



Pennsylvania Rehabilitation Council (PaRC)

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OVR Policy & State Plan/ Customer Satisfaction Committee Meeting **Tuesday, July 18, 2022** **1:00 PM – 2:00 PM** **Agenda**

1:00 PM Members connect to Zoom / Convene Meeting

1:05 PM Additions to the Agenda

1:10 PM Approval of Today's Agenda & Past Minutes

1:15 PM Agenda Items:

- **OVR Updates**
 - **Updates on the Comprehensive Statewide Needs Assessment (CSNA) Statement of Work Draft**
- **Complete the Review and Discussion of Committee Budget and Goals for Fiscal Year 2022-2023**
 - **Additions from previous meeting are highlighted**
 - **Provide Steps to Achieve for Goal #6: Partner with OVR to review due process issues to assure good quality outcomes for consumer customers. OVR will share same report that goes to OVR Board on a quarterly basis.**
- **Discussion and Review of OVR Customer Satisfaction Surveys**
- **Schedule next Committee meeting**

2:00 PM Adjourn

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 Utlely 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.