

Citizen



Advisory

Committee

Training Manual

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Citizen Advisory Committee Handbook

A Guide for Citizen Advisory Committees of the Pennsylvania Office of Vocational Rehabilitation

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PART I

Introduction

The Pennsylvania Office of Vocational Rehabilitation (OVR) is the State Agency responsible for the administration of the state's vocational rehabilitation program, which is funded by a combination of federal and state monies. The agency is a part of the Commonwealth's Department of Labor and Industry and is directed by the State Board of Vocational Rehabilitation, which sets policy, and an Executive Director. The agency serves Pennsylvania residents with vocational disabilities caused by physical or mental impairments and helps these individuals receive the services necessary to secure gainful employment.

Fifteen district offices throughout the Commonwealth implement the vocational rehabilitation program at the local level, along with 6 BBVS (Bureau of Blindness and Visual Services) offices. According to the Vocational Rehabilitation State Plan, these district offices are charged with supporting persons with disabilities, determining their eligibility for OVR services, doing a vocational assessment, and together developing an individualized plan of employment. The local offices develop local level agreements with state and community human service agencies and new programs and service opportunities, which will help individuals with the most significant disabilities, achieve independence and employment. Part of OVR's mission through the district offices is to promote the vocational rehabilitation programs, the employment of people with disabilities, and the concept of nondiscrimination and equal access to community facilities and services.

Citizen participation in the OVR service delivery system is a mandate of the federal Rehabilitation Act of 1973, as amended. At the state level, the Pennsylvania Rehabilitation Council (PaRC), comprised of customers, service providers, and consumer advocates, has been successfully operating since 1981. Since 1984, it has been a goal of OVR to have a Citizen Advisory Committee (CAC) in each District Office.

The Customer Satisfaction Committee of the Pennsylvania Rehabilitation Council has prepared this handbook to assist OVR District Administrators and local consumers in developing CACs. For those Districts where no CAC exists, this guide may help in establishing one. In those Districts with an operating CAC, the guide may provide some new directions in organization and activities.

PART II

Purpose of a CAC

The purpose of a CAC is to evaluate the service provision of OVR within the local district office and to provide needed local information and advice to the OVR District Administrators from the individuals they serve. A CAC should:

- a) consult and advise on the manner in which services are delivered by the district office,
- b) make suggestions on needed rehabilitation services and programs in the district office service area,
- c) advise on proposed OVR programs, services, and regulations,
- d) assist in the formation of positive relationships between OVR District Office staff, persons with disabilities and the local community, and
- e) participate in the development of OVR State Plans and OVR policies.

PART III

Organizing a CAC

A. Getting Started

Since CAC members must be appointed by the OVR District Administrator with the concurrence of the OVR Executive Director, it is usually the responsibility of the District Administrator to initiate the formation of a CAC. In areas where this does not happen, the local Center for Independent Living (CIL), a Consumer Advocacy group, or an individual OVR customer or former customer may take the initiative by submitting a request to the local District Administrator for the creation of a CAC and offering assistance in the recruitment of CAC members.

No less than five or more than fifteen voting members should be selected from groups such as the following:

- (1) persons with disabilities, with emphasis on present or former OVR customers;
- (2) advocacy and support groups of people with disabilities,
- (3) family members of eligible customers with disabilities,
- (4) community service providers and employers of services to people with disabilities, including a CareerLink representative.
- (5) business and industry representatives, including Chamber of Commerce representative.

At least 51% of the members must be persons with disabilities.

Efforts should be made to ensure representation by various disability groups, race, ethnic origin, gender as well as geographic representation. Because of the large geographic service area of many District Offices, formation of more than one CAC within a District should be considered to ensure adequate representation and participation.

The District Administrator may assign district office staff to help with the formation of the CAC or may call upon the local CIL or other consumer organization to help with the process. The initial meeting of the CAC should be held at an accessible location and at a time convenient to the largest number of people involved.

The initial meeting of the CAC should be devoted to becoming acquainted and attaining an overview of the Office of Vocational Rehabilitation, the work of the OVR District Office and the purpose of the CAC. It is especially important that all CAC members understand the advisory nature of the group.

B. CAC Organization

Although the organizational structure of a CAC should be kept informal, each CAC should select a chairperson and a secretary.

The responsibilities of the chairperson would include:

- (1) presiding at meetings
- (2) planning agendas and meeting arrangements in cooperation with the district administrator

- (3) making committee assignments
- (4) other assignments as decided by the group.

