affects continuing support;
- repeated cleaning deficiencies, missed tasks, rework, confusion, or other performance changes are not automatically attributed either to the Worker or to ineffective Job Coaching;
- increased capability or independence is recognized as potentially significant to the appropriate reduction or fading of support;
- increased difficulty or changed conditions are recognized as potentially significant to restoration, increase, or modification of support;

- the seriousness, persistence, frequency, context, and effect of a change are considered to the extent relevant and supported by available Evidence;
- significance is not determined solely by convenience, established routine, service authorization, or the Job Coach's preferred method;
- uncertainty or conflicting information is not converted into an unsupported conclusion; and
- matters requiring employer, clinical, professional, safety, accommodation, programmatic, or other reserved judgment are directed to the appropriate Interface rather than decided by the Job Coach.

A material change does not necessarily require a major response. A significant change may sometimes be addressed through a small adjustment in timing, cueing, communication, or another support method.

Conversely, a change that appears minor in isolation may be significant where it materially affects the Worker's ability to realize an applicable cleaning-employment function.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with the Worker's current duties and routes; demonstrated abilities and support needs; employer performance, inspection, and rework expectations; schedules and workplace procedures; products, tools, and equipment; accommodations or restrictions; authorized support strategies; employer supervision and communication arrangements; provider and vocational rehabilitation requirements; professional or clinical direction where applicable; escalation and referral requirements; and other occupational, contractual, program, or jurisdictional conditions.

Indicator 5.3 — Timely Role-Appropriate Response to Material Change

Cleaning-Employment Application

When a material change affects Cleaning Services Employment, the Job Coach shall respond within Functional Scope and with timing proportionate to the significance of the change and its effect on the Worker's Function Realization.

A role-appropriate response may include adjusting the form, timing, frequency, intensity, or location of Job Coaching; changing prompts, visual supports, checklists, route aids, timers, modeling, or demonstrations; providing clarification or additional observation; supporting communication with the employer; seeking supervision or additional information; or using an appropriate Interface for escalation, referral, or transfer of responsibility.

The response shall address the actual support consequence of the material change. It shall not automatically expand Job Coaching into employer supervision, clinical assessment, accommodation determination, safety authority, equipment or product expertise, or another reserved function.

Timing shall reflect the nature of the change. Some conditions may require immediate in-scope action—for example, where continuation of the existing support approach would create or increase foreseeable harm. Other changes may appropriately be addressed through observation, clarification, planned adjustment, or communication over a longer period.

A material change shall not remain unaddressed merely because the previous Job Coaching method, service schedule, or support level had been established earlier.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- a material change affecting cleaning-employment Function Realization receives a response proportionate to its significance;
- response occurs without avoidable delay where delay could materially affect protection, cleaning performance, workplace participation, continuity, or another applicable Intended Result;
- changes in tasks, routes, sequences, schedules, workload, pace, accuracy, inspection, rework, products, tools, equipment, access, supervision, or workplace conditions lead to appropriate Support Work adjustment where needed;
- changes in the Worker's demonstrated ability or support need lead to appropriate reconsideration of support level or method;
- support may be increased, reduced, restored, faded, relocated, or otherwise modified according to actual need rather than a predetermined direction of change;
- immediate support needs are distinguished from changes requiring longer-term service, employer, accommodation, professional, or programmatic decisions;
- the Job Coach takes available in-scope action rather than unnecessarily delaying all response while waiting for another party;
- the Job Coach does not independently make employer, clinical, safety, accommodation, legal, or other reserved decisions in an attempt to resolve the change;
- where the appropriate response depends on another party, communication, assistance seeking, escalation, referral, or transfer is initiated through the applicable Interface;
- temporary responses are not allowed to become permanent practices without reconsideration where conditions remain changed;
- response does not unnecessarily substitute Job Coach performance for cleaning functions the Worker can appropriately perform; and
- the effect of the response is considered sufficiently to determine whether further adjustment or Interface action is required.

A rapid response is not necessarily an appropriate response if it exceeds Functional Scope or does not address the actual support consequence of the change.

Conversely, a response need not be immediate where the condition permits appropriate observation or clarification before action. Quality concerns whether the timing and form of the response are proportionate to the material change and the applicable cleaning-employment conditions.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with current cleaning assignments and routes; employer instructions and change-notification processes; schedules; performance, inspection, and rework expectations; product and equipment requirements; workplace safety and access procedures; Worker support objectives and demonstrated needs; accommodations or restrictions; provider and vocational rehabilitation requirements; supervision and escalation procedures; professional or clinical direction where applicable; emergency or incident-response requirements; and other occupational, contractual, program, or jurisdictional conditions.

Indicator 5.4 — Appropriate Communication and Follow-Through After Material Change

Cleaning-Employment Application

When a material change affecting Cleaning Services Employment requires communication or action beyond the Job Coach's independent Support Work, the relevant information shall be communicated through the appropriate Interface and followed through to the extent required by the Job Coaching Support Role.

Depending on the change, the appropriate Interface may include the Worker, employer or workplace supervisor, provider supervisor, vocational rehabilitation or supported-employment program, transportation provider, healthcare or other professional, equipment or technical resource, safety or emergency authority, authorized representative, or another responsible party.

Communication shall be relevant, timely, accurate, proportionate, and limited to information appropriately needed for the applicable purpose. Identification or reporting of a change does not authorize unnecessary disclosure of disability-related, clinical, personal, or other protected information.

Follow-through means more than merely transmitting information where the circumstances require confirmation, clarification, coordination, continued observation, implementation of an authorized change, or another role-appropriate action. At the same time, the Job Coach shall not assume responsibility for decisions or actions belonging to another party.

For example, where a cleaning route or assignment has materially changed, communication may be necessary to clarify employer expectations or support arrangements. Where a new product or equipment condition raises an issue beyond Job Coaching Functional Scope, the Job Coach may need to communicate the observed condition to the responsible workplace party rather than independently determine the applicable technical or safety response.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- material changes requiring communication are directed to the appropriate Worker, supervisor, provider, program, professional, technical, safety, transportation, or other relevant Interface;
- communication occurs with timing proportionate to the effect of the change on Function Realization, protection, workplace participation, or continuity of support;
- information communicated about cleaning performance, routes, schedules, inspection or rework, products, equipment, workplace conditions, or Worker functioning is sufficiently accurate and relevant to its purpose;
- observation is distinguished from interpretation, and unsupported conclusions concerning cause, diagnosis, motivation, employer performance status, or other reserved matters are not presented as established facts;
- communication contains enough information for the receiving party to understand the support-relevant issue without unnecessary disclosure;
- privacy, consent, authorization, and information-sharing boundaries are respected;
- the Worker is appropriately informed or involved in communication concerning the Worker's employment and support where applicable;

- sending a message, making a report, or mentioning a concern is not automatically treated as completed follow-through where further role-appropriate action is necessary;
- clarification or confirmation is sought where uncertainty about a changed assignment, route, schedule, inspection expectation, support arrangement, or other material condition would otherwise impair effective Job Coaching;
- authorized changes resulting from communication are incorporated into Support Work as appropriate;
- unresolved material issues remain visible and are re-communicated or escalated when required rather than silently treated as resolved;
- the Job Coach does not assume responsibility for employer, clinical, professional, technical, safety, accommodation, programmatic, or other decisions belonging to another party; and
- follow-through does not become unnecessary monitoring or continued involvement after the matter has appropriately transferred to another responsible party.

Communication alone does not demonstrate adequate response to material change if necessary follow-through is absent.

