

# Iowa Blueprint for Change 2024 Pre-Implementation Survey for Employment Specialists

*Submitted to:*  
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# IOWA

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### Acronyms Used in this Report

Abbreviation	Definition
ACRE	Association of Community Rehabilitation Education
ASPIRE	Advancing State Policy Integration for Recovery & Employment
CE	Customized Employment
CEA	Centre for Evaluation and Assessment
CI	Collective Impact
CRP	Community Rehabilitation Programs
DHHS	Department of Human Health Services
DIF	Disability Innovation Fund
DSP	Direct Support Service Provider
DSR	Discovery Staging Record
GHA	Griffins-Hammis Associates
HAB	Day Habilitation
IBC	Iowa Blueprint for Change
ICEBH	Iowa Center for Excellence in Behavior Health
IPS	Individual Placement Support
IVRS	Iowa Vocational Rehabilitation Services
JC	Job Candidate
PA	Pre-Apprenticeship
RA	Registered Apprenticeship
SWTCIE	Subminimum Wage to Competitive Integrated Employment
UCEDD	University Center for Excellence in Developmental Disabilities
VR	Vocational Rehabilitation
VRTAC-QM	Vocational Rehabilitation Technical Assistance Centre- Quality Assurance

## Executive Summary

### Program Purpose

The Disability Innovation Fund (DIF) grant under the Iowa Workforce Development supports Iowa Vocational Rehabilitation Services' (IVRS) efforts to continue and build upon the preexisting Subminimum Wage to Competitive Integrated Employment (SWTCIE) program through the Iowa Blueprint for Change (IBC) project. IBC continues to promote and facilitate the transition from 14(c) subminimum wage employment to competitive wages in an integrated environment. There are six main project objective aims driving the IBC project: 1) engage stakeholders, 2) use RA and PA programs as project models, 3) support CIE for youth; 4) increase CIE attainment for Iowans with disabilities, 5) increase expectations of and demand for CIE, and 6) develop CIE supports as the preferred outcome for people with disabilities.

### Background

The local evaluation of the IBC project is led by the University of Iowa (UI) Center for Evaluation and Assessment (CEA). This evaluation applies a formative approach, gathering data to inform decision-making to attain project outcomes. To identify action items in year two of the IBC project, the question, '*What are the anticipated barriers and facilitators to project implementation?*' guides year two evaluation activities.

### Findings

The 2024 Employment Specialist Pre-Implementation Survey explored Employment specialist's prior experience, reflecting on their years of experience providing IPS and CE, their role clarity, project preparedness, resources and workload, challenges, anticipated barriers in providing IPS and CE, project impact, and additional support or guidance needed for success. A total of 14/20 respondents, or 70% of the sample, completed the survey; however, one respondent chose not to participate. Most of those surveyed worked full-time while two reported having additional full- or part-time duties, and one indicated a part-time commitment as an Employment Specialist. Irrespective of the services being provided, most of them had little (less than a year or no prior experience); however, a considerable number (46%, 6/13) fully grasped their function in the IBC project. A larger percentage indicated they were mostly prepared to provide IBC services but expressed uncertainty about who to contact with questions about RAs and PAs, with some expressing minimal confidence in whom to approach. Compared to Employment Specialists providing CE, a higher proportion of those offering IPS felt generally prepared. Employment Specialists mentioned that they faced minor barriers in their service delivery; these included IVRS waiting lists, authorization issues, work overload, limited work options, community size constraints, and administrative difficulties. To enhance their work, they made some recommendations, including additional training on expense reports, clarifying what qualifies as billable hours, and guidance on their jobs. When assessing the impact of the IBC project, only 4/11 employment specialists were completely confident of the project's success in transitioning persons from subminimum wage to competitive employment. Nevertheless, some Employment Specialists expressed contentment with the IBC Collective, citing its provision of a productive forum for smooth interaction with other service providers.

## IBC Pre-Implementation Survey Analysis

### Overview

The Iowa Blueprint for Change (IBC) project, a collaboration among Iowa Vocational Rehabilitation Services (IVRS), Iowa's University Center for Excellence in Developmental Disabilities (UCEDD), Advancing State Policy Integration for Recovery and Employment (ASPIRE), Iowa Center for Excellence in Behavioral Health (ICEBH), and Griffin-Hammis Associates (GHA), employs a guided approach to customized employment (CE) training, restructured reimbursement for Individualized Placement and Supports (IPS), and a sustainability model based on Direct Support Service Provider (DSP) Registered Apprenticeship (RA) and Pre-Apprenticeship (PA) programs. These components follow an implementation plan aimed at achieving collective impact (CI) through structured collaboration involving a contract group, steering committee, backbone support group, and stakeholder workgroups.

The contract group, comprising representatives from GHA, the University of Iowa evaluation team, UCEDD, and IVRS, keeps all IBC entities informed about project updates. The steering committee, including members of the contract group and workgroup representatives, facilitates programmatic decision-making. The backbone support group, with representatives from UCEDD, the IBC project director, the IVRS resource manager, and counselor specialists, maintains project organization and supports collaboration among stakeholders. Workgroups, involving all project stakeholders, focus on different project topics such as apprenticeships, 14(c) initiatives, IPS and CE services, education and transition initiatives, and Employment First or Technology First initiatives, providing insight to guide project strategies.