The secretary would:

- (1) record minutes of each meeting
- (2) distribute minutes of meetings and other activities.

In some District offices, secretarial support may be provided to the CAC by District Office staff. Also, expenses of meeting notices, distribution of minutes and other related meeting expenses should be paid by the OVR District Office. In some areas the District Administrator may contract with the local CIL or other consumer organizations to provide staff and support services to the CAC.

The CAC should meet at least once each quarter. Contact by individual committee members with the District Administrator at times other than regularly scheduled meetings should be encouraged.

All CAC meetings should be held at accessible locations at times mutually agreeable to members. Special assistance such as interpreter services for people who are deaf, taped/braille information for people who are blind, and personal care assistants will be available through OVR for any member needing them in order to participate in CAC activities.

CAC members may be reimbursed for travel expenses if requested at a rate not to exceed that paid to commonwealth employees. No overnight accommodations or meals will be reimbursed.

C. Role of the OVR District Administrator

The District Administrator should:

- (1) Attend CAC meetings or send another staff person as a representative.
- (2) Serve as an OVR resource person to CAC members.
- (3) Serve as a link between CAC and other present and past OVR customers who might be resources for CAC studies.
- (4) Assist CAC in arranging for necessary clerical support services.
- (5) Provide information and training on OVR policies and procedures for CAC members.

(6) Forward CAC minutes and reports to state OVR and PaRC.

(7) Assist with work of CAC sub-committees as requested by CAC.

D. Individual CAC Guidelines

It is suggested that for ease of operations, each local CAC's should establish their own procedures, bylaws, etc.

PART IV

Suggested CAC Activities

Following is a list of possible activities for CACs. The list is not all-inclusive and CAC members will probably discover additional activities especially relevant to their own District.

- A. The first task of a CAC is to enable all members to become familiar with the OVR mission, programs, policies, district office personnel, and procedures, including eligibility determination, case closure criteria, the OVR jargon, etc. The CAC may use the District Office Administrator to arrange for and coordinate training sessions for CAC members.
- B. In order to gain insight into problems and ideas for possible OVR programs and procedural changes, the CAC may meet with or survey current and past OVR customers to discuss their experiences with OVR programs and procedures and gather their suggestions for solutions to problems they may have encountered
- C. The CAC may arrange for presentations from other local organizations serving people with disabilities and discuss with them ideas on how OVR might interact with them to improve employment and independent living opportunities for people with disabilities.
- D. The CAC may meet with groups of people with disabilities to gather information on problems they face in daily living. This may identify possible impediments to employment of people with disabilities in their area which OVR could work to remove.
- E. When CAC members have become familiar with OVR, they may plan and present some informational programs to family members with children with disabilities at the start of their educational pathway. CAC members may continue to plan and present informational programs to all high school students with disabilities and their family members, school guidance counselors, and groups of people with disabilities and support groups in order to pursue that part of OVR's mission.

- F. The CAC may use the information and suggestions gathered in meeting with customers, consumer groups, and/or doing outreach to develop reports and recommendations on how to improve OVR services or remove barriers to employment in the community to be presented to OVR and PaRC. The CAC should expect to receive feedback from D A or BBVS manager on input given.
- G. CAC members are encouraged to attend OVR statewide meetings; (e.g., PaRC, State Board meetings) as often as possible and to keep informed about their activities through minutes of these organizations.

CAC may invite local legislators, and their staff, to attend meetings to advocate for issues concerning people with disabilities.

Developed by the OVR Customer Satisfaction Committee
of the
Pennsylvania Rehabilitation Council (PaRC) 2012



pennsylvania

DEPARTMENT OF LABOR & INDUSTRY

Office of Vocational Rehabilitation

Citizen Advisory Committee (CAC) Handbook

The purpose of this handbook is to provide guidance on the formation/maintenance of a local Citizen Advisory Committee (CAC) within each OVR District Office (DO). The District Administrator is responsible to develop and support their CAC.

Introduction

The mission of the Office of Vocational Rehabilitation (OVR) is to “assist Pennsylvanians with disabilities secure and maintain employment and independence.”

OVR is a part of the PA Department of Labor and Industry and is governed by both the federal Rehabilitation Act and the state Vocational Rehabilitation Act. It is funded with both federal and state funds. OVR is administered by an Executive Director and policy is established by the PA Vocational Rehabilitation Board after input is sought from the PA Vocational Rehabilitation Council.

