



Attendees: Vallen Sarnoff, SRC Manager, DVR; Sherrell Bethel, PEAK; John Bailey, Wellpower; Jennifer Pfau, Colo Association of the Deaf.; Yolanda Webb, Business Rep.; Mike Bolarinwa, DVR; Bonnie Martinez, DVR

Agenda:

2:00 pm Introductions

Group

2:05 pm Approval of May Minutes

Sherrell

Pre approved in August

2:10 pm Survey

Vallen/Group

Agenda Items Discussion

The group discussed approving the August meetings. Sherrell provided a brief outline and the typical flow of their meetings, including introductions, approval of minutes, and the discussion of agenda topics. A quick reminder to Vallen for the need to send out agenda items in advance with a call for agenda items. Jennifer, our newest SRC member, mentioned her background supporting the VR system.

Survey Design for Older Adults DVR Recommendations

Vallen proposed creating a survey for older adults to gather data for DVR recommendations. Yolanda suggested sending the survey to existing DVR recipients over 55. The team agreed to redesign the survey questions to better suit their goals. Yolanda expressed concern about lack of DVR awareness among older adults and suggested using the survey to identify how people learn about services. Mike highlighted the importance of advertising DVR to the underserved population, noting when he did a google search for rehabilitation services, DVR did not come up first. Vallen suggested focusing on better serving current older adult clients while exploring future marketing strategies. Jennifer proposed asking older adults about their information sources to identify service gaps.

Mike then suggested surveying counselors who serve older adults periodically.

Vallen had an update regarding the opportunity to create a survey as part of the comprehensive state needs analysis. The survey helps gather data and information that can inform recommendations to DVR. She found out that we might be able to do a survey targeted specifically to older adults like our focuses instead of having to make it really general. She asked the group if we wanted to update some of the questions so that they have that more older adult focus? And now we have this chance to kind of reimagine the survey to better fit our goals and our needs.

Discussing Survey Strategies and Vendor Collaboration

John asked if senior centers were well attended, and Yolanda indicated they were. The team discussed the importance of understanding the demographics of their senior center attendees, with a focus on those with disabilities. They considered the possibility of hosting future information sessions at senior centers. The team also discussed the potential of joining the vendor unit's community of practice to ask questions to vendors. Sherrell raised concerns about the honesty of survey respondents, particularly regarding hiring older adults. The team also discussed the possibility of creating a survey for people who couldn't attend in-person sessions.

Jennifer asked about the target audience of the survey, and Vallen indicated the survey will target DVR recipients over 55, and noted that at times, older adults do not view themselves as a person with a disability which may affect the survey responses.

Vallen mentioned the idea of transition services for older adults similar to youth, and Mike mentioned older adults have much more experience to pull from, and may be better able to cope with life's changes.

When reviewing the survey questions, Yolanda asked for the distinction between barriers and supports, and asked that the survey focus on supports for employment rather than barriers. The group agreed.

Sherrell expressed concerns about asking the right questions and how we know if what we are targeting makes sense for older adults? Vallen asked Michael if he is serving older adults. He replied yes. Yolanda indicated she wanted to know more about whether or not someone had applied for a job they didn't get recently.

Jennifer mentioned that it is very hard to distinguish ageism or other discrimination, so it is hard to measure.

The group discussed having older people DVR serves also attend the meeting, and Mike indicated that would be possible.

Mike discussed the types of programs DVR has that could be geared towards older adults, and Vallen posited if there was an opportunity for a work incentive for employers hiring older adults. Yolanda mentioned there has been work in the IDD space.

Vallen brought up the AdvantAGE report and how CDLE is discussing it per Karen Brown's initiative.

The group discussed inviting Karen to the full SRC meeting and would like to move forward with that.

They also touched on the existing survey for VR counselors and the customer service survey, with the latter potentially being revisited for more specific questions. The team agreed to bring up the customer service survey in the December meeting.

Mike agreed to survey his participants and invite 4-5 counselors to the November CSC meeting. Vallen agreed to find out the date of the next vendor community of practice meeting.

Annual Report

Vallen inquired about covering the Annual Report in this meeting and Sherrell indicated that the majority of the report will be about that.

Larger Meeting Planning

The team discussed planning a larger meeting in November and expressed appreciation for the recent meeting. Yolanda requested the survey link for her contacts, which Vallen agreed to send. Mike planned to reach out to Vallen regarding the counselor portion of the survey.

Customer Satisfaction

The team would like to look at the customer satisfaction survey results in the next meeting.

Recap of Agenda Items

Please click links for current updates.

- CSNA [Survey](#) Notes
- SRC [Focus Groups](#) Questions
- Older Adult Focus

Next steps

- ☐ Mike to invite counselors and potentially PWS to November meeting
- ☐ Vallen to invite Karen Brown to speak at full SRC meeting
- ☐ Vallen to find out next Vendor CoP
- ☐ Vallen will bring the survey results

2:35 pm Annual Report/Update Work

Group

Adjourn