Conversely, the Job Coach is not responsible for guaranteeing the actions or decisions of another authorized party after appropriate communication and transfer. The determination concerns whether the Job Coaching communication and follow-through were appropriate within Functional Scope and the actual cleaning-employment conditions.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with employer communication and supervisory pathways; cleaning-assignment and route-change procedures; inspection and rework processes; product and equipment reporting requirements; workplace safety, incident, access, and emergency procedures; Worker communication preferences and authorizations; privacy and confidentiality requirements; provider supervision and escalation procedures; vocational rehabilitation or supported-employment requirements; professional, technical, or transportation Interfaces; documentation and follow-through requirements; and other applicable occupational, contractual, program, or jurisdictional conditions.

Factor 6 — Support Integration with Service Conditions and Interfaces

For Cleaning Services Employment, Factor 6 examines whether Job Coaching functions effectively within the actual workplace conditions and alongside the other parties and systems that make the employment arrangement work. Relevant conditions may include cleaning schedules and routes, employer supervision, coworker coordination, access and security, building operations, customer or public interaction, transportation, equipment and supplies, and other workplace Interfaces.

Indicator 6.1 — Compatibility of Support Work with Material Service Conditions

Cleaning-Employment Application

Job Coaching shall be compatible with the material conditions under which the Worker's cleaning employment actually occurs.

Cleaning work is often organized around routes, schedules, occupied and unoccupied areas, access restrictions, inspection periods, supply availability, equipment use, building operations, and

coordination with other workers. Support that is appropriate in one setting or at one time may interfere with Function Realization when delivered without regard to these conditions.

The Job Coach shall therefore consider how the timing, location, visibility, frequency, intensity, and method of Support Work interact with the Worker's actual cleaning environment.

For example, extended instruction may be inappropriate while the Worker is completing a time-sensitive cleaning function in a high-traffic area, even though the same instruction may be effective at another point in the route. Similarly, positioning the Job Coach or providing repeated prompts in a manner that obstructs cleaning equipment, pedestrian movement, coworker activity, or access may make otherwise appropriate Support Work incompatible with the service conditions.

Compatibility does not require Job Coaching simply to conform to every workplace practice. Where a workplace condition conflicts with the Worker's authorized support, accommodation, protection, rights, or another applicable requirement, the conflict shall remain visible and be addressed through the appropriate Interface.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- Job Coaching is delivered with regard to the Worker's actual cleaning schedule, route, task sequence, workload, and workplace conditions;
- the timing and location of prompts, instruction, observation, modeling, correction, or feedback do not unnecessarily interfere with cleaning performance or workplace operations;
- Support Work is compatible with legitimate access, security, restricted-area, sanitation, infection-control, equipment, and other applicable workplace conditions;
- the Job Coach's physical presence and positioning do not unnecessarily obstruct carts, equipment, doorways, elevators, corridors, work areas, pedestrian movement, or coworker activity;
- support methods account for materially different conditions in occupied offices, public areas, restrooms, healthcare or educational spaces, residential areas, secured locations, or other applicable cleaning environments;
- Job Coaching remains compatible with employer supervision, inspection, work assignment, and ordinary workplace communication without unnecessarily assuming those functions;
- support timing and intensity account for legitimate pace and workflow requirements without allowing productivity pressure alone to justify inadequate or inappropriate support;
- workplace changes that make an established support method incompatible are recognized and addressed;
- support tools such as checklists, visual cues, timers, route aids, or electronic devices are used in ways compatible with the actual work environment and applicable requirements;
- transportation, arrival, departure, shift-transition, or access conditions are considered where they materially affect the applicable Support Work;
- compatibility with workplace conditions does not override an applicable accommodation, restriction, protective requirement, right, or authorized support need; and
- conflicts that cannot appropriately be resolved within Job Coaching Functional Scope are communicated or escalated through the applicable Interface.

The fact that Job Coaching occurs without disrupting cleaning operations does not by itself establish quality if the support is ineffective or insufficient.

Conversely, some temporary effect on workflow does not itself establish incompatibility where the Support Work is materially necessary, proportionate, and consistent with applicable requirements.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with cleaning routes and schedules; employer workflow and supervision arrangements; access and security requirements; building operations; occupancy and public-interaction conditions; sanitation or infection-control requirements where applicable; product and equipment requirements; inspection and rework processes; transportation and shift arrangements; accommodations or restrictions; Worker support objectives; provider and vocational rehabilitation requirements; and other applicable occupational, contractual, program, or jurisdictional conditions.

Indicator 6.2 — Effective Functioning Across Relevant Service Interfaces

Cleaning-Employment Application

Job Coaching shall function effectively across the Interfaces that materially affect the Worker's Cleaning Services Employment and the realization of applicable Intended Function(s) and Intended Result(s).

Relevant Interfaces may include the Worker and Job Coach; employer or workplace supervisor; coworkers or cleaning team; provider supervision; vocational rehabilitation or supported-employment program; transportation; equipment or technical resources; healthcare or other professionals where applicable; authorized representatives; and other parties with responsibilities affecting the employment arrangement.

Effective Interface functioning does not require the Job Coach to control or coordinate every party involved in the Worker's employment. It requires Support Work to connect appropriately with other responsible roles where those connections are necessary for effective Job Coaching.

For example, an employer may change a cleaning route or inspection expectation; a provider may change the Job Coach; transportation may affect arrival for the scheduled shift; or an equipment issue may require workplace technical attention. The Job Coach shall recognize the relevant Interface and act within Functional Scope rather than attempting to independently assume another party's responsibility.

Interface functioning shall preserve the distinction between Job Coaching Support Work and employer, professional, technical, transportation, programmatic, or other responsibilities.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- relevant Interfaces affecting the Worker's cleaning employment and Job Coaching are sufficiently identified;
- Job Coaching connects appropriately with employer supervision, cleaning assignments, inspection and feedback processes, and ordinary workplace communication;
- changes in routes, tasks, schedules, products, tools, equipment, access, or workplace expectations are communicated through appropriate Interfaces when necessary for effective Support Work;

- the Worker is supported to interact directly with supervisors, coworkers, and other workplace participants to the extent appropriate to demonstrated ability and support need;
- the Job Coach does not unnecessarily become the permanent intermediary for workplace communication that can appropriately occur directly with the Worker;
- employer direction and performance feedback are not replaced or materially altered by the Job Coach without appropriate authority;
- provider supervision and vocational rehabilitation or supported-employment Interfaces are used when service-level clarification, authorization, adjustment, or assistance is required;
- transportation or arrival/departure Interfaces are addressed where they materially affect continuity of the Worker's cleaning employment or Job Coaching arrangement;
- equipment, product, technical, access, security, or other workplace matters outside Job Coaching Functional Scope are directed to the responsible Interface rather than independently resolved through unauthorized practice;
- information transferred across Interfaces is sufficiently accurate, relevant, timely, and appropriately limited;
- privacy, consent, authorization, and disclosure boundaries are maintained during Interface communication;
- responsibility remains clear when more than one party is involved, so that a communicated issue is not incorrectly assumed to have been resolved merely because another party was informed;
- gaps, conflicting direction, or breakdowns between relevant Interfaces are recognized when they materially affect Function Realization and are addressed within Functional Scope;
- Interface coordination does not unnecessarily displace the Worker's employee role, ordinary workplace relationships, or Functional Independence.

The presence of multiple parties or frequent communication does not itself demonstrate effective Interface functioning. Quality depends on whether the relevant Interfaces actually support coherent and effective Job Coaching without creating unnecessary role confusion, duplication, gaps, or interference.