At OVR, a significant emphasis is placed on the provision of vocational rehabilitation services to eligible customers with disabilities to result in employment, yet OVR administers other valuable programs as well, including Blindness & Visual Services, Independent Living for Older Blind program, Business Enterprise Program, Centers for Independent Living, Statewide Independent Living Council, Assistive Technology, and the Office of Deaf & Hard of Hearing.

OVR has a central office in Harrisburg and district offices (DO) at fifteen locations. Vocational rehabilitation services are provided at all 15 locations, and blindness and visual services are provided at 6 of those locations.

OVR’s district offices support persons with disabilities; determining their eligibility for OVR services, conducting vocational and other assessments, and developing individualized plans to support their goal of securing or maintaining employment and/or living an independent life. The district offices collaborate and/or develop local-level agreements with other public and private agencies such as CareerLinks®, school districts, county human service agencies, community-based service providers, etc.

OVR also includes a state-owned and operated vocational training and education facility in Johnstown known as the Hiram G. Andrews Center (HGAC). HGAC provides a comprehensive program of services featuring the integration of education on campus at the Commonwealth Technical Institute (CTI), counseling, evaluation, and physical restoration in a barrier-free environment. CTI is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC) and is licensed by the PA Department of Education State Board of Private Licensed Schools. While the majority of a student's time and attention is focused on education and training, job skills are also a large part of the learning experience. Additionally, a continuum of support services ranging from vocational evaluation and career exploration to independent living skills combines to offer our students the skills they will need to live, work and contribute in the community. This variety of services also enables the individual to examine personal behavior and make positive changes in preparing for entry-level employment. The CTI@HGAC campus, which is completely barrier-free, covers 12 acres under one roof.

Having citizen involvement and stakeholder input into OVR services not only makes sense but is required by the federal Rehabilitation Act of 1973, as amended. At the state level, the Pennsylvania Rehabilitation Council (PaRC), comprised of customers, employers, service providers, and consumer advocates informs policy making in Harrisburg. At the district office level, CACs inform activities and innovation locally so that OVR can be as effective as possible pursuing its mission and meeting customers' needs (individuals and local employers).

Purpose of a CAC

The primary purpose of a CAC is to provide relevant, region-specific input to the district office so that opportunities to achieve the OVR mission are maximized. For example:

- a. Types, amount, and scope of OVR services – assess and evaluate
- b. Quality of customer service
- c. What do individuals need locally? What do employers need locally?
- d. Input on proposed OVR policy changes and new programs
- e. Develop positive relationships between OVR and other stakeholders

Make-up of a CAC

A CAC should have representation of all OVR stakeholders. Stakeholders include but are not necessarily limited to the following:

- People with disabilities (current or former customers preferably)
- Family members of people with disabilities
- Local employers or organizations representing local employers
- Local disability advocacy organizations (Centers for Independent Living, UCPs, Arcs, etc.)

- Higher education
- Secondary education (general / special education, Intermediate Units)
- Post-secondary training and technical schools
- OVR service providers

DO staff should determine the size of their CAC and how many representatives of each category should serve. This is not about votes or quotas; rather, the goal is to have adequate representation of stakeholders so that complete and informed input can be offered to the district office. Disability, gender, racial-ethnic, age, geographic, and cultural diversity are important to ensure that worthwhile input is garnered.

Keys to Success

It is the responsibility of each DA to have a well-functioning CAC in place. In DOs in which BVRS and BBVS are co-located, those DAs should collaborate and have a single CAC if feasible. However, given the geographic size differences between BBVS and BVRS DO districts, having a single CAC for both offices may not make sense.

CAC members are appointed by the DA with the presumptive concurrence of the OVR Executive Director. Should there be any question regarding the suitability of a potential member, the Executive Director reserves the right to approve or disapprove CAC membership. The DA or their representative will attend each CAC meeting.

For ease of operations, each local CAC should establish procedures that make sense for their CAC. It is up to the DA and its CAC members to determine how the CAC will be administratively supported.

