



Pennsylvania Rehabilitation Council

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OVR Policy/Customer Satisfaction Committee Draft Minutes for February 10, 2022

Members Present (P)

Not Present (NP)

William Del Toro Vargas (P)
Deb Arcoleo (NP)

Passle Helminski (P)
Paul Fogle (P)

Michelle Paonessa (NP)
Robert Wallington (P)

Office of Vocational Rehabilitation (OVR) Staff Present: Lee Ann Stewart, Cheryl Novak, Tracie Maille, Ralph Roach

PaRC Staff Present: Chris Todd, Michelle Gerrick

CALL TO ORDER

This meeting was conducted through Zoom. Mr. William Del Toro Vargas called the meeting to order at 10:00 AM.

ADDITIONS TO THE AGENDA

Mr. William Del Toro Vargas provided an addition to the agenda. Would like to inquire if the Committee can hold discussion and make recommendations to Full Council without quorum.

APPROVAL OF THE AGENDA AND PAST MINUTES

Mr. Rob Wallington made a motion to approve today's agenda with additions and for the approval of the past meeting minutes. Ms. Passle Helminski seconded the motion. All were in favor.

DISCUSSION AND POSSIBLE ACTION ITEMS:

OVR Updates

- Mr. William Del Toro Vargas inquired if the Committee could hold discussion and make recommendations to Full Council without quorum.
- Members agreed that in the past and going forward the Committee has and can hold discussion and make recommendations to Full Council without quorum. Voting is not permitted without quorum. Discussion and Committee / member recommendations / input do not require quorum.
- Ms. Lee Ann Stewart provided updates on the State Plan and the Comprehensive Statewide Needs Assessment (CSNA). Public Comment period for the 2-year Modification of the Combined State Plan has ended and there were no changes required based on public comment. Public Comments are appreciated, being reviewed by OVR's legal team and Executive team, and will be shared on their website. Responses to the comments are also being reviewed and will be provided to each entity that provided comments. Members will be asked to review the Plan and provide a vote at the next Full Council meeting scheduled for

February 23, 2022. OVR State Board will provide review and a vote on the State Plan on March 3, 2022. Once approved the final draft will be uploaded to the portal. Rehabilitation Services Administration (RSA) has the deadline of March 15, 2022.

- Ms. Lee Ann Stewart reported that Temple continues to work on the CSNA. There were some challenges and limitations because of COVID-19 mitigation and restrictions over the last 2 years. In person interviews and focus groups were limited because of the pandemic. Final draft of the CSNA will be provided in September. This information is what will shape the next State Plan for 2024. Members are scheduled to meet with the OVR Executive Team for the Collaboration of the next CSNA cycle for March 14, 2022 at 10:30 AM. The next cycle for the next CSNA project begins October 1, 2022.
- Mr. William Del Toro Vargas inquired what organization is expected to work on the next CSNA project.
- Ms. Lee Ann Stewart stated that the bid for the contract for the next CSNA project must go through the Commonwealth's bid procurement process. This information will be posted on Emarketplace website. This process is to ensure the project is being awarded in a fair and inclusive manner.
- Ms. Cheryl Novak reported that the Financial Needs Test (FNT) process is ongoing, and staff is close to finalizing the draft of the updated policy. There will be a public comment period followed by review and vote by the Council and OVR Board this year. Supported Employment Policy workgroup process is ongoing and have adjusted their timeline based on feedback provided from RSA regarding the policy. An Audiology Policy workgroup is to convene soon. The Vehicle Modification workgroup has been on hold due to staffing issues.

Review and Discussion of the 2-year Modification of the State VR Plan

- This information was included in the section above.

Review and Discussion of OVR Customer Satisfaction Surveys

- Mr. Rob Wallington inquired as it relates to COVID, how are the surveys analyzed and conducted.
- Ms. Lee Ann Stewart stated that all surveys are randomly sent electronically through CWDS and OVR receives the results that are then redacted and shared with the Council. Information is also shared internally with OVR for follow up if needed. As the process is electronic COVID has not had a direct impact but may have affected the return of surveys or services received.
- Mr. Paul Fogle stated that response rates seem low especially for BVRS surveys and inquired if OVR had thoughts or information regarding survey response rates. Inquired if OVR could use resources other than CWDS for surveys and collecting customer data. Stated that BVVS surveys response rate is even lower and in some cases at zero and inquired if accessibility could be an issue with those who are blind or are visually impaired.
- Ms. Lee Ann Stewart agreed that some response rates are low, not uncommon to see email changes of customers, customers not responding, and stated there has been a lack of staffing to help improve survey response issues and have in the past tried to streamline and make the surveys easier to complete. OVR continues to work with Commonwealth Workforce Development System (CWDS) to work on these issues. As all customer information is located with the CWDS system it would require a lot of staff resources to complete surveys outside of that system. Stated that surveys are sent out electronically and anyone with a screen reader would be able to access those. Surveys used to be sent out by mail and response rates were not much different than they are now.
- Mr. Ralph Roach stated that he was part of the mailing process of the survey system years ago and agreed the response rate was very low. Part of the move to using CWDS was to

ensure that customers receive more than just one survey and they continue through the various parts of services.

Hiram G. Andrews Center (HGAC) Updates

- Mr. Chris Todd (staff) stated that written report from the recent Transition Committee meeting were provided to members and that any questions could be forwarded to HGAC staff or addressed by OVR staff.
- Mr. William Del Toro Vargas stated that he would like for Hiram G. Andrews Center (HGAC) staff be invited to a Committee meeting to address Council questions regarding Customer Satisfaction.
- Ms. Lee Ann Stewart stated that typically HGAC staff attend the Transition Committee meetings and could provide information regarding their survey process that differs from that of OVR as they follow up by phone and receive better feedback through that process.
- Mr. Ralph Roach stated that HGAC would appreciate the opportunity to update Council on the process on how they monitor student satisfaction and feels that would be an important discussion in Council's role to inform and advise.
- Mr. Paul Fogle inquired if HGAC has a student council or advisory committee.
- Ms. Lee Ann Stewart suggested that they be invited to an upcoming meeting and asked to have something prepared regarding student advisory committee info.
- Members confirmed that quorum was not necessary for discussion or to make recommendations to Full Council and that a vote was not necessary on the matter and future recommendations be included in Committee report.

Schedule next Committee meeting (CSNA Collaboration meeting with OVR Executive Team and PaRC Policy Committee is tentatively scheduled for March 14, 2022 from 10:30 AM to 12:00 PM.)

- Members agreed to invite staff from HGAC to attend the next Policy Committee meeting in approximately three months, which would be early May 2022.

Adjourn

Mr. Rob Wallington moved to adjourn meeting. Mr. Paul Fogle seconded the motion. All were in favor. Meeting was adjourned.