Employment specialists, under the guidance of GHA and/or IPS services, play pivotal roles in implementing CE and IPS services, receiving technical assistance and training to enhance proficiency in mentoring, fidelity, and service delivery. The local evaluation of the IBC project revolves around three key questions: How are multiple agencies collaborating for collective impact? Are providers implementing the program with fidelity? What services are effective for transitioning SWTCIE program participants from SMW to CIE? The pre-implementation survey for employment specialists, aligned with these questions, assesses role clarity, stakeholder collaboration, and anticipated barriers, aiding IVRS in identifying implementation challenges and opportunities for improvement.

### Methods

A utilization-focused approach emphasizes conducting an evaluation that produces the most useful information to guide program decisions (Patton, 2008). This approach was applied to elicit formative feedback via pre-implementation stakeholder surveys to support collective impact (Preskill et al., 2014). A preliminary document analysis and meetings with the IBC program director, GHA executive director, and IVRS resource manager revealed key roles and expectations of employment specialists for program success that helped inform survey item development.

Following survey development, items were piloted among and/or discussed with IVRS and key informant stakeholders in January 2024. Key informant stakeholders for IPS-related survey questions were the IPS state trainer/fidelity reviewer for ICEBH, the employment policy planner

for the Department of Human Health Services (DHHS), and the CEBH senior consultant/UCEDD program manager. Key informant stakeholders for CE included the GHA executive director/co-project director for Vocational Rehabilitation Technical Assistance Centre- Quality Assurance (VRTAC-QM), and the GHA Senior Associates in Iowa and Pennsylvania.

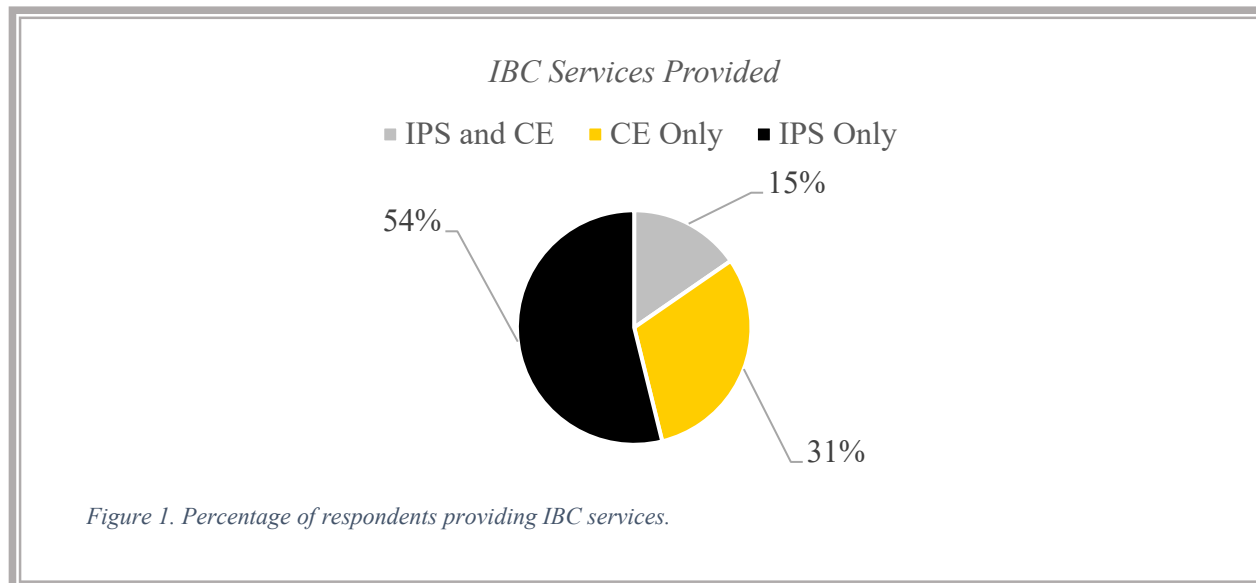
Following the pilot phase, surveys were distributed via the Qualtrics survey platform to 20 employment specialists engaged in IBC project activities on January 19, 2024. Two email reminders were subsequently sent on January 24 and January 29, 2024. The survey concluded on February 8, 2024.

An analysis of survey findings included descriptive statistics of construct-specific, Likert-type items and free-response items derived from thematic, inductive coding. This report details findings based on the experiences of 13 employment specialists. Due to the small sample size and to protect anonymity, responses to open-ended items are summarized, and exhaustive quoted responses are excluded.

