

Work (Service) Quality for Vocational Rehabilitation Job Coaches

AMSI STANDARD WSQ3

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Special Note

Introduction

Purpose and Scope

The Work (Service) Quality Standard WSQ3 applies the principles of AMSI WSQ1 to Vocational Rehabilitation (VR) Job Coaching, ensuring measurable, structured approaches to job coaching quality. It establishes a system of quality factors, indicators, probes, and objectives that guide assessment and continuous improvement. This standard aligns with Clause 3.3.4 of the AMSI VR Job Coaching Guide, addressing the quality expectations for job coaches supporting individuals with Intellectual and Developmental Disabilities (IDD) in competitive integrated employment.

If a job coach works for a SEMP service provider accredited by the Council on Quality and Leadership (CQL), the table under Section 3.3 “Compliance & Regulatory Quality

Factors” must also incorporate the 10 quality factors of the CQL Basic Assurances®. These details and the implementation structure are provided in the AMSI PCQ1 standard, Quality Framework for Person-Centered Job Coaching in Vocational Rehabilitation for Individuals with IDD.

Definitions

- **Consumer** – The individual with IDD receiving vocational rehabilitation job coaching services.
- **Service Provider** – The VR Job Coach responsible for delivering employment support.
- **SEMP Service Provider** – The organization administering Supported Employment (SEMP) services, responsible for funding compliance and quality oversight.
- **Quality Factor** – A fundamental attribute defining VR job coaching quality.
- **Quality Indicator** – A measurable characteristic of a quality factor.
- **Quality Objective** – A predefined target for an indicator’s performance.
- **Probe** – A data point used to measure a quality indicator.
- **Quality Scale** – A structured system for evaluating whether objectives are met.

1. Visualization of Work (Service) Quality for VR Job Coaches



Fig.1: AMSI WSQ3 Job Coaching Quality Pathway

This section provides a **structured approach** for assessing VR job coaching quality, ensuring **clear expectations, measurable performance indicators, and ongoing improvement**.

Pathway to High-Quality Job Coaching:

- **Initial Assessment** – Define coaching expectations and evaluate individual needs.
 - **Quality Factor Identification** – Identify key attributes of effective job coaching.
 - **Setting Measurable Indicators** – Establish quality indicators for performance evaluation.
 - **Assigning Probes** – Select data points for assessing job coaching quality.
 - **Establishing Quality Objectives** – Set clear and achievable objectives for coaching success.
 - **Measuring Quality Performance** – Collect data through probes and assess results.
 - **Review and Analysis** – Compare performance against objectives.
 - **Continuous Improvement** – Implement feedback-driven strategies to enhance service quality.
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2. Quality Framework for VR Job Coaching

2.1 Concept of Quality as a Shared Responsibility

Work (service) quality in VR job coaching is a **shared responsibility** between the individual with IDD, the job coach, the employer, and the SEMP service provider. Collaboration is essential to defining expectations, implementing quality measures, and ensuring sustained employment success.

2.2 Structure of Quality Assessment

- **Performance-Based Factors** – Effectiveness in job coaching support.
 - **Consumer Experience Factors** – Satisfaction and accessibility of job coaching.
 - **Compliance & Regulatory Factors** – Adherence to professional and legal standards.
 - **Employer & Workplace Training Factors** – Support provided to employers in IDD inclusion.
 - **SEMP Provider Satisfaction & Reporting Factors** – Assessment of job coaching effectiveness and compliance with reporting requirements.
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3. Quality Factors, Indicators, and Objectives

3.1 Performance-Based Quality Factors

Quality Factor	Quality Indicator	Probe (Measurement Method)	Quality Objective
Coaching Effectiveness	Achievement of employment milestones	Individual employment progress records	≥ 75% of objectives met in 6 months
Worksite Support	Frequency of on-site coaching interventions	Documentation of coaching sessions	Weekly support provided as needed

3.2 Consumer Experience Quality Factors

Quality Factor	Quality Indicator	Probe	Quality Objective
Consumer Satisfaction	Feedback from individuals with IDD	Periodic surveys	≥ 80% satisfaction rate
Personalized Support	Tailored coaching plans	Individual employment plans	100% individualized coaching plans provided