Suggestions:

- A meeting time that promotes good attendance should be determined by the CAC – in some instances, early morning meetings before normal business hours may work. In other instances, a working lunch or evening session will be most accommodating to the CAC members.
- CAC members are volunteers, and so their time should be respected. The length of a CAC meeting should be kept to 1 or 2 hours. Keep agendas concise and focused on action, presentations, and the provision of input rather than committee reports.
- The structure of a CAC should be kept informal, but selecting a chairperson and a secretary could make the CAC function effectively.
 - o Chairperson: preside at meetings, plan agendas and meeting arrangements in cooperation with the district administrator
 - o Secretary: record and distribute meeting minutes/summaries.
- The CAC should meet at least once each quarter.

- CAC expenses, such as meeting notices, distribution of minutes, water or coffee, modest food items for working lunches, parking, and other related meeting expenses are allowable expenses to be paid by the district office (follow L&I policies). Effective March 1st, no travel reimbursements for lodging, subsistence, mileage or rental car reimbursements will be allowed for CAC members unless such expenses are associated with mitigating a disability-related barrier to attendance. (To ease travel costs, consider holding the CAC meeting at a location central to the CAC members in the geographic region. Accommodations should be made to permit individuals to participate via conference calls to accommodate travel/transportation challenges.)
- All CAC meetings should be held at accessible locations and all handout material should be made in accessible formats.

Before & After CAC Meetings

Meeting notices, including date, location, time, etc., and meeting agenda should be available to the public and at a minimum be posted on the PA Rehabilitation Council website before a meeting is held. *(send to Chery Novack or Lee Ann Stewart – they will forward to PaRC staff)*

After a meeting is held, meeting summaries and/or minutes should be posted on the PA Rehabilitation Council website *(send to Chery Novack or Lee Ann Stewart – they will forward to PaRC staff)*.

DAs should ensure that CAC input that is relevant to the activities or decision making of OVR central office is conveyed to Harrisburg in a timely manner.

Suggested CAC Activities

The list is not all-inclusive and CAC members will probably discover additional activities relevant to their own region.

- H. Determine if the CAC make-up is complete; does it have all stakeholders represented?
- I. The first task of a CAC is to enable all members to become familiar with the OVR mission, programs, policies, district office personnel, and procedures, including eligibility determination, services provided, case closure criteria, OVR jargon, etc.
- J. To gain insight into problems and ideas for OVR program or procedural changes, the CAC may meet with or survey current and past OVR customers to discuss their experiences and gather their suggestions for solutions to problems they may have encountered.
- K. The CAC may arrange for presentations from local employers, organizations serving people with disabilities, or education agencies to discuss ideas on how OVR might interact with them to improve employment and independent living opportunities for customers.

- L. The CAC may meet with groups of people with disabilities to gather information on problems they face in daily living. This may identify possible impediments to employment of people with disabilities in their area which OVR could work to remove.
- M. Conduct public and community awareness activities.
- N. Plan and present some informational programs to transition-age students and their family members, school guidance counselors, and groups of people with disabilities and support groups to promote OVR's transition to work/transition to adult independent living services.
- O. Place an emphasis on engaging local employers or business organizations that represent employers so that the value OVR can provide employers in terms of providing pre-screened, pre-qualified applicants, along with ADA accommodations and follow-up technical assistance can be made known to local employers.
- P. Gather information and suggestions by meeting with customers, consumer groups, and/or doing outreach and develop reports and recommendations on how to improve OVR services or remove barriers to employment in the community to be presented to OVR and PaRC.
- Q. CAC members are encouraged to attend OVR statewide meetings; (e.g., PaRC, State Board meetings) as often as possible and to keep informed about their activities through minutes of these organizations. Travel expenses for attendance at such meetings would be the responsibility of the traveler.
- R. CACs may invite local legislators to attend meetings so they can be informed about employment and independent living services available to their constituents with disabilities through OVR.

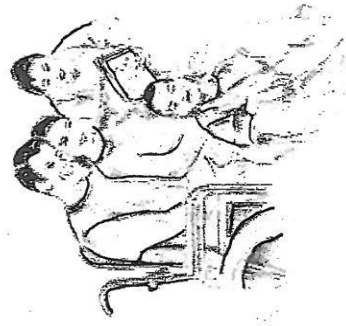
Questions about this handbook should be directed to OVR Central Office
Division of Policy, Planning & Evaluation.

This handbook will be revised as needed - Revised: March 2013.