Likewise, a Job Coach is not responsible for the quality or performance of every external Interface. The determination concerns whether the Job Coaching Support Work appropriately recognizes, uses, and functions across those Interfaces within its own service boundary.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with employer organizational and supervisory arrangements; cleaning-team roles; assignment, inspection, feedback, and communication pathways; provider supervision; vocational rehabilitation or supported-employment responsibilities; transportation arrangements; equipment and technical-support responsibilities; access and security procedures; Worker communication preferences and authorizations; privacy and information-sharing requirements; accommodations or restrictions; escalation and referral pathways; and other applicable occupational, contractual, program, or jurisdictional conditions.

Indicator 6.3 — Support of Required Context Participation and Interaction

Cleaning-Employment Application

Job Coaching shall support the Worker's participation and interaction within the actual cleaning-employment context where such participation is required for realization of the applicable Intended Function(s) and Intended Result(s).

Cleaning employment involves more than completion of physical cleaning tasks. Depending on the job, the Worker may need to receive assignments, coordinate routes or work areas, communicate with supervisors and coworkers, respond to inspection or feedback, request supplies, report a problem, navigate shared workspaces, interact appropriately with building occupants or the public, and participate in ordinary workplace routines.

Where the Worker requires Job Coaching support for these functions, Support Work shall facilitate the Worker's own participation and interaction rather than unnecessarily replacing it.

The Job Coach shall not automatically become the Worker's spokesperson, intermediary, or substitute participant merely because communication or workplace interaction is more difficult for the Worker. At the same time, support shall not be withheld where assistance is materially necessary for effective participation.

The form and level of support shall reflect the Worker's demonstrated abilities, actual cleaning role, workplace conditions, and applicable Reference Layer.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- the Worker is supported to participate in ordinary cleaning-work routines and interactions required by the actual job;
- support enables the Worker, as appropriate, to receive and respond to cleaning assignments, route instructions, schedule changes, inspection findings, rework requests, and other legitimate workplace direction;
- the Worker is supported to communicate cleaning-related questions, needs, problems, or requests where assistance is materially required;
- interactions with supervisors and coworkers remain as direct as reasonably appropriate to the Worker's demonstrated abilities and support needs;
- the Job Coach does not routinely answer for the Worker, report for the Worker, or conduct workplace communication that the Worker can appropriately undertake;
- support facilitates appropriate coordination with coworkers where cleaning routes, shared areas, equipment, supplies, or task sequences require interaction;
- applicable interaction with customers, residents, patients, students, building occupants, visitors, or members of the public is supported where it forms part of the Worker's actual employment context;
- Job Coaching does not unnecessarily isolate the Worker from team routines, meetings, breaks, workplace communication, or other ordinary opportunities for employment participation;
- communication or social support remains connected to the Worker's actual employment functions rather than becoming generalized social intervention unrelated to the job;

- differences in communication style, processing time, or support need are accommodated within Functional Scope without unnecessarily diminishing the Worker's employee role;
- increased Worker ability to participate or communicate independently leads to appropriate reduction of direct Job Coach involvement;
- changed workplace relationships, supervision, communication pathways, or interaction demands are recognized when they materially affect support needs;
- matters requiring employer, professional, programmatic, or other authority outside Job Coaching Functional Scope are addressed through the appropriate Interface rather than through unauthorized Job Coach substitution.

Successful completion of cleaning tasks does not by itself demonstrate adequate context participation where required workplace communication or interaction is materially unsupported.

Conversely, extensive Job Coach involvement in workplace interaction does not itself demonstrate effective participation if the involvement unnecessarily replaces the Worker's own employee role.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with the Worker's cleaning duties and communication responsibilities; workplace organizational structure; supervisory and coworker arrangements; team routines; inspection and feedback processes; customer, resident, patient, student, visitor, or public-interaction requirements where applicable; Worker communication preferences and authorized supports; accommodations or restrictions; provider and vocational rehabilitation requirements; privacy and disclosure boundaries; and other applicable occupational, contractual, program, or jurisdictional conditions.

Indicator 6.4 — Avoidance of Support-Created Context or Interface Disruption

Cleaning-Employment Application

Job Coaching shall not unnecessarily create, increase, or prolong disruption within the Worker's cleaning-employment context or across relevant workplace and service Interfaces.

Because Job Coaching operates within an existing employment environment, even otherwise appropriate Support Work may become disruptive when its timing, visibility, intensity, communication pattern, or relationship with other responsible parties interferes with cleaning workflow, ordinary supervision, coworker coordination, workplace participation, or the Worker's employee role.

Support-created disruption may include unnecessary interruption of cleaning tasks or routes; conflicting instructions; excessive communication through the Job Coach; interference with employer supervision; obstruction of coworker activity; unnecessary involvement in inspection or rework; repeated clarification of matters already understood; inappropriate presence in restricted or occupied areas; or creation of dependence on the Job Coach as the routine connection between the Worker and workplace.

The Job Coach shall therefore consider not only whether Support Work is individually appropriate, but also whether the way it is integrated into the cleaning environment and relevant Interfaces creates avoidable disruption.

Necessary Job Coaching may sometimes affect workflow or require temporary interruption. Such effects do not constitute nonconformity merely because they are visible or inconvenient. The issue is whether the disruption is unnecessary, disproportionate, or avoidable within the applicable conditions.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- Job Coaching does not unnecessarily interrupt cleaning tasks, routes, sequences, schedules, or ordinary workplace workflow;
- prompts, instruction, correction, modeling, observation, and feedback are timed and positioned to avoid unnecessary interference with Worker performance;
- Job Coach communication does not create conflicting direction between the Worker, employer, workplace supervisor, provider, or other relevant Interfaces;
- employer supervision, inspection, performance feedback, work assignment, and other legitimate workplace functions are not unnecessarily displaced or duplicated;
- the Job Coach does not become an unnecessary communication bottleneck through which routine Worker–supervisor or Worker–coworker interaction must pass;
- Support Work does not unnecessarily interfere with coworker cleaning routes, shared equipment, supply access, occupied spaces, building operations, pedestrian movement, or other material workplace activities;
- the Job Coach’s presence in secured, restricted, privacy-sensitive, customer-facing, residential, healthcare, educational, or other context-sensitive areas is limited to what is appropriate for the Support Intended Function(s);
- repeated prompts, explanations, check-ins, or interventions are not continued when they materially disrupt work without providing a corresponding support benefit;
- Job Coaching does not unnecessarily separate the Worker from ordinary workplace routines, team participation, supervision, or communication;
- support-created confusion, duplication, delay, dependence, or role ambiguity is recognized and corrected where it materially affects Function Realization;
- changes to the Job Coaching approach are considered when the support itself becomes a source of workplace or Interface difficulty;
- efforts to avoid disruption do not result in withholding support that remains materially necessary for the Worker;
- unavoidable temporary disruption is proportionate to the applicable support need and reduced when the condition no longer requires it;
- Interface conflicts that cannot appropriately be resolved within Job Coaching Functional Scope are communicated or escalated to the responsible party.

Smooth workplace operation does not by itself demonstrate conformity if necessary Job Coaching has been withheld simply to avoid inconvenience.

