

JOB COACHING VS. BEHAVIOR SUPPORT: UNDERSTANDING THE DIFFERENCE



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FACT SHEET SUMMARY

Understanding the difference between **job coaching** and **behavior support** is essential to help individuals succeed at work. Job coaching focuses on building job skills and independence at the worksite. Behavior support helps individuals address challenging behaviors that affect many parts of their lives (American Association on Intellectual and Developmental Disabilities [AAIDD], 2016; APSE, 2020).

Vocational Rehabilitation (VR) funds job coaching to help people learn and stabilize employment, with **fading required** (per Utah VR Client Service Manual, Ch. 30.10). Division of Services for People with Disabilities (DSPD) funds behavior support for long-term behavioral needs. When providers confuse the two, it can lead to difficulty with **fading supports**, which is a key expectation in job coaching (Butterworth et al., 2017).

Job Coaching

Why Fading is Important

Fading is required in **job coaching**. The goal is for the employee to work independently, with coworkers and supervisors becoming their **natural support**. If significant behavior challenges prevent fading, this indicates a need for **DSPD funded behavior support** (Butterworth et al., 2017; DSPD, 2023).

What is Job Coaching?

Job coaching is a time-limited, skill-building, and worksite-focused support with fading to natural supports. Job Coaching focuses on work-related skills and includes:

- Teaching work tasks and routines
- Providing on-the-job training
- Building professional relationships with supervisors and coworkers.
- Encouraging independence at work
- Gradually fading support to natural support (Butterworth et al., 2017; Wehman, 2012)

Funded by: Vocational Rehabilitation (VR) (Utah State Office of Rehabilitation, 2023)

What Job Coaching is **NOT**:

- Job coaching is **NOT** behavior therapy.
- Job coaching is **NOT** crisis intervention.
- Job coaching is **NOT** long-term behavior support

Providing behavioral interventions without proper training and funding can be unethical, ineffective and may lead to serious consequences.

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Fact Sheet

What is Behavior Support?

Behavior support is *multi-setting* and focuses on behavior change, with potential for ongoing services. It helps with challenging behaviors that affect many settings:

- Addresses unsafe or harmful behaviors (e.g., aggression, self-harm)
- Provides positive behavior support plans.
- Teaches emotional regulation and coping skills.
- Supports caregivers and staff through training.
- May include crisis intervention strategies (AAIDD, 2016; DSPD, 2023)

Funded by: Division of Services for People with Disabilities (DSPD)

Signs to Refer to DSPD for Behavioral Supports:

- The client meets job skill requirements, but persistent behaviors (e.g., anxiety, aggression, refusal) threaten job retention and require interventions beyond what a job coach can provide.
- Supports like Behavior Support Plans, coping strategies, or environmental modifications are necessary.

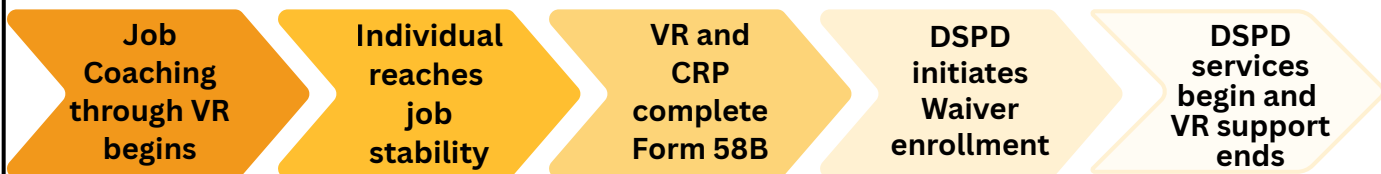
Steps for Job Coaches:

- **Document** behavior patterns and interventions tried during VR job coaching.
- **Report findings** to the VR counselor with specific examples (dates, triggers, responses).
- **Coordinate** with DSPD Support Coordinator early to avoid service gaps.
- **Assist** with completing **Form USOR 58B** and obtaining required releases.
- **Collaborate** with DSPD Behavior Specialists during the transition.

Job Coaching	Behavior Support
Teaches work skills and builds independence	Addresses challenging behaviors across settings
Occurs at the worksite	Occurs across home, community and work
Funded by VR	Funded by DSPD
Fades to natural workplace supports	May include long-term plans or supports

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Transition Workflow Quick Reference:



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