CITIZEN

ADVISORY

COMMITTEE (CAC)



CONTACTS:

If you would like more information about the CAC in your area, contact OVR at:



Office of Vocational
Rehabilitation
1521 North 6th Street
Harrisburg, PA 17102
717-787-7834
Or
1-800-442-6351

The Purpose of a Citizen Advisory Committee

The purpose of the CAC is to evaluate the services provided by OVR within the local OVR service area and to provide needed local information and advice to the OVR District Administrators from the people they serve.

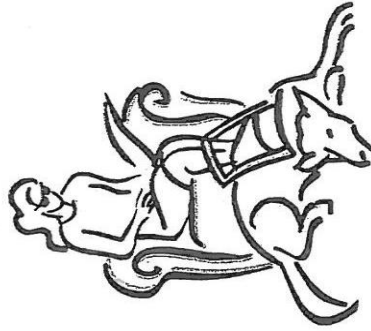
CACs:

- Consult and advise on the manner in which services are delivered to people with disabilities by OVR
- Make suggestions to OVR on needed rehabilitation services and programs
- Advise OVR on proposed services, programs and regulations
- Assist with the formation of positive relationships between OVR staff, the local community and persons with disabilities

Who Are Citizen Advisory Committee Members?

Committee Members are:

- * Persons with disabilities, with an emphasis on present or former customers of OVR
- * Advocacy and support groups of people with disabilities
- * Family members of people with disabilities
- * Providers of services to people with disabilities



What a CAC Can Do for You

CAC members are available to meet with people with disabilities to discuss ideas about OVR programs and procedures.

CACs can explain how OVR can help improve employment and independent living opportunities.

CACs will consult with other organizations serving people with disabilities to discuss ideas on how OVR can improve employment and independent living opportunities for people with disabilities.

The CAC will use these sources and other information to develop reports and recommendations to be presented to OVR.

Citizen participation in the delivery of services by OVR is an important role to make sure the needs of the disability community are being met and understood.

CAC BEST PRACTICES

(A collection from the CACs on their best practices.)

Suggested Ideas on Places to Meet:

OVR District Offices
Community Colleges
CareerLinks
Centers for Independent Living

Recommendations on Meeting Location/Accommodations/Frequency of Meetings –

- Make sure they are accessible.
- Best to be on a bus route, have free parking, and have telephone conference call option available.
- At some CAC meetings, OVR assists with taking minutes, drafting minutes and sending out correspondence regarding calls and meetings and provides accessible formats as needed.
- Most CACs meet quarterly; a few meet every other month.

Mission/Goals/By-Laws –

- Most CACs agree of the importance of having a mission, goals and by-laws for their CAC.

Other Suggestions on Best Practices –

- Suggested that OVR staff and CAC chair develop agendas for meetings together.
- Mutual respect important between all parties.
- Facebook for correspondence, contacting members, sharing information with one another pertinent to their mission.
- Support/guidance/open communication from District Administrator and Assistant District Administrator is needed.
- Include Guest presentations – employers/businesses, community agencies, high school students and parents.
- District offices when feasible should include CACs in district-wide events. CAC's could hand out CAC brochures to help in their recruitment/outreach efforts at events.

- Good to always have an update from OVR at each meeting regarding personnel, policy, fiscal, program updates, etc.
- CACs should ask OVR how they can assist them in their mission. This helps in developing goals.
- Consistency with meeting and commitment from all participants to address the needs of OVR customers.
- Send out CAC meeting notification fliers a month prior to the meeting.
- Send PaRC staff meeting notices for posting on PaRC website one month prior to meeting.
- Include public comment time in your agenda.
- Send out minutes; making sure to include sending to PaRC staff for posting on PaRC website.
- Use email and mailings to customers to let them know about CAC meetings along with other OVR information such as service authorizations, etc. This also works with reaching business partners.
- Get accurate email addresses.
- Develop plans of action for meetings with follow-up steps.
- When possible include snacks at meetings.
- Share minutes from PaRC and OVR State Board meetings at CAC meetings.
- Utilize the PaRC website at <https://parehabilitationcouncil.org/resources/citizen-advisory-committee/> (see the CAC section for information).
- Put together information (written, audio, videos) for OVR Customers on important information such as Benefits Counseling, Employer Expectations, Disclosing Disability etc. Share at OVR events at your resource table.
- Consistency in meetings and follow-up is important.
- Vary meeting times to include evenings for some meetings each year.
- Include CIL members on CAC.