## Findings

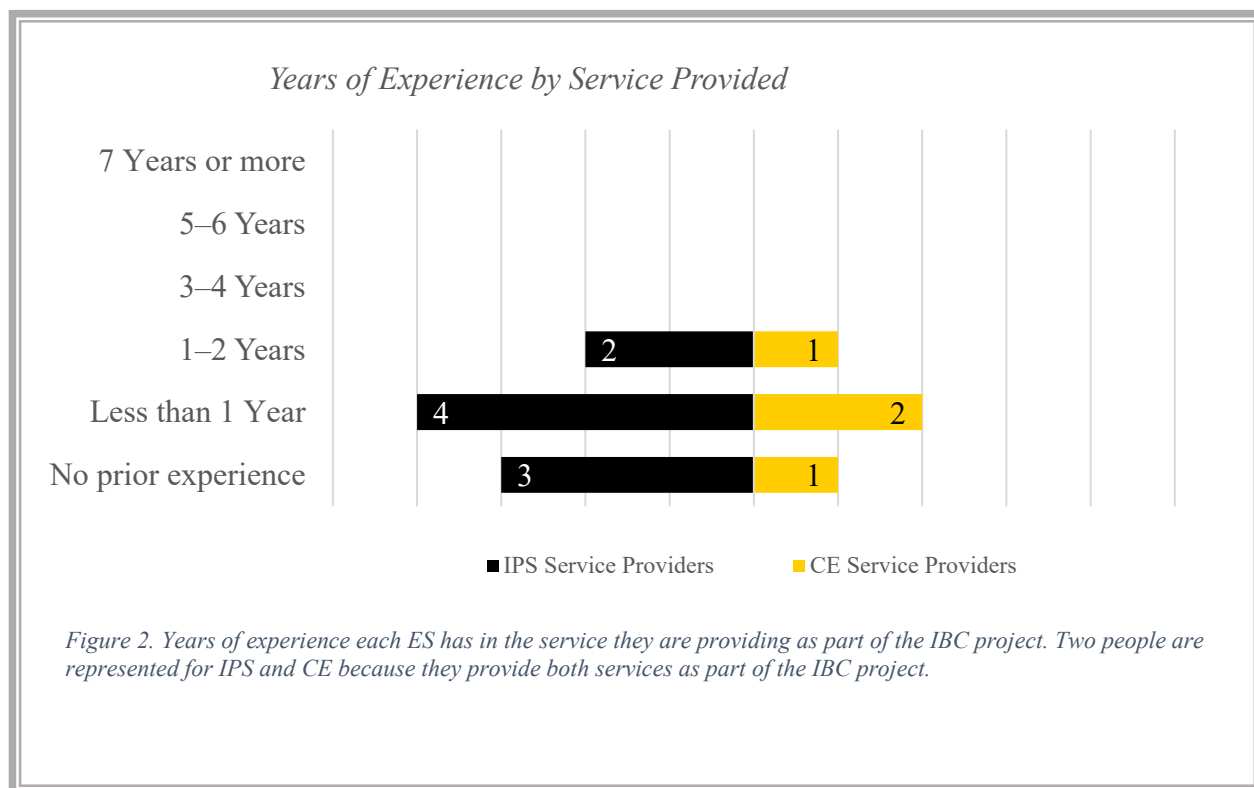
### Participant Profile

The Employment Specialist (ES) Pre-Implementation Survey yielded a 70% response rate (14/20), although one respondent opted out due to a different professional status. Most of the respondents were full-time employment specialists. However, one indicated a part-time commitment as an ES and two indicated having additional full-time or part-time responsibilities.



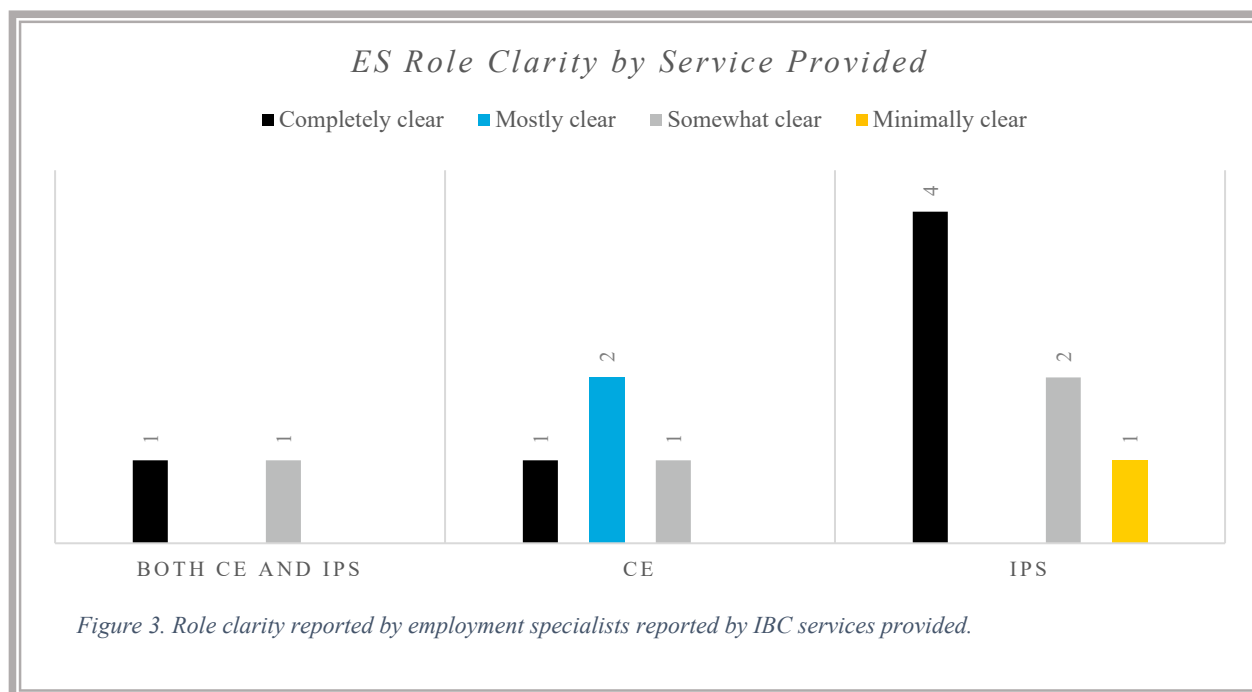
Within the scope of the IBC project, the majority exclusively offered IPS, some focused solely on CE, and a few were involved with both CE and IPS (see Figure 1). Notably, IVRS documentation of project roles was accurate for 11 out of 13 employment specialists. Among the two who mentioned changes, one transitioned from an employment specialist to an employment coordinator and one clarified that they are a job developer in addition to their IBC commitment to CE.

