



IOWA VOCATIONAL REHABILITATION SERVICES

Policy No. 312	Subject: Non-Supported Employment Job Coaching
Section: Services	Revised: 01/2019
Signature: Eric Evans, Bureau Chief	Version: FINAL

1. DEFINITIONS

- a. **Job Coach:** A person who teaches the job specific skills and soft skills of a job in the community business or industry. Another title for the position is Employment Training Specialist.
- b. **Job Coaching:** A service, which may be purchased to teach a job candidate both the job duties and job-related responsibilities, such as transportation, co-worker relationships, taking breaks, etc. It may also include interaction with the employer, supervisor, and co-workers to assist in the integration of the employee and spot-checking on performance, employer satisfaction, job coaching/training in new duties, and other responsibilities that assure job retention.
- c. Non-supported job coaching services may be defined by:
 - i. The job candidate requires minimal prompting and guidance in addressing work habits and behavioral difficulties.
 - ii. The job coach works with the employer to understand the training needs of the job candidate.
 - iii. The job coach provides training strategies to the employer so that the employer may provide future training once the IVRS file is closed.
 - iv. The job coach analyzes the work site and workstation to arrange appropriate accommodations for the job candidate on the job.
 - v. The job coaching is a time-limited service in which long-term job support is not necessary in order for the job candidate to maintain employment/training in unique job situations.
 - vi. The quantity of job coaching for one-on-one training while the job candidate is learning the job will last until all skills are learned.

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- vii. The job is considered permanent and stable once the job coaching has faded and the employer is satisfied with the job candidate's performance on the job.
- viii. The job coaching may be resumed after the job is considered stable if additional training for new assignments is necessary.

2. QUALIFICATIONS

IVRS requires job coaches to be trained either through IA-APSE's (Associate of Persons Supporting Employment First) specialized program; or DirectCourse through the Iowa Association of Community Providers (IACP); or to have credentials as a licensed educator with the State of Iowa; or a degree in Rehabilitation or a comparable field. Job coaches meet the requirements through Community Rehabilitation Provider (CRP) CARF accreditation and training. Any individual who may provide job coaching services independent of a CRP is required to have professional liability coverage. The individual providing the job coaching services should be able to adequately convey information about how the job is to be done, and be acceptable to both the job candidate and the employer. Request to qualify a program meeting these requirements should be submitted to the Resource Manager who oversees Independent Living.

Job candidates utilizing the Consumer Choice Option (CCO) have the option of hiring any individual to provide job coaching services. When this occurs, IVRS pays the job candidate as the employer and the job candidate provides payment to the job candidate's CCO provider for the job coaching services. In this situation, the requirements to obtain insurance and complete the W-9 and SS8 forms are waived.

There is always a preference to work with a CRP for non-supported employment job coaching supports, however, there are times when services are not available through a CRP or the CCO option. In these rare circumstances, through informed choice, a job candidate may consider opportunities similar to CCO non-supported employment job coaching. This training may be available on or off the work site by the individual the job candidate chooses (e.g. co-worker, family member, friend, acquaintance) that is knowledgeable about the job candidate and the job needs. Throughout the work day, in consultation with the job candidate's IVRS counselor, the job coach gains disability-



related knowledge used to support the job candidate in learning the job-specific tasks, work habits, and behaviors so that they are eventually able to work independent of job coaching assistance. When this option is utilized, IVRS provides payment to the job candidate who then hires the job coach of their choice. These time-limited services then transition to natural supports occurring in the work environment unless specific arrangements and eligibility has been determined for extended long-term supports.

On an emergency or short-term basis, IVRS Rehabilitation Assistants may also perform job coaching services. They do not have to meet the stated certification requirements, but must be familiar with the systematic instruction and the principles of job coaching.

3. WHEN PROVIDED

Non-supported employment job coaching is appropriate when the job candidate requires initial job coaching with the expectation to work independently towards job stabilization. This service may be provided when the individual needs training significantly greater than is required by most new employees and the employer is unwilling or unable to provide it. There is no requirement that the individual be in the Most Significantly Disabled (MSD) category to receive this service.

4. LIMITS/COSTS

Job coaching is authorized per the Menu of Services based on an agreed upon number of hours necessary to reach stabilization. Staff should determine the number of hours needed through discussion with the employer. IVRS funds job coaching services up to stabilization.

5. REPORTING REQUIREMENTS

The job coach must provide a monthly report on the job candidate's progress with each billing. The requirements for these reports can be located in the Menu of Services Manual.

6. EXCEPTIONS

- a. An exception is required any time this service is utilized.



7. APPLICABLE FORMS

- a. Menu of Services Manual
- b. [Request for Exception to Policy](#)