Conversely, effective Job Coaching does not require the workplace to operate as though the support service were absent. The determination concerns whether Support Work is integrated without creating unnecessary or disproportionate disruption to the Worker’s cleaning-employment context or relevant Interfaces.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with cleaning routes and schedules; workplace workflow and building operations; employer supervisory and communication structures;

inspection and rework processes; coworker and team arrangements; access, security, privacy, and restricted-area requirements; equipment and supply coordination; Worker support objectives and communication needs; provider and vocational rehabilitation responsibilities; accommodations or restrictions; Interface and escalation arrangements; and other applicable occupational, contractual, program, or jurisdictional conditions.

Factor 7 — Continuity, Accuracy, and Protection of Support-Relevant Information

For Cleaning Services Employment, Factor 7 examines whether information used to guide Job Coaching remains accurate, current, relevant, appropriately transferred, and protected. This may include information concerning cleaning duties, routes, schedules, support strategies, workplace changes, employer instructions, inspection or rework expectations, accommodations or restrictions, and authorized communication pathways.

Indicator 7.1 — Accuracy, Currency, and Relevance of Information Used to Guide Support

Cleaning-Employment Application

Information used to guide Job Coaching shall be sufficiently accurate, current, and relevant to the Worker's actual cleaning assignment, demonstrated support needs, and material workplace conditions.

Cleaning Services Employment may change through revised routes, different assigned areas, schedule changes, new products or equipment, changed task sequences, different supervisors, revised inspection expectations, or changes in the Worker's demonstrated functioning. Job Coaching shall not continue to rely mechanically on information that is outdated, incomplete, inaccurate, or no longer applicable.

Support-relevant information may come from the Worker, employer or workplace supervisor, provider, vocational rehabilitation or supported-employment program, authorized documentation, professional direction where applicable, direct Job Coach observation, or another appropriate source.

The source and nature of information shall remain distinguishable. A Job Coach's observation of a missed cleaning task, for example, is not the same as an employer determination concerning performance, and information reported by another party shall not automatically be represented as independently verified fact.

Only information materially relevant to the Support Intended Function(s), Intended Result(s), or applicable service conditions should guide Job Coaching.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- information used to guide support corresponds to the Worker's current cleaning duties, routes, work areas, schedules, and material workplace conditions;
- current employer instructions concerning assignments, task sequence, pace, accuracy, inspection, rework, products, tools, equipment, access, or other relevant conditions are appropriately reflected in Support Work;
- information concerning the Worker's demonstrated abilities and support needs reflects current functioning rather than relying unnecessarily on historical assumptions;
- established prompts, checklists, visual cues, timers, route aids, or other strategies are based on information that remains applicable to the current cleaning assignment;

- material changes are incorporated into the information used for Job Coaching without avoidable delay;
- conflicting information concerning routes, schedules, assignments, inspection expectations, support strategies, or other material matters is clarified where necessary rather than resolved through unsupported assumption;
- information from observation, Worker report, employer direction, provider documentation, professional direction, or another source remains distinguishable where the distinction is material;
- unsupported interpretation is not presented as established fact;
- diagnosis, disability category, historical difficulty, or generalized assumptions are not used as substitutes for current information about the Worker's actual cleaning-employment functioning;
- irrelevant personal, clinical, or other information is not unnecessarily collected or used merely because it is available;
- uncertainty or incomplete information remains visible where it could materially affect Support Work;
- information known to be outdated or superseded is not allowed to continue directing Job Coaching;
- clarification, supervision, communication, or another appropriate Interface is used where sufficiently reliable information cannot be established within the Job Coach's Functional Scope.

A completed cleaning route or successful shift does not demonstrate that all information guiding Job Coaching was accurate or current.

Conversely, the later discovery that information was incomplete or incorrect does not by itself establish deficient Job Coaching where the Job Coach reasonably used the available information, remained within Functional Scope, and responded appropriately when the discrepancy became known.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with current job descriptions, cleaning assignments and routes; schedules; employer instructions; inspection and rework requirements; product and equipment information; access and security conditions; Worker support objectives and demonstrated needs; authorized support strategies; accommodations or restrictions; provider and vocational rehabilitation documentation; applicable professional direction; communication and verification pathways; documentation requirements; and other occupational, contractual, program, or jurisdictional conditions.

Indicator 7.2 — Appropriate Transfer of Support-Relevant Information Across Workers, Periods, Arrangements, and Interfaces

Cleaning-Employment Application

Support-relevant information shall be transferred appropriately when Cleaning Services Employment or Job Coaching extends across different Job Coaches, service periods, shifts, workplace arrangements, or relevant Interfaces.

Cleaning employment may depend on continuity of information concerning assigned areas and routes; schedules; task sequences; employer instructions; inspection or rework expectations; products, tools, and equipment; access conditions; effective support strategies; accommodations or restrictions; material changes; and unresolved support-relevant issues.

When another Job Coach assumes Support Work, or when information must pass between the Worker, employer, provider, vocational rehabilitation program, or another authorized Interface, the transfer shall be sufficient to preserve effective support without requiring the Worker to unnecessarily re-establish information already appropriately available.

Information transfer shall remain limited to what is relevant and authorized. Continuity does not justify unnecessary disclosure of disability-related, clinical, personal, or other protected information.

Transfer also shall preserve the distinction between fact, observation, instruction, reported information, and unresolved uncertainty. A prior Job Coach's interpretation shall not automatically become an established fact merely because it appears in a handoff or service record.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- incoming Job Coaches receive sufficient current information to understand the Worker's applicable cleaning assignment and Support Work;
- material information concerning routes, assigned areas, schedules, task sequences, inspection or rework expectations, products, tools, equipment, access, or workplace changes is transferred where necessary for effective support;
- effective prompts, checklists, visual cues, timers, route aids, communication methods, or other authorized strategies are transferred where their continued use is materially relevant;
- changes in the Worker's demonstrated abilities, support needs, or Functional Independence are communicated where necessary to avoid inappropriate continuation of an outdated support level or method;
- unresolved cleaning-performance, support, access, scheduling, equipment, transportation, or Interface issues remain visible during transfer rather than being lost between service periods or workers;
- information necessary for continuity is transferred with sufficient timing to avoid preventable gaps in effective Job Coaching;
- the Worker is not unnecessarily required to repeatedly explain established support information solely because Job Coaches or service periods change;
- information transferred from an employer, Worker, provider, professional, or other source remains appropriately identified where source distinction is material;
- observations and reported information are not transformed into unsupported conclusions during successive handoffs;
- superseded information is not transferred as though it remains current;
- transfer is proportionate to the receiving person's role and does not include unnecessary personal, disability-related, clinical, or other protected information;
- privacy, consent, authorization, and communication boundaries remain operative during handoffs and Interface communication;
- receipt of information does not automatically authorize the receiving Job Coach to make decisions outside Functional Scope;
- where information is incomplete, conflicting, or uncertain, the limitation is transferred or clarified rather than concealed through an unsupported assumption.

A detailed handoff does not by itself demonstrate appropriate information transfer if the information is outdated, irrelevant, inaccurate, or unnecessarily disclosed.

Conversely, appropriate transfer does not require every Job Coach or Interface to receive the same information. The relevant question is whether each authorized recipient receives the information materially necessary for that recipient's role while unnecessary information remains protected.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with cleaning assignments and routes; schedules and shift arrangements; employer instructions and communication pathways; inspection and rework processes; authorized support strategies; accommodations or restrictions; provider handoff and documentation requirements; vocational rehabilitation or supported-employment requirements; Worker communication preferences and authorizations; privacy and confidentiality requirements; transportation or access arrangements; professional direction where applicable; and other occupational, contractual, program, or jurisdictional conditions.