Regardless of service provided, most employment specialists are new to these services (less than a year or no prior experience). Two employment specialists had seven years or more of experience providing CE, and one had three to four years of experience providing IPS services; these individuals, however, were not providing these services as part of the IBC project. While responses were missing from two employment specialists, it's noteworthy that 78% of the 9 who are actively providing IPS as part of the IBC project are new to IPS. Similarly, 75% of the 4 employment specialists who are providing CE under the IBC project are new to CE. Figure 2 highlights the distribution of years of experience broken down by the service the employment specialists provide as part of the IBC project. For example, if an ES provides IPS, their years of experience in IPS is reported. The two employment specialists who provide both IPS and CE as part of the IBC project are reflected under years of experience for both IPS and CE.



### Role Clarity

On a five-point, construct-specific, Likert-type scale, survey recipients were asked to indicate how clear their role is in the IBC project: ‘completely clear’, ‘mostly clear’, ‘somewhat clear’, ‘minimally clear’, and ‘not clear at all’. A significant portion of employment specialists (46%, 6/13) fully understand their role in the IBC project. In contrast, 15% (2/13) indicated their roles are mostly clear, 31% (4/13) felt somewhat clear, and only 8% (1/13) had minimal clarity. Figure 3 presents the distribution of role clarity reported by employment specialists according to the IBC services they provide.



Four employment specialists expressed concerns about role clarity. These concerns included a desire for better understanding of expense reports, the opportunity catch up on missed Collective meetings through recorded sessions, clarification on billable hours, and support for an IPS employment specialist adjusting to their new role.

*“Sharpening my understanding of the expense reports would be a lot more helpful. I may feel this way due to the challenge of working on them just before taking this survey.”*

As reported by employment specialists, ES supervisors tend to understand either most (3/9 for IPS, 2/5 for CE) or all (3/9 for IPS, 3/5 for CE) IBC job demands related to the ES role. Only one recorded response indicated that their supervisor understands ‘some’ IBC IPS demands. For those supervisors who tend to understand most demands, employment specialists indicated no need for further improvement; one praised their supervisor’s commitment to finding answers to questions they may not know. For those supervisors with less understanding of the IBC role, comprehension can be improved through Collective attendance and better communication.

### **Project Preparedness**

Employment specialists generally feel adequately prepared to deliver IBC services. Notably, 67% of those involved in IPS delivery reported feeling mostly prepared. In contrast, among employment specialists providing CE, a smaller proportion (33%) felt mostly prepared, while the majority (50%) indicated feeling somewhat prepared.

While the majority of respondents feel confident and prepared to fulfill their IBC obligations, survey results demonstrate a range of expertise when it comes to seeking guidance on various IBC



programs or components. Respondents were asked to rate confidence on a 5-point scale, ranging from ‘completely confident’ to ‘not confident at all’. In general, the proportion of response selections for confidence versus lack of confidence (i.e., people who selected “completely confident or mostly confident” versus people who selected “minimally confident” or “not confident at all”) favored confidence for CE, IPS, Medicaid, and referrals. However, most respondents indicated uncertainty about who to approach with questions about RAs and PAs with some expressing minimal confidence in who to approach.

### **Anticipated Barriers/Challenges in Providing IPS/CE**

Most Employment Specialists (7 out of 9) offering IPS, and a significant portion of those providing CE (2 out of 5), reported experiencing minor challenges in delivering or preparing to provide IPS/CE as part of the IBC project. Barriers affecting IPS services include IVRS waiting lists, authorization issues, work overload, limited work options, community size constraints, and administrative difficulties. Providing services promptly is challenging when faced with authorization delays, waitlist delays, and IVRS waitlists, especially for clients who receive HAB funding. One ES also described their commitment to five counties. The strain of overseeing multiple counties contributes to work overload; however, they note the effectiveness of the Collective in helping them identify innovative solutions.

Moreover, the availability of diverse work options for clients in small communities is constrained, with a predominant focus on retail or fast-food sectors. Other concerns included the volume of monthly paperwork, understanding the language utilized by various providers who are part of the team, and resistance experienced when attempting to schedule consistent meetings (although with whom these meetings were being scheduled was not disclosed).

