



Pennsylvania Rehabilitation Council (PaRC)

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Executive Committee Meeting Minutes for September 28, 2022

Committee Members (P = Present) (NP = Not Present)

Paul Fogle (P)	Susan Tomasic (P)	Jeanette Alexander (P)
William Del Toro Vargas (P)	Rob Wallington (P)	Michele Leahy (P)
Lynn Heitz (P)	Julia Grant Barol (P)	

Office of Vocational Rehabilitation (OVR) Present: Lee Ann Stewart, James Whitonis, Cheryl Novak

Staff Present: Michelle Gerrick, Chris Todd

ADDITIONS TO THE AGENDA

No additions.

APPROVAL OF THE AGENDA AND PAST MINUTES

Quorum was not met for today's meeting.

AGENDA ITEMS

FINAL REVIEW OF FULL COUNCIL MEETING AGENDA / CONFIRM SPEAKER (WEDNESDAY, OCTOBER 19, 2022)

- Ms. Lee Ann Stewart and Ms. Cheryl Novak reported a final draft for the Vehicle Modification Policy may be provided prior to the October meeting, public comment will be held during the winter, with final approval expected for Spring 2023.
- Ms. Julia Barol confirmed that Dr. Joan Kester from Pennsylvania Training and Technical Assistance Network (PaTTAN) will be available to speak on the topic of Transition Discoveries during the October FC meeting and that members have provided her guidance and details on the presentation times and the question-and-answer period.
- Ms. Jeanette Alexander inquired if the speaker would be addressing the Transition Customer Satisfaction Surveys / issues with response rates / surveys going to customer's SPAM email folders.

- Ms. Lee Ann Stewart informed members the speaker would be addressing Transition Policies rather than the surveys. Mr. Ralph Roach has been assigned to the OVR complaints and appeals department and suggested inviting him to a future Policy Committee meeting to address those concerns as resolutions are currently being worked on internally. Complaints and appeals are received through phone calls to the District Offices, Bureau or Regional Directors, and also received through the Customer Satisfaction Survey Process. Each complaint and appeal are directly followed up on, OVR works very closely with CAP, and suggested inviting Mr. Ralph Roach to provide further details of OVR complaint and appeal process during a future Council meeting.

2021-2022 ANNUAL REPORT

- Ms. Michelle Gerrick (staff) reported that the Annual Report is mandated to be submitted to the Governor's Office and Rehabilitation Services Administration (RSA) by December 31, 2022. Cover page, updated draft with logo and new colors, layout, and content was shared with attendees.
- Members stated they liked the design of the cover and how it ties into the new Council website and branding. Suggested inquiring about employment success stories that cover a youth that is receiving pre-employment and transition services or services from the Bureau of Blindness and Visual Services (BBVS).
- Members shared continued struggles with obtaining success stories, offered to reach out to colleagues and organizations such as agencies that receive OVR funding and school districts. Inquired about the delay in receiving employment success stories from OVR as they have provided them in the past during State Board of VR meetings. Inquired about providing customers and parents of customers the PaRC contact information to obtain success stories. Suggested reaching out to the Arc for programs that receive OVR support.
- Ms. Lee Ann Stewart explained that OVR must obtain releases from the customer involved and approval must go through several channels including their legal counsel, press office, and the Department of Labor and Industry. Will reach out to the current OVR leadership to partner with the Council to provide employment success stories.
- Ms. Michele Leahy volunteered to provide her perspective as a business owner, and former OVR customer for the Member Story page.
- Members suggested replacing the photo on the back cover and having the Committee review the report again in December before a final draft is submitted.
- Mr. James Whitonis volunteered to provide contact information for a potential employment success story for an individual that is also a Hiram G. Andrews graduate.

REVIEW 1ST QUARTER FISCAL REPORT

- Ms. Jeanette Alexander will provide the Fiscal Report during the October FC meeting.

PaRC COMMITTEE UPDATES

- Ms. Lynn Heitz inquired if the Policy Committee's updates to the CAC Training Manual will require a FC vote / approval. Reported the Committee is working with the Client Assistance Program (CAP) Council Representative on gathering a better understanding about OVR customer complaints data, source of complaints, other organizations that receive complaints, and basic understanding of what complaints are being received. Next meeting is October 25, 2022.
- Ms. Susan Tomasic reported that the Governance Committee has continued to work on the Member Handbook and will not have items for the FC agenda for October. Next meeting is October 27, 2022.
- Mr. Rob Wallington reported that he has received several complaints regarding issues with Unemployment Compensation (UC) including onboarding, application process, and waiting times. Workforce Development and Office of Equal Opportunity provided updates at the last CareerLink Committee meeting. Invited members to attend the next Committee meeting scheduled for November 22, 2022, to share concerns.
- Ms. Lynn Heitz shared concerns regarding CareerLink and UC application process. Requested staff provide invitation to the next CareerLink Committee meeting.
- Ms. Michele Leahy reported Social Media Committee is currently working to use email marketing tools for Council newsletter and outreach, working to expand the database of contacts, looking into the potential use of Customer relationship management (CRM) system to better maintain contact list, and continues to struggle with acquiring OVR Success Stories. Next meeting is November 2, 2022.
- Mr. William Del Toro Vargas reported Legislative Committee held meetings in August with State Legislators and staff, suggested initiating a transportation study during those meetings, was informed that Representative Miller and his staff are drafting a resolution that directs the Joint State Government Commission to conduct a study on statewide county transportation services, and the Committee is continuing to work on a letter of support for House Bill 547. Next meeting is December 5, 2022.

OVR UPDATES

- This topic was previously discussed.

Adjourn

MOTION to adjourn was made by Ms. Jeanette Alexander. Mr. William Del Toro Vargas seconded the motion. The meeting was adjourned.