Indicator 7.3 — Continuity of Support Logic and Direction Across Material Changes

Cleaning-Employment Application

Job Coaching shall maintain coherent support logic and direction when material changes occur in the Worker's cleaning assignment, workplace conditions, demonstrated functioning, support needs, service arrangement, or relevant Interfaces.

Continuity does not require the same Job Coaching method, intensity, or strategy to remain unchanged. Rather, changes in Support Work shall remain connected to the applicable Support Intended Function(s), Support Intended Result(s), current Evidence, and reasons for the adjustment.

In Cleaning Services Employment, changes may involve assigned areas or routes; task sequences; schedules; pace, accuracy, inspection, or rework expectations; products, tools, or equipment; supervisors; workplace procedures; access conditions; Worker functioning; accommodations or restrictions; Job Coach assignment; or service authorization.

When such changes require Support Work to be modified, the revised approach shall remain understandable in relation to what changed and why. A new Job Coach, for example, shall not automatically restart intensive prompting merely because the Worker is unfamiliar to that Job Coach when available information demonstrates that the Worker has already achieved greater Functional Independence.

Similarly, an established support method shall not continue solely for continuity when current conditions demonstrate that it is no longer appropriate.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- changes in Job Coaching remain connected to the applicable cleaning-employment Intended Function(s) and Intended Result(s);
- the reason for a material change in support level, method, timing, frequency, or location is sufficiently identifiable from the applicable conditions and Evidence;

- changes in cleaning routes, tasks, schedules, products, tools, equipment, inspection expectations, workplace conditions, or Worker functioning are incorporated without unnecessarily disrupting established effective support;
- effective prompts, checklists, visual cues, timers, route aids, communication approaches, or other strategies are continued where they remain appropriate rather than changed merely because a different Job Coach or service period begins;
- previously faded or reduced support is not automatically restored because of Job Coach turnover, administrative transition, or unfamiliarity with the Worker;
- support is not continued unchanged merely for consistency when current Evidence demonstrates a need for adjustment;
- increased, reduced, restored, or changed support can be understood in relation to an identified change in ability, need, assignment, or context;
- transitions between Job Coaches or service arrangements do not unnecessarily require the Worker to relearn established support routines;
- conflicting approaches among Job Coaches are recognized where they materially create confusion, dependence, inconsistent cleaning performance, or other interference with Function Realization;
- continuity preserves the Worker's demonstrated Functional Independence rather than repeatedly resetting support to an earlier level;
- unresolved material issues and uncertainties remain visible across changes rather than disappearing from the support logic;
- changes directed by the employer, provider, vocational rehabilitation program, professional, or another authorized party are distinguished from independent Job Coach decisions;
- continuity does not perpetuate an outdated, ineffective, excessive, or insufficient support approach;
- where the reason for a material change in Support Work cannot be established from available information, clarification is sought through the appropriate Interface rather than creating an unsupported new direction.

Identical Job Coaching across time does not by itself demonstrate continuity. If conditions materially change, quality may require the Support Work to change as well.

Conversely, changing the support method does not itself represent a loss of continuity where the change is coherently connected to current conditions while preserving the direction of the applicable Support Intended Function(s) and Support Intended Result(s).

Reference Layer Completion

The applicable Reference Layer may complete these criteria with current and prior cleaning assignments and routes; schedules; employer instructions and workplace changes; inspection and rework expectations; authorized support strategies and adjustment or fading provisions; Worker support objectives and demonstrated functioning; accommodations or restrictions; provider supervision and Job Coach handoff requirements; vocational rehabilitation or supported-employment requirements; professional direction where applicable; service authorization changes; documentation and communication requirements; and other applicable occupational, contractual, program, or jurisdictional conditions.

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

Cleaning-Employment Application

Support-relevant information used in Cleaning Services Employment shall be protected from loss, distortion, misuse, and inappropriate disclosure throughout its use, communication, transfer, and retention within the Job Coaching service boundary.

Cleaning-employment support may involve information concerning assigned duties and routes; schedules; task sequences; cleaning-performance difficulties; inspection or rework; support strategies; accommodations or restrictions; access arrangements; employer instructions; workplace changes; Worker preferences; and other personal or support-relevant information.

Protection requires more than confidentiality alone. Information may also be compromised when it is lost between Job Coaches, altered through repeated retelling, separated from its context, treated as current after it has been superseded, used for a purpose unrelated to Job Coaching, or converted from an observation or report into an unsupported conclusion.

The Job Coach shall use, communicate, document, and transfer information only to the extent appropriate to the applicable Support Intended Function(s), Functional Scope, authorization, and Reference Layer.

Information about disability, diagnosis, clinical matters, personal circumstances, or Job Coaching participation shall not be disclosed merely because another workplace participant is curious about the Worker or because disclosure would make explanation easier.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- information materially necessary for continuing cleaning-employment support is not avoidably lost between Job Coaches, service periods, shifts, or relevant Interfaces;
- cleaning assignments, routes, schedules, employer instructions, inspection or rework information, and authorized support strategies are preserved accurately where needed for continuing Support Work;
- information is not materially altered, simplified, exaggerated, or taken out of context during documentation, communication, or handoff;
- direct observation, Worker report, employer instruction, third-party information, and Job Coach interpretation remain distinguishable where the distinction is material;
- uncertainty, qualification, or conflicting information is preserved rather than converted into apparent certainty during transfer;
- superseded cleaning assignments, support methods, restrictions, or other information are not used as though they remain current;
- information obtained for Job Coaching is not unnecessarily used for unrelated purposes;
- disability-related, clinical, personal, accommodation-related, or other protected information is disclosed only where appropriately authorized and relevant to the recipient's role;
- supervisors, coworkers, customers, residents, patients, students, visitors, building occupants, or members of the public do not receive unnecessary information about the Worker's disability or support-service status;

- checklists, notes, electronic messages, photographs, schedules, route information, or other records containing support-relevant information are handled consistently with applicable privacy, security, and authorization requirements;
- information concerning secured or restricted cleaning areas, keys, access credentials, codes, building operations, or other workplace-sensitive matters is not unnecessarily disclosed or misused;
- the Worker's information is not used to stigmatize, demean, unnecessarily monitor, or restrict the Worker;
- information shared through an appropriate Interface is limited to what is materially necessary for the applicable purpose;
- errors, loss, inappropriate disclosure, or material distortion are addressed through applicable reporting, correction, communication, or escalation processes;
- protection of information does not prevent necessary authorized communication where withholding information would materially impair Function Realization, continuity, protection, or another applicable requirement.

Keeping information confidential does not by itself establish conformity if necessary support-relevant information is lost or unavailable to an authorized person who requires it.

Conversely, information sharing does not itself establish inappropriate disclosure. The determination concerns whether the information was relevant, accurate, appropriately protected, and communicated to an authorized recipient for an applicable purpose.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with privacy, confidentiality, consent, and disclosure requirements; employer information-security and communication procedures; cleaning-route and building-access controls; key, credential, and restricted-area requirements; provider documentation and record-handling procedures; Worker communication authorizations and preferences; vocational rehabilitation or supported-employment requirements; professional or clinical information restrictions where applicable; incident and breach-reporting procedures; record-retention requirements; and other applicable occupational, contractual, program, or jurisdictional conditions.

Factor 8 — Practice and Judgment Within Functional Scope

For Cleaning Services Employment, Factor 8 examines whether Job Coaching remains within the authorized Support Role and Functional Scope, uses appropriate role-based judgment, avoids assuming responsibilities reserved to other parties, and seeks assistance or transfers responsibility when conditions exceed Job Coaching authority, competence, information, or available support capability.