*“The ability to go back and adjust the documentation is important as information is found for our client.”*

Employment specialists who provide CE as part of the IBC project reported challenges related to fidelity tenets for the Discovery Staging Record (DSR) and the incorporation of relevant information at later stages of the process. Specifically, as an ES learns more about a job candidate, it can be difficult to retrospectively add this new information to the job candidate’s profile. Additionally, they highlighted difficulties in accessing GHA mentors, citing issues such as meeting cancellations and limited availability as notable problems.

### **Support**

Employment specialists delivering IPS emphasized the need for enhanced support and guidance in their roles, including additional training on IPS delivery and increased interaction and assistance from IVRS, particularly when faced with challenges in their interactions with clients. They also expressed a need for clear guidelines regarding billable hours for the IBC project, as well as a comprehensive understanding of job responsibilities and client paperwork requirements. Additionally, one ES suggested the development of an Employment Brochure to provide to employers during visits.

### The Collective

Employment specialists recognize the importance of attending collective meetings; however, most of them (9/11) did not attend any of the 4 Collective meetings held so far. When asked about reasons for missed Collective meetings, most (73%, 8/11) reported that they did not receive a meeting invite; others were either unsure about what the Collective meeting does (36%, 4/11) or the meeting time did not fit their schedules (9%, 1/11).

*"I think continuing to be part of the IBC collective has opened up communication between other providers throughout the state. We all have the same mission, and we all want everyone to succeed and be there for each other. This has really helped with idea sharing and learning from one another."*

A positive pattern can be observed between Collective meeting attendance and understanding of the purpose of the Collective. Only those employment specialists who attended Collective meetings reported a complete understanding of the purpose of the Collective. Those who had not attended a Collective meeting either did not understand (2/8), slightly understood (3/8), or mostly understood (3/8) the purpose of the Collective.

*"The Department of Corrections seems to be a source of referrals for most IPS sites. With a lot of IPS clients having criminal justice history and this being a barrier to employment for most, I feel it would be good to have them involved to help share ideas and also learn about what the Collective is trying to achieve and how it can help our shared clients."*

Of those who have been involved in the Collective (with one having attended two meetings and one having attended four), one expressed satisfaction with the IBC Collective specifically because it has offered an efficient platform for seamless communication with fellow providers in the state. They noted that it also allowed them to easily reach out to team leaders or supervisors with any questions. Both Collective attendees suggested improvements, including more frequent meetings (monthly instead of every other month) and additional resources or information about Collective thinking and problem-solving. Furthermore, the Department of Corrections was a key agency currently not involved in the Collective; their role as a source of referrals for IPS sites could contribute a valuable perspective to Collective conversations.

### Project Impact

On a five-point, construct-specific, Likert-type scale, survey recipients were asked to indicate how confident they are that the IBC project will increase the number of people who transition into CIE: completely confident, mostly confident, somewhat confident, minimally confident, and not confident at all. Only 4/11 respondents were completely confident of a possible increase. On why IBC might be ineffective or insufficient for increasing the number of people who transition into CIE, one respondent said that many of the people being served were receiving Day Habilitation (HAB) services and another explained that "other programs involved and determining eligibility" could be a hindrance.

## Discussion

There are three evaluation questions guiding the IBC local evaluation: 1) How are the multiple agencies working together to have a collective impact? 2) To what extent are providers implementing the program with fidelity? 3) What services are effective for SWTCIE program participants to transition from SMW to CIE? This pre-implementation survey provided baseline data to assess implementation plans and anticipated barriers or challenges that will help address these questions over the life of the grant.

The 2024 Employment Specialist Pre-Implementation survey gathered valuable data to evaluate behaviors that can support the achievement of IBC objectives and identify potential obstacles throughout the life of the grant. Employment specialists provided insights about their current collaborations with key stakeholders, their assessment of the effectiveness of the Collective for engaging key agencies in the IBC project and supports or barriers that improve or affect the effectiveness of IBC services. These findings provide data for formative project decisions over the life of the grant and provide annual data to inform the development of a Playbook that guides project replication at the end of the DIF grant.

### 1. Collaboration for Collective Impact:

The pre-implementation survey has illuminated areas where collaboration among multiple agencies can be strengthened to achieve a collective impact. While employment specialists demonstrate a strong understanding of their roles in providing IPS/CE, there are opportunities for improvement. Additional training on expense reports and clarification on billable hours can support employment specialists in adapting to their new positions. Furthermore, recording minutes of Collective meetings and providing access to absent employment specialists can enhance collaboration and ensure alignment among stakeholders.

### 2. Fidelity:

The evaluation has revealed a solid understanding of fidelity standards among employment specialists, although room for improvement exists, particularly in the documentation process and revision process for incorporating emergent job seeker information. Simplifying fidelity documentation and offering additional training can facilitate consistent adherence to fidelity standards. Additionally, addressing scheduling conflicts and providing adequate support to new providers can ensure the long-term success of participants in the IBC project.

### 3. Effective Services

Insights from the survey highlight challenges such as poor attendance at collective meetings and concerns about potential obstacles in accessing services. Improving scheduling, communication, and partnerships with stakeholders can address these challenges and make the IBC project more inclusive and accessible. By enhancing collaboration, fidelity, and effective service delivery, the project can continue to facilitate successful transitions to competitive integrated employment for all participants.

In conclusion, the findings from the pre-implementation survey serve as a valuable foundation for ongoing decision-making and improvement within the IBC project. By addressing the identified

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challenges and building on existing strengths, we can advance our collective goal of empowering individuals to achieve meaningful employment outcomes.