PaRC/OVR/CAC Meeting Summary
Meeting held on March 2, 2017

Flip Chart Notes

Norms:

- Say your name first
- 1 person speaking at a time
- always use the microphone
- Confidentiality= a safe place- 'Vegas Rules'
- Comfort to share what's on your mind
- Be respectful and be respected
- Ask Questions
- Seek to understand
- Be constructive
- "I wonder..." Ground statements in evidence
- Be solutions Oriented

Heidi's Vision:

- Consumer driven and controlled
- High relationship orientation
- Constructive criticism and ideas
- Sharing of knowledge, of information, of connections
- Increase memberships
- Increase partnerships
- Utilize projects and events
- Heidi is willing to travel to you to help!
- Strong belief in the potential of CAC's

David's comments:

- Educate, Inform, Inspire
- Name?? Change to Community Action Network?
- Gather success stories
- Chairs role:
 - Design Meetings
 - Facilitate Meetings
 - Advocate
 - Enthusiasm

- Bring Issues and Solutions to the table
- Strike a balance during meetings- if/when someone has an unmet need, really listen, then refer to personal or private conversation to continue to serve them.
- Develop guidelines for handling complaints- to address them
- Have a customer service orientation
- Look at credentialing
- Mentoring conversation- use mentors as bridge help
- Recruit and help people move through certification

Question to David- How do we address systemic problems? Things that have gone up the chain but are still not fixed?

Example of PETS- 2 standards.

- Bring to DA's attention
- Bring to Cheryl's attention
- Denice
- CAC Chairs meeting- use Heidi as an avenue

Ad Hoc Committee formed

- Chaired by Heidi, to address issues related to purpose, orientation of CAC Chairs, handbooks, training manuals, and sample bylaws.

Issues still needing work/clarification:

- Clarification of memberships
- Recruiting members
- What are ways the consumers are invited to CAC's?
- How much power can a CAC have to embrace and run with and be creative with?
- DA and CAC communication
 - What do we need from DA's?
 - What can we do on our own?

Summary

It was a privilege to work with this group. A combination of passion and vision for the future were palpably present in the room.

My impressions are that people genuinely want to serve their consumers across the state in the best way possible. Natural frustrations are present because of imperfect systems, yet there is desire to connect and learn from each other.

Recommendations

Based on the conversations at the end of the meeting, here are some recommendations I have:

- Support the Ad Hoc committee to begin its work. The suggestion is that they look at the purpose of the CAC's, make sure it is still relevant, then move to confirming that purpose for the CAC Chairs. Thank you to Heidi who agreed to chair this committee and the members who said they would like to be on the committee. I believe Linda has a list of those who volunteered to be on the committee.
- I suggest the Ad Hoc committee have a limited time-span. 2-3 meetings should be coordinated to get work accomplished and sent out to the CAC chairs as drafts. Feedback should be sought and incorporated, and a product could be given at the next meeting of this group. This short-term function will help ensure that it does not become burdensome on the committee members over a long period of time.
- Efforts at continued relationship building between CAC Chairs and OVR professional staff (Lee Ann, Ryan or David) would be well spent time.
- There was a strong desire for a Training Manual to be developed. This would benefit both new and experienced Chairs. Here are some items that could be considered for inclusion in that manual.
 - Roles of CAC and of chair
 - Suggestions or best practices in areas of recruitment, engagement, and running a meeting
 - Problem solving within the CAC region
 - Communication with DA and with OVR
 - Guidelines on promotions and social media preferences from OVR
 - Sample bylaws
 - Contact information of people who are willing to be personal resources to others.
- Training opportunities for CAC Chairs could include skills development on:
 - Meeting facilitation skills
 - Communication skills
 - Leadership development
 - Customer service

Thank you again for the opportunity to serve your organization. I would be happy to have a follow up conversation about these recommendations if that would be helpful. And, if I can be of any assistance to you in the future please don't hesitate to contact me.

