



Pennsylvania Rehabilitation Council (PaRC)

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OVR Policy & State Plan / Customer Satisfaction Committee Minutes for August 16, 2022

Members Present (P)

Not Present (NP)

William Del Toro Vargas (NP) Michelle Paonessa (P)
Robert Wallington (P) Julia Grant Barol (NP)
Lynn Heitz (P)

Paul Fogle (NP)
Susan Tomasic (P)

Office of Vocational Rehabilitation (OVR) Staff Present: Lee Ann Stewart

Project Staff Present: Chris Todd, Michelle Gerrick

Interpreters Present: Ashley Shenk

CALL TO ORDER

This meeting was conducted through Zoom. Ms. Lynn Heitz called the meeting to order at 10:00 AM.

ADDITIONS TO THE AGENDA

No additions.

APPROVAL OF THE AGENDA AND PAST MINUTES

Mr. Rob Wallington motioned to approve today's agenda. Ms. Susan Tomasic seconded the motion. All were in favor.

Ms. Lynn Heitz requested staff provide an edit to the past minutes to include the correct name for the National Federation of the Blind.

Ms. Susan Tomasic motioned to approve the past meeting minutes with edits. Ms. Lynn Heitz seconded the motion. The motion passed.

DISCUSSION AND POSSIBLE ACTION ITEMS:

OVR Updates

Updates on the Comprehensive Statewide Needs Assessment (CSNA)
Statement of Work Draft

Updates on other Policies and Workgroups such as Audiological, Vehicle Mod., Financial Needs Test (FNT), Early Reach, and/or Supported Employment Update on the Accessibility of Customer Satisfaction Surveys

- Ms. Lee Ann Stewart provided an update on the CSNA Statement of work draft and reported there are additional targeted goals in line with topics the Council has discussed. Mr. James Whitonis will share a final draft upon its availability with Council for review. The last cycle for the CSNA was not launched until December 2019 and RSA has given approval to extend the cycle until December of this year. This added time has allowed more additions and review. The budget for the CSNA has also increased from \$190,000 back to previous levels of \$300,000.
- Ms. Lynn Heitz stated that the most recent revision has OVR listed as a designated state agency but should be listed as a designated state unit according to the Rehab Act. Thanked staff for their work changing verbiage from Hearing Impaired to Deaf and Hard of Hearing and for inclusion of blind, visually impaired, deaf, deaf blind, and hard of hearing within the goals.
- Ms. Lee Ann Stewart reported on the Vehicle Modification policy. Anticipates final approval in March 2023, Ms. Michele Leahy is the PaRC representative for the work group. Financial Needs Test (FNT) is close to being completed, the PaRC representative for that work group is Ms. Lynn Heitz, and a draft for Council review will be ready before the October 19th FC meeting.
- Ms. Lynn Heitz inquired about a question from the last Committee meeting requesting if there was someone on the Early Reach workgroup who is deaf or hard of hearing.
- Ms. Lee Ann Stewart stated that she believes someone working for pre-ETS who is deaf is on the Early Reach workgroup. Will follow up and review to make sure that is correct.
- Ms. Lynn Heitz inquired if there have been any new developments regarding the accessibility of Customer Satisfaction Surveys with CWDS.
- Ms. Lee Ann Stewart reported that the CWDS team is aware of these issues, surveys going to SPAM emails, continue to work to correct those issues and move the survey process from manual outreach to CWDS.

Discussion and Review of Citizen Advisory Committees (CAC) Manual and Brochures Documents

- Ms. Lynn Heitz stated there are four sections of the CAC Training Manual and inquired if members would like to each take on a section of the document and review before the next Committee meeting and share their suggestions during the next Committee meeting.
- Ms. Susan Tomasic, Ms. Jessica Keogh, and Ms. Michelle Paonessa stated they would assist with reviewing a section. Ms. Lynn Heitz stated she will send staff an email about splitting up the CAC Manual and sending to members for review. Stated that Committee Goal #6 on Due Process garnered discussion about who is lodging issues with CAP and ODHH and requested staff invite Mr. Andrew Pennington to the next Committee meeting to report on other potential agencies

and sources that customers may be reporting to when seeking assistance about issues with OVR.

Schedule next Committee meeting

- Ms. Lynn Heitz requested that staff poll for the next Committee meeting to be held for either September 13 or 20, 2022 from 1:00 PM to 2:00 PM.

Adjourn

Meeting was adjourned at 2:00PM.