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## Appendix

### Employment Specialist Pre-Implementation Survey

#### Start of Block: Role in IBC

In October 2022, Iowa Vocational Rehabilitation Services (**IVRS**) was awarded the Disability Innovation Fund (**DIF**) grant for the Iowa Blueprint for Change (**IBC**) project to increase Competitive Integrated Employment (**CIE**). Under IBC, employment specialists provide Customized Employment (**CE**) with technical support from Griffin-Hammis Associates (**GHA**) and/or Individual Placement and Support (**IPS**) services.

You are receiving this survey because your role relates to one of the many components that impact the success of the IBC project. **Your feedback will help IVRS identify barriers and facilitators to IBC implementation for long-term broader impact.**

All acronyms in this survey are clickable. Clicking on acronyms will spell the acronym out for you.

1. Our records indicate that you are an employment specialist providing {IPS/CE} services for {CRP name} as part of the as part of the [IBC](#) project. Have there been any changes or additions to this description of your role?
  - Yes
  - No

*Display This Question:*

*If 'Our records indicate that you are an employment specialist providing ...' = Yes*

2. You indicated that there have been some changes or additions to your role as an employment specialist providing {IPS/CE} services for {CRP name} as part of the [IBC](#) project. What has changed? Select all that apply.
  - I am no longer involved with the IBC project
  - I am no longer working under {CRP name}
  - I am no longer an employment specialist
  - I am providing an IBC service different from or in addition to {CRP name}

*Skip To: End of Survey If You indicated that there have been some changes or additions to your role as an employment specia... = I am no longer involved with the IBC project*

*Display This Question:*

*If 'You indicated that there have been some changes or additions to your role as an employment specialist...' = I am no longer an employment specialist*

3. What is your current role/job title in the [IBC](#) project?

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*Skip To: End of Survey If Condition: What is your current role i... Is Displayed. Skip To: End of Survey.*

*Display This Question:*

*If 'You indicated that there have been some changes or additions to your role as an employment specialist...' = I am no longer working under \${e://Field/CRP}*

4. Which CRP do you currently work for?

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*Display This Question:*

*If 'You indicated that there have been some changes or additions to your role as an employment specialist...' = I am providing an IBC service different from or in addition to \${e://Field/Service Provided}*

5. Which services do you currently provide as part of the IBC project? Work you are doing outside of IBC should not be considered. Check all that apply.

- Individual Placement and Support (IPS)
  - Customized Employment (CE) under Griffin-Hammis Associates
  - Other (please specify)
- 

6. Thinking about your contribution to the [IBC](#) project as an employment specialist, how clear is your role?

- Completely clear
- Mostly clear
- Somewhat clear
- Minimally clear
- Not clear at all

*Display This Question:*

*If 'Thinking about your contribution to the IBC project as an employment specialist, how clear is you...?' = Completely clear*

7. What about your role in the IBC project could be clearer?

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Clicking to the next screen will bring you to the next set of questions, and you will not be able to return to the previous set of questions.

If you are ready to submit your answers to the first set of questions, please continue to the next screen; otherwise, please take this moment to go back and make any changes you would like to make.

### End of Block: Role in IBC

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### Start of Block: IPS

IPS is a model of supported employment for people with serious mental illness. IPS supported employment helps people living with behavioral health conditions to be able to work in jobs of their choosing in [CIE](#).

The following questions ask about your experiences providing IPS as part of the IBC project.

8. How prepared have you felt so far to provide [IPS](#) services as part of the [IBC](#) project?
- Completely prepared
  - Mostly prepared
  - Somewhat prepared
  - Minimally prepared
  - Not prepared
9. To what extent does your supervisor understand the demands of your job as it relates to [IPS](#) under the [IBC](#) project?
- They understand all demands
  - They understand most demands
  - They understand some demands
  - They understand very few demands
  - They don't understand the demands

*Display This Question:*

*If 'To what extent does your supervisor understand the demands of your job as it relates to IPS under...?' = They understand all demands*

10. How can your supervisor's understanding of the demands of your job as it relates to [IPS](#) under the [IBC](#) project be improved?

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11. Are you experiencing any challenges providing or preparing to provide [IPS](#) as part of the [IBC](#) project?

- Major challenges
- Minor challenges
- No challenges

*Display This Question:*

*If 'Are you experiencing any challenges providing or preparing to provide IPS as part of the IBC project?' = Major challenges*

*Or 'Are you experiencing any challenges providing or preparing to provide IPS as part of the IBC project?' = Minor challenges*

12. What challenges are you experiencing pertaining to [IPS](#) as part of the [IBC](#) project?

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13. What additional supports or guidance would help you provide [IPS](#) as part of the [IBC](#) project?

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Clicking to the next screen will bring you to the next set of questions, and you will not be able to return to the previous set of questions.

If you are ready to submit your answers to this set of questions, please continue to the next screen; otherwise, please take this moment to go back and make any changes you would like to make.

**End of Block: IPS**

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**Start of Block: CE**

CE is a strategy for helping job candidates find employment that matches their interests, skills, and conditions of employment and meets the needs of an employer.