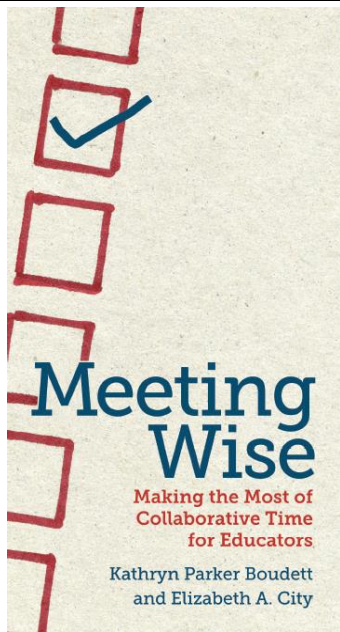
Warmly,

Amy Kohut

1 Step Coaching and Consulting

amykohut@1stepcc.com -- www.1stepcc.com -- 978-436-0229

Insight to Action



Meeting Wise

Meeting Wise Agenda Template						
MEETING AGENDA [date], [start time] – [end time] [location]						
TOPIC:	Attendees: Facilitator: Note taker: Timekeeper:					
MEETING OBJECTIVES: <ul style="list-style-type: none"> • [objective 1] • [objective 2] • [objective 3] 						
TO PREPARE FOR THIS MEETING, PLEASE: <ul style="list-style-type: none"> • Read this agenda [optional: and reply to (name) with feedback by (date)] • [other pre-work task] 						
Schedule [XX minutes]						
TIME	MINUTES	ACTIVITY				
X:XX-X:XX	X	Check-in and review objectives of this meeting and how they connect to the objectives for our remaining team meetings this year				
X:XX-X:XX	X	Review next steps from our previous meeting				
X:XX-X:XX	X	Review plus/deltas from our previous meeting				
X:XX-X:XX	X	[objective 1]				
X:XX-X:XX	X	[objective 2]				
X:XX-X:XX	X	[objective 3]				
X:XX-X:XX	X	Review next steps				
X:XX-X:XX	X	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; padding: 5px;">Plus</th> <th style="width: 50%; padding: 5px;">Delta</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">•</td> <td style="padding: 5px;">•</td> </tr> </tbody> </table> <p style="margin-top: 10px;">Assess what worked well about this meeting and what we would like to have changed</p>	Plus	Delta	•	•
Plus	Delta					
•	•					

BASIC AGENDA:

OVR- (Name of District Office) **Office**

Citizen's Advisory Committee

Location/Time:

Call-in Information:

CAC Agenda

- Attendance
- Welcome and Introductions
- Review of Minutes
- Member Updates
- OVR Updates
- Meeting Objectives
- Other
- Next Meeting:

BY-LAWS - ALLENTOWN

CITIZEN ADVISORY COMMITTEE

**To The
ALLENTOWN DISTRICT OFFICE OF VOCATIONAL REHABILITATION**

45 North 4th Street, Allentown, PA 18102

Voice: 610-821-6441

TTY: 888-377-9207

Fax: 610-821-6110

BY-LAWS of CITIZEN ADVISORY COMMITTEE

ARTICLE I: Name

Section 1 – Name

The Committee's name shall be: "The Citizen Advisory Committee to the Allentown District Office of Vocational Rehabilitation", hereinafter referred to as the "Committee". The original name of this Committee was the "Consumer Advisory Committee" from inception in 1985 to 2006. The Committee's name change was recommended by William Gannon, Executive Director of the Office of Vocational Rehabilitation, and has hereby been retroactively ratified.

ARTICLE II: Functions and Responsibilities

Section 1 – Functions

The Committee's functions are as follows:

- A] Advisory in nature
- B] Provides consultation, advice, and necessary reports as to the improvement and/or expansion of ongoing programs
- C] Makes recommendations for needed rehabilitation services, which are representative views of the individuals and/or groups who are:
 - a] Present or former consumers of vocational rehabilitation services
 - b] Members of consumer advocacy groups

- c] Parents, guardians, and advocates of individuals or disability groups when adequate representation is not otherwise available
- d] Providers of vocational rehabilitation services
- e] Others interested in improving rehabilitation services

Section 2 – Responsibilities

The Committee has a free exchange of information and cooperation with the Allentown District Office of Vocational Rehabilitation, which is considered essential in carrying out its roles and duties.

ARTICLE III: Membership

Section 1 – Composition of The Committee

The Administrator of the Allentown District Office, or their Designee, serves on The Committee in an ex-officio capacity.