Indicator 8.1 — Practice Within Authorized Support Role and Functional Scope

Cleaning-Employment Application

Job Coaching shall remain within the authorized Support Role and Functional Scope while supporting the Worker's cleaning employment.

Cleaning Services Employment involves multiple responsibilities that may exist alongside Job Coaching but do not automatically become part of Job Coaching. These may include employer supervision and performance management; assignment of cleaning duties; inspection and acceptance of completed work; workplace safety authority; selection or approval of cleaning products and equipment;

accommodation decisions; clinical or professional determinations; building security and access control; and other employer, technical, regulatory, or professional functions.

The Job Coach may observe cleaning performance, provide authorized instruction or cueing, support use of established strategies, help the Worker understand workplace direction or feedback, communicate relevant observations through appropriate Interfaces, and otherwise perform authorized Support Work.

The Job Coach shall not assume another party's responsibility merely because the Job Coach is present, familiar with the Worker, capable of performing the activity, or concerned about the outcome.

The distinction between supporting the Worker to perform the cleaning job and performing or controlling responsibilities belonging to the employer or another authorized party shall remain clear.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- Job Coaching activities are connected to the authorized Support Role, applicable Intended Function(s), and actual cleaning-employment support needs;
- observation, prompting, cueing, modeling, demonstrations, checklists, route aids, feedback support, and communication are used within applicable Job Coaching authority;
- the Job Coach does not routinely perform assigned cleaning work as though the Job Coach were an additional cleaning employee;
- cleaning assignments, routes, schedules, productivity expectations, inspection standards, and acceptance of completed work remain with the employer or other authorized workplace role where applicable;
- the Job Coach does not assume employer supervision, discipline, performance management, hiring, termination, scheduling authority, or other reserved employer functions;
- the Job Coach does not independently establish or alter workplace safety procedures, chemical-use requirements, equipment rules, restricted-area controls, or other reserved workplace requirements;
- product, equipment, technical, or maintenance matters outside Job Coaching competence and authority are directed to the responsible workplace or technical Interface;
- the Job Coach may support implementation of an authorized accommodation or restriction but does not independently approve, deny, or materially modify one where that authority belongs elsewhere;
- observations concerning changes in Worker functioning remain observations within Functional Scope and are not converted into unauthorized diagnosis, treatment, or clinical determination;
- familiarity with the Worker or workplace does not become a basis for expanding Job Coaching authority;
- urgency or convenience does not automatically justify assumption of another party's responsibility;
- uncertainty about whether an action falls within Functional Scope is addressed through clarification, supervision, or the appropriate Interface;
- remaining within scope does not become a reason to withhold legitimate Job Coaching support that is authorized and materially needed;
- responsibilities outside Functional Scope remain identifiable so that they can be communicated, escalated, referred, or transferred appropriately.

A beneficial cleaning result does not establish that an out-of-scope action was appropriate.

Conversely, interaction with employer, safety, technical, professional, or other functions does not itself constitute practice outside Functional Scope. Job Coaching may appropriately communicate and coordinate across those Interfaces while keeping the underlying authority and responsibility with the authorized party.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with Job Coach role descriptions and service authorization; Worker support objectives; provider supervision and practice boundaries; employer organizational and supervisory authority; cleaning assignment and inspection responsibilities; workplace safety requirements; product and equipment responsibilities; access and security authority; accommodation processes; vocational rehabilitation or supported-employment requirements; professional or clinical scope requirements where applicable; escalation and referral pathways; and other occupational, contractual, program, regulatory, or jurisdictional conditions.

Indicator 8.2 — Appropriate Judgment Within Functional Scope

Cleaning-Employment Application

Within the authorized Job Coaching Support Role, the Job Coach shall use appropriate judgment concerning how, when, where, and to what extent support is provided in the Worker's Cleaning Services Employment.

Role-appropriate judgment may concern observation, prompting, cueing, modeling, fading, restoration of support, communication, privacy, information sharing, response to change, and escalation. Such judgment shall be based on the Worker's actual functioning, applicable Support Intended Function(s) and Support Intended Result(s), current cleaning assignment and workplace conditions, available Evidence, applicable requirements, and the limits of Functional Scope.

Appropriate judgment does not mean making decisions reserved to an employer, safety authority, healthcare professional, accommodation authority, vocational rehabilitation program, legal or regulatory authority, or another responsible party. Where the matter exceeds Job Coaching Functional Scope, appropriate judgment includes recognizing that limitation and determining which Interface should be used.

Cleaning support shall not be applied mechanically merely because a particular method was previously used, authorized, or successful. For example, a Job Coach shall not automatically provide the same prompting throughout an entire cleaning route when the Worker requires support only for particular tasks or conditions.

Likewise, incomplete, conflicting, or uncertain information shall remain recognizable as uncertainty rather than being converted into an unsupported conclusion.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- decisions concerning the form, timing, level, frequency, location, adjustment, fading, or restoration of Job Coaching are proportionate to the Worker's demonstrated abilities, support needs, cleaning duties, and actual workplace conditions;

- observation and available Evidence are used appropriately when determining whether prompting, cueing, modeling, demonstration, checklists, route aids, timers, or other support methods remain necessary;
- judgment concerning cleaning routes, task sequences, pace, accuracy, inspection, rework, communication, or other supported functions remains connected to the applicable Support Intended Function(s) and Intended Result(s);
- support methods are reconsidered when assignments, products, tools, equipment, schedules, supervision, workplace conditions, or Worker functioning materially change;
- support is not unnecessarily increased, continued, reduced, faded, or withdrawn solely because of routine, convenience, service authorization, historical practice, or generalized assumptions about disability;
- communication, privacy, information sharing, protection, and escalation decisions reflect the actual circumstances and applicable boundaries;
- the Job Coach distinguishes matters that can appropriately be decided within Job Coaching from employer, clinical, professional, technical, accommodation, safety, legal, regulatory, or other reserved determinations;
- uncertainty or conflicting information is addressed through additional observation, clarification, supervision, assistance seeking, or the appropriate Interface rather than unsupported assumption;
- judgment supports the Worker's performance of assigned cleaning functions without unnecessarily substituting Job Coach performance for the Worker's work;
- immediate cleaning productivity or a favorable inspection result is not allowed to override appropriate consideration of Functional Independence, dignity, autonomy, employee role, or applicable rights;
- judgment remains responsive to the particular Worker and cleaning context rather than applying a uniform support method merely because it is commonly used;
- decisions made within Functional Scope remain directed toward effective Function Realization under the actual conditions.

The Job Coach's authority to make an in-scope decision does not by itself demonstrate that the judgment was appropriate.

Conversely, an unfavorable cleaning outcome does not by itself demonstrate poor Job Coaching judgment where the decision was proportionate to the information, authority, Worker functioning, and workplace conditions reasonably available at the time.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with the Worker's cleaning duties, routes, service objectives, and authorization; demonstrated abilities and support needs; employer requirements for task performance, pace, accuracy, inspection, and rework; cleaning schedules and workplace conditions; product and equipment requirements; accommodations or restrictions; authorized support strategies; provider supervision and practice boundaries; vocational rehabilitation or supported-employment requirements; professional direction where applicable; privacy and communication requirements; escalation and referral procedures; and other applicable occupational, contractual, program, regulatory, or jurisdictional conditions.

Indicator 8.3 — Avoidance of Unauthorized or Reserved Practice

Cleaning-Employment Application

Job Coaching in Cleaning Services Employment shall not include decisions, duties, or responsibilities reserved to another authorized role, party, profession, employer function, safety authority, legal or regulatory authority, or other responsible entity.