CE includes Customized Discovery, learning about a job candidate, connecting with others, identifying vocational themes (i.e. categories) that represent an unlimited collection of jobs, customized job development, and consultative employment supports. [GHA](#) provides this training.

The following questions will ask about your experiences providing CE as part of the IBC project.

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14. How prepared have you felt so far to provide [CE](#) as part of the [IBC](#) project?

- Completely prepared
- Mostly prepared
- Somewhat prepared
- Minimally prepared
- Not prepared at all

15. Are you experiencing any challenges providing or preparing to provide [CE](#) as part of the [IBC](#) project?

- Major challenges
- Minor challenges
- No challenges

*Display This Question:*

*If 'Are you experiencing any challenges providing or preparing to provide CE as part of the IBC project?' = Major challenges*

*Or 'Are you experiencing any challenges providing or preparing to provide CE as part of the IBC project?' = Minor challenges*

16. What challenges are you experiencing pertaining to [CE](#) as part of the [IBC](#) project?

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17. To what extent does your supervisor understand the demands of your job as it relates to [CE](#) under the [IBC](#) project?

- They understand all demands
- They understand most demands
- They understand some demands
- They understand very few demands
- They don't understand the demands

*Display This Question:*

*If 'To what extent does your supervisor understand the demands of your job as it relates to CE under...?' = They understand all demands*

18. How can your supervisor's understanding of the demands of your job as it relates to [CE](#) under the [IBC](#) project be improved?

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19. To what extent does your supervisor support you to be able to meet or comply with CE fidelity standards under the [IBC](#) project?

- Completely supports
- Mostly supports
- Somewhat supports
- Minimally supports
- Does not support

20. If your supervisor is not supporting you to be able to meet fidelity or compliance with CE standards, how comfortable do you feel responding to your supervisor?

- Completely comfortable
- Mostly comfortable
- Somewhat comfortable
- Minimally comfortable
- Not comfortable at all

21. How clear are [CE](#) fidelity standards to you?

- Completely clear
- Mostly clear
- Somewhat clear
- Minimally clear
- Not clear at all

*Display This Question:*

*If 'How clear are CE fidelity standards to you?' = Mostly clear*

*Or 'How clear are CE fidelity standards to you?' = Somewhat clear*

*Or 'How clear are CE fidelity standards to you?' = Minimally clear*

*Or 'How clear are CE fidelity standards to you?' = Not clear at all*

22. How can your clarity surrounding the [CE](#) fidelity standards be improved?

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Clicking to the next screen will bring you to the next set of questions, and you will not be able to return to the previous set of questions.

If you are ready to submit your answers to this set of questions, please continue to the next screen; otherwise, please take this moment to go back and make any changes you would like to make.

**End of Block: CE**

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**Start of Block: Collective**

23. The Collective is a large group made up of four [IBC](#) workgroups that meet remotely on Zoom every other month. Meeting invites are sent by Judy Warth. So far, there have been four meetings held. About how many Collective meetings, if any, have you attended?

- None
- 1
- 2
- 3
- 4

*Display This Question:*

*If 'The Collective is a large group made up of four IBC workgroups that meets remotely on Zoom every...' = None*

*Or 'The Collective is a large group made up of four IBC workgroups that meets remotely on Zoom every...' = 1*

*Or 'The Collective is a large group made up of four IBC workgroups that meets remotely on Zoom every...' = 2*

*Or 'The Collective is a large group made up of four IBC workgroups that meets remotely on Zoom every...' = 3*

24. Which of the following reasons, if any, have prevented you from attending a Collective meeting? Select all that apply.

- Not sure what the Collective is/does
- Not enough time
- The meeting times don't work with my schedule
- Did not receive a meeting invite
- Other (please specify)

25. How would you rate your understanding of the purpose of the Collective?

- Completely understand
- Mostly understand
- Slightly understand
- Do not understand

*Display This Question:*

*If 'The Collective is a large group made up of four IBC workgroups that meet remotely on Zoom every...?' = None*

26. Which workgroup do you normally join during the workgroup breakout rooms?

- Apprenticeships
- 14C, IPS, CE & Community of Practice
- Education/ Transition
- Employment First/Technology First
- I normally jump around to multiple workgroups during breakout rooms
- Not sure

27. About how many workgroup meetings, if any, have you attended outside of the Collective meetings?
- None—I don't know what workgroups are
  - None—I know what the workgroups are, but I haven't attended any meetings
  - 1–2
  - 3–4
  - More than 4

*Skip To: End of Block If About how many workgroup meetings, if any, have you attended outside of the Collective meetings? = None—I don't know what workgroups are*

*Display This Question:*

*If 'About how many workgroup meetings, if any, have you attended outside of the Collective meetings?' = 1–2*

*Or 'About how many workgroup meetings, if any, have you attended outside of the Collective meetings?' = 3–4*

*Or 'About how many workgroup meetings, if any, have you attended outside of the Collective meetings?' = More than 4*

28. For which workgroup have you attended meetings outside of the Collective? Select all that apply.
- Apprenticeships
  - 14C, IPS, CE, & Community of Practice
  - Education/ Transition
  - Employment First/Technology First

29. How would you rate your understanding of the purpose of each of the following workgroups?

Apprenticeships

- Completely understand
- Mostly understand
- Slightly understand
- Do not understand

## 14C, IPS, CE, &amp; Community of Practice

- Completely understand
- Mostly understand
- Slightly understand
- Do not understand

## Education/Transition

- Completely understand
- Mostly understand
- Slightly understand
- Do not understand

## Employment First/Technology First

- Completely understand
- Mostly understand
- Slightly understand
- Do not understand

*Display This Question:*

If 'The Collective is a large group made up of four IBC workgroups that meets remotely on Zoom every...?' =  
None

30. Examples of key agencies that play a role in employment services include Medicaid, [CRPs](#), the [DOE](#), and other state level agencies, regions, and businesses. How effective would you say the Collective is at facilitating collaboration across key agencies?

