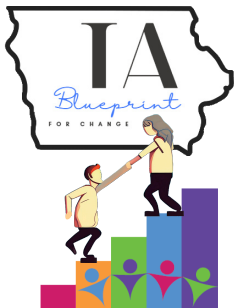


ACRONYMS

- Customized Employment (CE)
- Employment specialist (ES)
- Griffin-Hammis Associates (GHA)
- Iowa Blueprint for Change (IBC)
- Health & Human Services (HHS)

**BACKGROUND**

Three GHA mentors provide CE training and mentoring to employment specialists under the IIBC project. This document outlines findings from mentor feedback about challenges and facilitators to project success during Year 2.

FEEDBACK ABOUT CHALLENGES**REFERRALS****67%**

of mentors experienced major challenges with employment providers getting referrals from IVRS. One person experienced minor challenges with counselors knowing who and how to refer to IBC CE.

MENTORING**100%**

of mentors experienced minor challenges with:

- ES workloads outside CE.
- No selection process for CRPs in choosing a CE ES.
- Introducing an ES with prior CD experience to CE fidelity standards.
- ES turnover.

DATA**100%**

of mentors experienced minor challenges with:

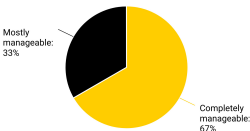
- Inconsistent communication of DIF tracking expectations, where CRP teams could benefit from monthly updates or paperwork walk-throughs.

FEEDBACK ABOUT IBC CE IMPACT**Q: What impact is GHA mentoring having on employment services?**

All mentors reported that ES supported employment services have improved a lot because of CE fidelity standards and training and mentoring.

Q: How are employment specialists performing along the CE fidelity standards?

All mentors reported that most employment specialists are meeting most fidelity standards while falling below expectations on others.

FEEDBACK ABOUT SUPPORT**MENTOR RATINGS OF IBC JOB EXPECTATIONS****TEAM COORDINATION**

Mentors believe team coordination can improve with clearer communication, patience, and understanding.

SUGGESTIONS

Mentors suggested more counselor training, regular meetings, and aligning CE funding, training, and fidelity monitoring with HHS.

FEEDBACK ABOUT COLLABORATION**COMMUNICATION WITH ESs****COMMUNICATION WITH KEY ROLES**

- Frequency of communication was most consistent between employment specialists and mentors.
- Communication with CRP leadership and VR counselors varied between weekly, 2–3 times per week, monthly, and quarterly.

FEEDBACK ABOUT THE COLLECTIVE**AGENCY ENGAGEMENT**

67% of mentors perceived the collective as slightly effective; 33% indicated mostly effective.

SUGGESTION

Mentors suggested sending out Collective meeting invites for engagement.

MENTOR ATTENDANCE

- 2/3 mentors attended 4 Collective meetings; 1/3 attended 1.
- There is a positive correlation between meeting attendance and understanding of the purpose of the collective.