

**OVR Policy & State Plan/Customer Satisfaction  
Committee Meeting  
Tuesday, November 9, 2021  
10:00 AM – 11:00 AM**

**Agenda**

- 10:00 AM Members connect to Zoom / Convene Meeting
- 10:05 AM Additions to the Agenda
- 10:10 AM Approval of Today's Agenda & Past Minutes
- 10:15 AM Agenda Items:
- **Policy Committee Elections**
    - **Committee Chair Nomination/Re-nomination**
  - **OVR Updates**
  - **Review and Discussion of the 2-year Modification of the State VR Plan**
  - **Review Committee Goals**
  - **Discussion/Review of OVR Customer Satisfaction Surveys**
  - **Schedule next Committee meeting**
- 11:00 AM Adjourn

**Public Notice:**

The Pennsylvania Rehabilitation Council will conduct the following Committee meetings in November and December 2021: Social Media/Outreach on November 3 and December 1 from 9:30 AM to 10:30 AM; Policy & State Plan/Customer Satisfaction on November 9 from 10:00 AM to 11:00 AM. All members of the public are welcome to join any meeting by Zoom or to reserve in person attendance at the UCP/PaRC business office at 55 Utley Dr. Camp Hill, PA 17011, please contact PaRC staff at [parc@parehabilitationcouncil.org](mailto:parc@parehabilitationcouncil.org) or at 717-975-2004 at least three days before the meeting taking place. In person meeting is subject to change upon any new COVID-19 recommendations. Masks, social distancing, and other safety measures will be followed. Additional accommodations are available upon a timely request. Anyone who would like to make Public Comment prior to the meeting may submit comments to [parc@parehabilitationcouncil.org](mailto:parc@parehabilitationcouncil.org) or at (717) 975-2004.