- Very effective
- Somewhat effective
- Slightly effective
- Not effective
- Not sure

*Display This Question:*

If 'The Collective is a large group made up of four IBC workgroups that meets remotely on Zoom every...?' =  
None

31. Are there any agencies that are not engaged with the Collective that should be?

- Yes
- No
- Not sure

*Display This Question:*

If 'Are there any agencies that are not engaged with the Collective that should be?' = Yes

32. With what other agencies can engagement with the Collective be improved?

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*Display This Question:*

*If 'The Collective is a large group made up of four IBC workgroups that meets remotely on Zoom every...?' = None*

33. What recommendations, if any, do you have for improving the effectiveness of the Collective?

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Clicking to the next screen will bring you to the next set of questions, and you will not be able to return to the previous set of questions.

If you are ready to submit your answers to this set of questions, please continue to the next screen; otherwise, please take this moment to go back and make any changes you would like to make.

**End of Block: Collective**

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**Start of Block: IBC Impact and Resources**

34. How manageable do you anticipate your job expectations will be as [IBC](#) pilots begin/continue?

- Completely manageable; just right
- Mostly manageable
- Somewhat manageable
- Barely manageable
- Not manageable at all; too many expectations
- Not sure



35. Even if you do not provide the following IBC services or manage the following responsibilities, how confident are you that you know who to go to with questions about each of the following topics?

Customized Employment (CE)

- Completely confident
- Mostly confident
- Somewhat confident
- Minimally confident
- Not confident at all

Individualized Placement and Support (IPS)

- Completely confident
- Mostly confident
- Somewhat confident
- Minimally confident
- Not confident at all

Referrals

- Completely confident
- Mostly confident
- Somewhat confident
- Minimally confident
- Not confident at all

**Medicaid**

- Completely confident
- Mostly confident
- Somewhat confident
- Minimally confident
- Not confident at all

**Registered Apprenticeships**

- Completely confident
- Mostly confident
- Somewhat confident
- Minimally confident
- Not confident at all

**Pre-Apprenticeships**

- Completely confident
- Mostly confident
- Somewhat confident
- Minimally confident
- Not confident at all

36. How confident are you that the IBC project will increase the number of people who transition into CIE?

- Completely confident
- Mostly confident
- Somewhat confident
- Minimally confident
- Not confident at all

*Display This Question:*

*If 'How confident are you that the IBC project will increase the number of people who transition into...' = Somewhat confident*

*Or 'How confident are you that the IBC project will increase the number of people who transition into...' = Minimally confident*

*Or 'How confident are you that the IBC project will increase the number of people who transition into...' = Not confident at all*

37. Why might IBC be ineffective or insufficient for increasing the number of people who transition into CIE?

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Clicking to the next screen will bring you to the next set of questions, and you will not be able to return to the previous set of questions.

If you are ready to submit your answers to this set of questions, please continue to the next screen; otherwise, please take this moment to make any changes you would like to make.

**End of Block: IBC Impact and Resources**

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**Start of Block: Prior Experience**

38. How many years of experience, if any, do you have providing [IPS](#) services prior to the [IBC](#) project?

- No prior experience
- Less than 1 year
- 1–2 years
- 3–4 years
- 5–6 years
- 7 years or more

39. How many years of experience, if any, do you have providing [CE](#) or [CD](#) services prior to the [IBC](#) project?
- No prior experience
  - Less than 1 year
  - 1–2 years
  - 3–4 years
  - 5–6 years
  - 7 years or more
40. Which of the following describes your current work commitments?
- Full-time employment specialist for the IBC project with no other full-time or part time jobs
  - Full-time employment specialist for the IBC project with another full-time or part time job
  - Part-time employment specialist for the IBC project with no other full-time or part time jobs
  - Part-time employment specialist for the IBC project with another full-time or part time job

Clicking to the next screen will bring you to the next set of questions, and you will not be able to return to the previous set of questions.

If you are ready to submit your answers to this set of questions, please continue to the next screen; otherwise, please take this moment to go back and make any changes you would like to make.

### End of Block: Prior Experience

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### Start of Block: Conclusion

41. Would you like to leave any other comments or questions for the evaluation team?
- Yes
  - No

*Display This Question:*

*If 'Would you like to leave any other comments or questions for the evaluation team?' = Yes*

42. What comments or questions would you like to leave for the local evaluation team? Your comments and questions will be kept anonymous to protect your confidentiality.

If you prefer to directly email, Kayla is the lead local evaluator, and her email is kayla-jackson@uiowa.edu.

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**End of Block: Conclusion**

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