Cleaning employment creates frequent contact between Job Coaching and responsibilities belonging to others. The Job Coach may observe cleaning performance, support the Worker in understanding instructions or feedback, communicate support-relevant observations, and assist the Worker in implementing authorized requirements. These activities do not transfer the underlying authority to the Job Coach.

For example, the Job Coach may support the Worker in understanding an employer's inspection feedback but shall not become the workplace supervisor; may communicate an observed change in Worker functioning but shall not diagnose its cause; may support implementation of an authorized accommodation but shall not independently approve or modify the accommodation; and may identify a potential safety concern without assuming a reserved workplace safety determination.

The distinction shall therefore be maintained between supporting the Worker in relation to a matter and assuming authority or responsibility for that matter.

Urgency, convenience, familiarity with the Worker, length of experience at the worksite, or practical ability to perform an activity does not independently expand Job Coaching Functional Scope.

Where a necessary action or determination falls outside that scope, the Job Coach shall use appropriate assistance seeking, communication, escalation, referral, or transfer of responsibility.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- no material part of Cleaning Services Job Coaching depends on unauthorized practice;
- employer supervision, performance management, discipline, hiring, termination, assignment authority, and other reserved employer functions remain with the appropriate employer role;
- the Job Coach does not make unauthorized clinical diagnoses, treatment decisions, or other reserved professional determinations concerning changes observed in the Worker;
- accommodation approval, denial, or material modification remains with the authorized party where such decisions are reserved;
- the Job Coach does not independently establish or override reserved workplace safety, chemical-use, equipment-operation, access, security, sanitation, infection-control, or emergency requirements;
- cleaning-product, equipment, maintenance, technical, or facility decisions requiring another party's authority or expertise are directed to the responsible Interface;
- legal, regulatory, eligibility, benefits, or other reserved determinations are not made by the Job Coach;
- observation, communication, coordination, cueing, clarification, and support are distinguished from the authority to make the underlying reserved decision;

- the Job Coach may support the Worker in following an authorized requirement without representing that requirement as the Job Coach's own determination;
- familiarity with a cleaning route, product, machine, supervisor, or workplace does not become a substitute for required authority or competence;
- urgency or the desire to prevent a cleaning-performance problem does not automatically justify unauthorized action;
- uncertainty concerning authority or scope is addressed through clarification, supervision, assistance seeking, or the appropriate Interface;
- avoiding unauthorized practice does not result in withholding legitimate Job Coaching that remains within Functional Scope; and
- where responsibility belongs to another party, the matter is communicated, escalated, referred, or transferred in a manner proportionate to its significance.

A favorable cleaning result does not make unauthorized practice conforming merely because no adverse consequence occurred.

Conversely, Job Coach involvement with an employer, professional, technical, safety, or other reserved function does not itself constitute unauthorized practice. Appropriate observation, communication, coordination, and support may be necessary parts of Job Coaching when the underlying authority remains with the responsible party.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with Job Coach role descriptions and service authorization; provider supervision and practice boundaries; employer supervisory and decision-making authority; cleaning assignment and inspection responsibilities; workplace safety and emergency requirements; product, chemical, equipment, maintenance, and technical responsibilities; access and security authority; accommodation procedures; vocational rehabilitation or supported-employment requirements; professional or clinical scope requirements where applicable; legal and regulatory responsibilities; escalation and referral pathways; and other applicable occupational, contractual, program, regulatory, or jurisdictional conditions.

Indicator 8.4 — Appropriate Assistance Seeking, Escalation, Referral, or Transfer of Responsibility

Cleaning-Employment Application

When a condition affecting Cleaning Services Employment exceeds the Job Coach's authority, competence, available information, or ability to act appropriately within Functional Scope, the Job Coach shall seek appropriate assistance, escalate or refer the matter, or transfer responsibility to the appropriate party.

The relevant party may include a provider supervisor; employer or workplace supervisor; vocational rehabilitation or supported-employment program; healthcare or other professional; equipment, maintenance, or technical resource; safety or emergency authority; transportation provider; authorized representative; or another party with the required authority, expertise, information, or responsibility.

In cleaning employment, this may be necessary when a condition involves matters such as employer performance decisions, unfamiliar or potentially unsafe equipment, product or chemical requirements, workplace access or security, accommodation decisions, significant changes in Worker functioning,

unresolved transportation problems, or another matter that cannot appropriately be resolved through Job Coaching alone.

The form and urgency of assistance, escalation, referral, or transfer shall be proportionate to the condition and its potential effect on Function Realization, protection, employment participation, continuity of support, and other applicable Intended Result(s).

Transfer of responsibility means more than merely mentioning a problem to another party where further role-appropriate communication or confirmation is necessary. At the same time, transfer does not require the Job Coach to assume responsibility for the other party's decision or action.

Where appropriate, the Job Coach may continue authorized Support Work while another party addresses the matter. Escalation or referral shall not be used merely to avoid a responsibility that remains properly within Job Coaching Functional Scope.

Cleaning-Specific Quality Outcome Criteria

Quality is supported when:

- conditions exceeding Job Coaching authority, competence, available information, or safe independent action are recognized;
- assistance, escalation, referral, or transfer occurs without avoidable delay relative to the significance of the condition;
- the matter is directed to a party with an appropriate role, authority, expertise, information, or responsibility;
- employer performance, supervisory, disciplinary, scheduling, or assignment matters requiring employer authority are directed to the appropriate workplace Interface;
- product, chemical, equipment, maintenance, facility, access, security, or technical matters outside Job Coaching Functional Scope are directed to the responsible party;
- significant changes in Worker functioning requiring clinical, professional, programmatic, or other specialized consideration are referred without the Job Coach independently determining their cause;
- accommodation or restriction issues requiring authorization or modification are directed through the applicable process;
- information communicated during escalation or referral is sufficiently accurate, relevant, and appropriately limited;
- privacy, consent, authorization, and disclosure boundaries remain operative during the transfer;
- simply sending information is not treated as completed transfer where clarification, confirmation, or other role-appropriate follow-through remains necessary;
- unresolved matters remain visible until responsibility has been appropriately transferred or another applicable response has occurred;
- the Job Coach does not continue an unsupported cleaning-employment approach when available information indicates that appropriate action exceeds Functional Scope;
- escalation or referral does not unnecessarily interrupt authorized Job Coaching that can appropriately continue;
- responsibility is not transferred merely for convenience or to avoid an in-scope Job Coaching duty; and

- the Worker is appropriately informed and involved in assistance seeking, escalation, referral, or transfer where applicable to the Worker's employment and support.

The fact that a matter was escalated does not by itself establish appropriate practice. The escalation must be directed to an appropriate Interface and proportionate to the actual condition.

Conversely, resolution of a problem without escalation does not establish appropriate practice where the Job Coach assumed a responsibility that should have been transferred to another authorized party.

Reference Layer Completion

The applicable Reference Layer may complete these criteria with provider supervision and consultation pathways; employer authority and workplace escalation procedures; vocational rehabilitation or supported-employment responsibilities; product, equipment, maintenance, and technical resources; workplace safety and emergency procedures; accommodation processes; professional or clinical referral arrangements; transportation responsibilities; Worker communication preferences and authorizations; privacy requirements; documentation and notification procedures; and other applicable occupational, contractual, program, regulatory, or jurisdictional conditions.

