



Pennsylvania Rehabilitation Council (PaRC)

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OVR Policy & State Plan/Customer Satisfaction Committee Meeting **Thursday, May 12, 2022** **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:

- **Discussion of Nominations for Committee Chair and Vice Chair**
 - **Possible Action Item: Recommendation of Committee Chair and Vice Chair**
- **Review and Discussion of Committee Budget and Goals for Fiscal Year 2022-2023**
 - **Possible Action Item: Recommendation of 2022-2023 Committee Budget and Goals**
- **OVR Updates**
 - **Update on the Comprehensive Statewide Needs Assessment (CSNA) Statement of Work**
- **Review and Discussion of OVR Customer Satisfaction Surveys**
- **Hiram G. Andrews Center (HGAC)**
 - **Information about HGAC Customer Satisfaction Survey Process**

➤ **Information about HGAC Student Council or Student Advisory Committee**

• **Schedule next Committee meeting**

11:00 AM Adjourn

The Pennsylvania Rehabilitation Council will conduct the following meetings via Zoom: Executive Committee: 4/20/2022 from 1:00 PM to 2:00 PM, Social Media / Outreach Committee: 5/4/2022 from 9:30 to 10:30 AM, OVR Policy & State Plan Committee: 5/12/2022 from 10:00 AM to 11:00 AM, and Full Council: 5/18/2022 from 9:30 AM to 12:30 PM. 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 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 may 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 or at (717) 975-2004.