



# Pennsylvania Rehabilitation Council (PaRC)

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## **Hiram G Andrews Center (HGAC) Ad hoc Committee Meeting Minutes for January 18, 2023 2:00 PM to 3:00 PM**

### **Members Present (P)**

### **Not Present (NP)**

William Del Toro Vargas (P) Julia Grant Barol (NP)  
Paul Fogle (P)

Lynn Heitz (P)

**Office of Vocational Rehabilitation (OVR) Staff Present:** Cheryl Novak, James Whitonis

**Hiram G Andrews Center (HGAC) Staff Present:** Jill Moriconi, Jim Marker, Christopher Miller

**PaRC Staff Present:** Chris Todd

### **CALL TO ORDER**

This meeting was conducted through Zoom. Mr. William Del Toro Vargas called the meeting to order at 2:00 PM after quorum was established.

### **ADDITIONS TO THE AGENDA**

There were no additions to the agenda.

### **APPROVAL OF THE AGENDA AND PAST MINUTES**

***MOTION was made by Ms. Lynn Heitz for approval of the agenda. Mr. Vargas seconded the motion. All were in favor.***

### **DISCUSSION AND POSSIBLE ACTION ITEMS:**

#### **Hiram G. Andrews Center (HGAC) Updates**

- HGAC staff, Ms. Jill Moriconi, Mr. Jim Marker, and Mr. Christopher Miller presented on the HGAC customers opportunity to provide input toward rehabilitation program and services they receive at HGAC along with the considerations for program

development or program closure. HGAC is one of the bureaus operating under OVR, the center was opened in Johnstown, PA in 1959, and operates under the Rehab Act as re-authorized under WIOA. Commonwealth Technical Institute (CTI) is the post-secondary school located at HGAC and is the entity that awards Associate Degrees and Diplomas. CTI runs 3 terms per year, each is 16 weeks in length. Programs vary in length with the longest lasting 4 terms. Upon completion of a program, students are expected to return home or to other living situations of their choice to pursue employment. Values and priorities include student success, person centered approaches in an environment where students feel they can learn and grow, effective programs and operations that meets outcomes and expectations of customers, stakeholders, and accrediting bodies, and the collaboration and communication that promotes partnership and growth.

- Customers opportunities to provide input include satisfaction surveys and CTI surveys.
  - Surveys are conducted at the end of each 16-week term. Data is compiled to review outcomes and identify and provide areas of improvement.
- There are two Student Advisory Committees for students currently enrolled.
  - One that covers CTI / education related issues and one that covers student life related issues.
  - Each committee meets monthly with members of management and provide open discussion regarding their concerns, changes that they would like to see, and provide healthy dialogue to problem solve issues of concern.
  - Student membership is also included in a Code of Conduct Committee. A Code of Conduct is reviewed annually and includes types of infractions, discipline, and non-disciplinary actions. Each dormitory hall elects a representative that meets with management regularly to help problem solve issues with each dormitory.
- Social media has been used recently for outreach to graduates for success stories and to track outcomes.
- Students are also provided information and a handbook which includes steps to provide concerns to management and a chain of command.
- An anonymous tip line was created for students to report concerns that are directly provided to the security department.
- Blue light call stations have been installed throughout the campus with a direct line to security.
- Formal complaint processes include Title 9 process, CTI complaint process, and general complaint process outlined within the code of conduct.
- Vocational Rehabilitation Counselors are meeting with students daily and are always a student's advocate. Exit interviews are conducted by counselors for each student.
- Consideration for program development or program closure are multifaceted and consider data and trends regarding referrals, enrollment, graduation rates, placement/ employment rates, outcomes, job outlook, labor statistics, employment opportunities, wage rates, opportunities for advancement, student and counselor input, program cost, and instructor availability. Approval of the accreditation bodies are also required to open a program.

## **Discussion / Review of HGAC Provided Materials on Customer Satisfaction, Employer Satisfaction, Vocational Evaluation Outcomes Measurements, Service Evaluation, Student Advisory Committee**

- This information was previously discussed.

## **Discussion / Planning of Potential Presentations for PaRC Full Council Meetings on HGAC and Commonwealth Technical Institute (CTI) Educational Programs and Supported Services**

- Mr. Fogle inquired about HGAC presenting at the May 17<sup>th</sup> Full Council meeting.
- Ms. Heitz inquired if the student handbook is available in alternate formats, braille, and large print. Inquired if the committee is still considering a visit for PaRC members to tour the HGAC.
- HGAC stated that they are available to present at a FC meeting in May, they do offer alternate formats for their student handbook, and would be happy to host PaRC members for a tour of HGAC and are available to provide meeting space for members. Inquired about additional topics members would like them to cover.
- Members agreed to discuss scheduling a tour of HGAC and making that available to Full Council. Will discuss possibility of holding a meeting at HGAC as well. Members agreed to provide additional topics for upcoming meetings to HGAC staff.

## **Schedule Next Meeting (Remaining FY Full Council Meetings are scheduled for February 15th and May 17th)**

- Members requested to provide calendar invites for a committee Zoom meeting for April 19<sup>th</sup> at 2PM.
- Requested to have the in-person visit discussion / planning on the next agenda and members will provide other future agenda topics to HGAC in the coming weeks.
  - Members requested discussion about the HGAC data that was previously provided regarding student employment rates for the next meeting.
- Mr. Jim Whitonis recommended PaRC sharing their Annual Report that features a success story from an HGAC graduate. HGAC is very interested in receiving that report from PaRC staff.

## **Adjourn**

***MOTION was made by Ms. Heitz to adjourn. Mr. Vargas seconded the motion. The meeting was adjourned.***