3.3 Compliance & Regulatory Quality Factors

Quality Factor	Quality Indicator	Probe	Quality Objective
Legal & Ethical Compliance	Adherence to ADA and other laws	Compliance audits	100% compliance
Documentation Standards	Timely submission of coaching reports	Report tracking system	100% on-time submission

3.4 Training & Support for Employers and Individuals with IDD

Quality Factor	Quality Indicator	Probe	Quality Objective
Employer Training	Employer education on IDD inclusion	Training logs	100% of employers trained
Workplace Accommodations	Implementation of needed supports	Job accommodation records	100% implementation

3.5 SEMP Service Provider Satisfaction & Reporting

Quality Factor	Quality Indicator	Probe	Quality Objective
SEMP Provider Satisfaction	Feedback on job coaching effectiveness	SEMP provider satisfaction surveys	≥ 80% satisfaction rate
Communication & Collaboration	Responsiveness to job coach recommendations	Meeting records, response logs	100% documented responses within agreed timeframe
Timely Submission of Reports	Reports submitted on time	Internal tracking & confirmation logs	100% on-time submission
Accuracy & Completeness of Reports	Compliance with funding requirements	Audit results, compliance checks	100% accuracy in submitted reports

4. Continuous Improvement and Monitoring

4.1 Feedback and Adaptation

Continuous improvement in VR job coaching is essential to ensuring quality service delivery. This involves:

- **Regular performance reviews** to identify strengths and areas for improvement.
- **Feedback from individuals with IDD, employers, and SEMP providers** to enhance job coaching methods.

- **Data-driven adjustments** based on quality indicators and measurable outcomes.
- **Training updates** for job coaches to address emerging employment challenges and best practices.

4.2 Quality Assessment Process

The quality assessment process follows a structured approach to ensure objectivity and effectiveness:

1. **Define Quality Factors** – Identify essential elements affecting job coaching performance.
 2. **Assign Quality Indicators** – Establish measurable benchmarks for evaluating performance.
 3. **Set Quality Objectives** – Define realistic, achievable goals.
 4. **Monitor Probes** – Collect data points for assessment.
 5. **Evaluate Results** – Compare actual performance with defined objectives.
 6. **Implement Improvements** – Adjust coaching practices based on assessment findings.
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5. Quality Scales and Evaluation

5.1 Types of Quality Scales

To assess VR job coaching effectiveness, different quality scales may be applied:

- **Binary Scale (Pass/Fail)** – Used for compliance-related assessments (e.g., adherence to ADA regulations).
- **Percentage Scale** – Evaluates the proportion of successful cases meeting defined objectives.
- **Five-Point Scale** – Ranges from "Unacceptable" to "Excellent," useful for consumer satisfaction and employer feedback.
- **Weighted Scoring** – Assigns different importance levels to various quality indicators to calculate an overall performance score.

5.2 Selecting the Right Scale

The choice of quality scale depends on:

- **Assessment goals** – Whether compliance, performance, or satisfaction is the focus.
- **Ease of interpretation** – Ensuring that the scale is understandable and actionable.

- **Comparability across evaluations** – Allowing for meaningful tracking of improvements over time.
 - **Alignment with objectives** – Matching the scale with predefined goals for VR job coaching success.
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6. Compliance and Implementation

- **SEMP Providers** – Review job coaching effectiveness, report submission compliance, and service coordination.
 - **Monitoring & Reporting** – Ensure continuous tracking of quality indicators and compliance with funding agency requirements.
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7. Conclusion

7.1 Key Takeaways

- Work quality in VR job coaching must be **measurable** and **structured** using defined indicators and objectives.
- Effective job coaching requires **collaboration** among job coaches, individuals with IDD, employers, and SEMP providers.
- **Regular assessments and continuous feedback** drive improvements in employment retention and job satisfaction.
- **Compliance with professional and regulatory standards** ensures credibility and sustainability of job coaching services.

7.2 Adoption of WSQ3

Organizations and VR job coaches should **integrate WSQ3 into service agreements** to:

- Strengthen employment outcomes for individuals with IDD.
 - Improve collaboration with SEMP service providers.
 - Align coaching services with national work quality standards.
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