A.3 Cleaning-Specific Failure Modes and Critical Conditions

Illustrative failure modes include coaching that overlooks a material cleaning hazard; support that substitutes for the Worker's assigned work; coaching that is inconsistent with employer procedures or current product/equipment requirements; public correction or stigmatizing interaction; failure to respond to changed assignments; inaccurate transfer of task or safety information; and Job Coach actions that assume reserved employer or safety authority. A serious unresolved hazard, coercive practice, major role violation, or other Critical Service Condition remains non-substitutable.

A.4 Reference Layer and Evidence

The applicable Reference Layer may include the current job description, employer cleaning procedures, safety and hazard-communication requirements, product labels and Safety Data Sheets where applicable, equipment instructions, worksite access and emergency procedures, vocational rehabilitation or supported-employment requirements, service authorization, worker-specific restrictions or accommodations, and other current sources. Evidence shall address the actual worksite and Service Period covered by the determination.

Appendix B (Informative) — Worker- and Population-Specific Application

This Appendix illustrates how VRJ1 may be applied where a Worker has disability-related or other functional support needs. It does not establish a disability-specific Core, diagnosis rule, presumption about ability, or lower employment expectation. Quality remains determined against the declared job, Support Intended Functions and Results, applicable requirements, and Evidence.

B.1 Purpose and Limits

A diagnosis, disability label, service category, or population designation does not by itself establish the Worker's support needs, Functional Independence, required coaching method, employment capability, or Quality State. Application shall remain individualized and function-based.

B.2 Illustrative Functional Support Conditions

Depending on the Worker and job, relevant conditions may concern learning or remembering task sequences, communication, reading or interpreting workplace information, time and schedule management, problem solving, social interaction, sensory or environmental tolerance, mobility, transportation, adaptation to change, recognizing hazards, requesting assistance, or another function materially related to the declared employment context. These examples do not establish universal deficits or required supports.

B.3 Application Across the SSC1 Factors

The same eight SSC1 Factors and thirty-two Indicators apply. Worker-specific conditions may affect the hazards that must be recognized, the pathway by which coaching contributes to job performance, the appropriate support balance, communication and dignity requirements, the significance of material change, workplace interfaces, information continuity, and when the Job Coach must seek assistance or transfer responsibility. The Core architecture does not change because the Worker belongs to a particular population.

B.4 Reference Layer and Evidence

Relevant Reference Layer sources may include service authorization, individualized employment plans, lawful accommodation arrangements, employer requirements, communication or assistive-technology instructions, professional or clinical direction where applicable to the authorized service, transportation arrangements, and other current sources. Evidence should describe actual function and support performance rather than infer quality from diagnosis or label.

B.5 Claim Limits

A favorable finding for one Worker, job task, shift, worksite, or support strategy shall not be generalized to another Worker or broader population without applicable Evidence. A VRJ1 Quality Claim shall remain bounded to the declared Quality Object, Service Period, conditions, Evidence, and uncertainty.

B.6 Application Completion Checkpoint

A completed VRJ1 application should leave visible and traceable the declared VR Job Coaching Support Service Quality Object; applicable Support Intended Functions and Support Intended Results; applicable SSC1/VRJ1 requirements and Quality Outcome Criteria; Applicable Basis and Reference Layer; Evidence and Evidence Quality; uncertainty and unresolved conditions; Evidence-Supported Findings; Quality Factor Determinations; applicable Critical Service Conditions and non-compensability review; Synthesis of Material Findings; the Conclusion or Refusal, where applicable; what the completed Quality Determination establishes about the actual Support Service Quality State; and any subsequent bounded Quality Claim.

Appendix C (Informative) — Illustrative VRJ1 Determination and Quality Claim Elements

Declared VR Job Coaching Support Service Quality Object and purpose of determination

Worker Receiving Job Coaching Support, included Support Workers, Support Role, and Functional Scope

Service Period, job/worksite setting, Support Service Arrangement, Boundaries, and Interfaces

Applicable Support Intended Functions and Support Intended Results

Applicable SSC1/VRJ1 requirements and Quality Outcome Criteria

Identified Reference Layer format, Factor sections, jurisdiction/program/employer source lists, and effective status

Evidence Basis, applicable Evidence Quality requirements, Evidence Sufficiency, and Evidence-Supported Findings

Quality Factor Determinations and Critical-Condition / Non-Compensability Review

Synthesis of Material Findings and the supportable Conclusion — Positive, Conditionally Positive, Negative — or Refusal to Express a Conclusion

What the completed Quality Determination establishes about the Support Service Quality State

Assumptions, Uncertainty, limitations, exclusions, and unresolved conditions

Bounded Support Service Quality Claim, if made, including applicable Findings and any Conclusion or Refusal where appropriate to the Claim's Intended Function or required by the Applicable Basis

Conditions of continued validity and statement of non-certification

This Appendix is illustrative and does not create a mandatory determination or Claim form. A Quality Claim may communicate specific applicable Findings without an overall Conclusion concerning the original VR Job Coaching Support Service Quality Object where that is sufficient for its Intended Function and Applicable Basis. Where the Quality of the Claim itself is determined, WQI_QCC1 applies to the Claim as a separate Quality Object.

Copyright and Use Notice

Copyright © Support Service Quality Initiative (AMSI), 2026. All rights reserved.

This document, Vocational Rehabilitation Job Coaching Context Guide — AMSI CONTEXT GUIDE VRJ1, is a publication of the Support Service Quality Initiative (AMSI).

The Guide may be used, reproduced, and distributed, in whole or in part, for informational and non-commercial purposes, provided that all reproductions include this Copyright and Use Notice and do not imply AMSI certification, approval, endorsement, accreditation, regulatory approval, professional acceptance, legal compliance, guaranteed capability or deliverability, or performance of a conformity assessment by AMSI.

Restrictions. No part of this Guide may be modified, adapted, abridged, translated, excerpted in a manner that alters meaning, or incorporated into another standard, specification, regulation, certification scheme, audit program, commercial product, or derivative work without prior written permission from AMSI, except where otherwise permitted by applicable law.

No endorsement; no certification. Use of terms, definitions, concepts, Core Quality Factors, Core Quality Indicators, Quality Outcome Criteria, examples, appendices, or other content from this Guide does not imply AMSI certification, approval, endorsement, accreditation, regulatory approval, professional acceptance, legal compliance, guaranteed capability or deliverability, or performance of a conformity assessment by AMSI.

Relationship to SSC1, WQI, and AMSI Context Guides. VRJ1 applies the AMSI Support Service Standard - Core (SSC1) to Vocational Rehabilitation Job Coaching support and uses the governing Whole Quality methodology and AMSI vocabulary. VRJ1 establishes Job-Coaching-specific requirements and Quality Outcome Criteria where context clarification is needed and identifies applicable Reference Layer needs. VRJ1 does not reinterpret, replace, supersede, or modify SSC1 or any applicable law, regulation, professional requirement, service authorization, employer requirement, Reference Layer source, or occupational scope requirement.

Disclaimer of warranties. AMSI makes this Guide available on an “as is” basis, without warranty of any kind, express or implied, including without limitation warranties of merchantability, fitness for a particular purpose, completeness, accuracy, or non-infringement. Users remain responsible for identifying and applying the current Applicable Basis and Reference Layer for the declared Quality Object.

Limitation of liability. AMSI disclaims any liability for the use, interpretation, or application of this document, including any direct, indirect, incidental, special, exemplary, or consequential damages arising from reliance on it or from decisions made using it.

Revisions. AMSI reserves the right to revise, amend, replace, or withdraw this document at any time. Users are responsible for ensuring that they are referencing the current edition.