- A] The composition of The Committee conforms to Title IX of The Civil Rights Act and all other applicable Laws and Regulations, ensuring broad representation of the population eligible for rehabilitation services. At least 51% of the Members must be persons with disabilities.
- B] The Committee's Membership is comprised of both:
 - 1] Minimum of nine (9) and a maximum of thirteen (13) persons
AND
 - 2] Representative of current or former persons with disabilities who are:
 - (a) consumers of vocational rehabilitation services
 - (b) their parents or guardians, as appropriate
 - (c) advocacy groups focused on persons with disabilities or rehabilitation services
 - (d) schools, educational facilities
 - (e) rehabilitation facilities
 - (f) members from private agencies serving persons with disabilities
 - (g) other citizens or groups interested in improving rehabilitation services

Section 2 – Appointment of Members

Nominations are submitted by Committee Members, OVR Counselors, or those community members represented by Article III, Section I, Subsection B(2), (a through g), to the Administrator of the Allentown District Office, who recommends appointment[s] of Committee Members to the Executive Director of OVR. Membership appointments remain reflective of the categories in Article III, Section 1, Subsections A and B, and are effective upon written notification to the Committee Members from the Administrator of the Allentown District Office.

Section 3 – Term of Service

Members of the Committee are appointed for a three-year (3-year) term. There is no limit to the number of terms a Member may serve.

Section 4 – Compensation

The Citizen Advisory Committee's Members serve without compensation.

Section 5 – Resignation

Any Member may resign by filing a written resignation with the Chairperson of the Committee. When a resignation is accepted by the Chairperson, notification to the other Committee Members, and the OVR Administrator, will be recorded by and distributed through the OVR Designee. Replacement of Resigned Member[s] will follow procedures of nomination, vote and inclusive of person[s] who are described in the guidelines of Membership in Article III, Sections 1 and 2.

Section 6 – Termination of Membership

Prior notification of a Member's absence from regular meetings is mandatory, and submitted to the Chairperson and/or Administrator. Without prior notification, and failing to attend two [2] consecutive meetings, Member[s] will be determined to be in violation of the attendance requirement, and notified by the Chairperson and Administrator of their termination from the Committee.

Section 7 – Vacancy and Replacement

Vacancies and Replacements are filled in accordance with Article III, Section 2. Suggested persons for filling vacancies may be nominated from Committee Members or OVR Counselors, which are taken under advisement by the Administrator of the Allentown District Office.

ARTICLE IV: Executive Officers

Section 1 – Executive Officers

The Executive Officers of the Committee consist of a Chairperson and a Vice-Chairperson.

Section 2 – Election and Term of Office

The Executive Officers' term of office is two (2) years, and until each successor has been elected by the Committee. Executive Officers may succeed themselves.

Elections are held every two years, at the final regular meeting of the year. The newly elected officers assume their duties at the first meeting of the following year. First election date was January 15, 1985.

Section 3 – Duties and Responsibilities

The Chairperson is responsible for directing and coordinating Committee affairs, as well as presiding over Committee meetings, signing or authorizing letters, reports or necessary documentation, as required by OVR regulations and Committee By-Laws. The Vice-Chairperson substitutes in the absence of the Chairperson, and retains all the powers and duties of the Chairperson.

Section 4 – Vacancy or Replacement

The Citizen Advisory Committee Members will conduct an election to fill vacancies or replacements for Executive Officer position[s], from current membership, for the unexpired portion of that Officer's Term [Article IV, Section 2].

Results of any Vacancy or Replacement election will be reported to the Administrator or their Designee, who will keep records and distribute notice to all Committee Members [Article V Procedures].

Section 5 – Resignation

Resigning Officer files their written resignation with the remaining Officer and the OVR Administrator. When a Resignation is accepted, notification to the Committee Members and OVR Administrator will be recorded by, and distributed through, the OVR Designee.

Section 6 – Removal

An Executive Officer may be removed, when the best interests of the Committee, the By-Laws, ADA Laws governing persons with disabilities, or laws governing consumers of rehabilitation services, are not met. Judgment is finalized and determined by a two-thirds (2/3) vote of all Committee Members.

ARTICLE V: Meetings and Procedures

Section 1 – Alternate Format

All documentation from this committee will be made available in alternate format upon request. Meeting sites will be architecturally barrier free and meet all ADA requirements for accessibility.

Section 2 -- Regular Meetings

The Committee meets four times annually or at least quarterly. OVR arranges for the place and recording of minutes, with the requirements set forth in the following sections

Section 3 – Special Meetings

The Chairperson of the Committee, with a 48-hour notice, may call special meetings and will have OVR's Designee disburse notifications or, as time permits, distribute to all parties including OVR's Administrator and Designee.

Section 4 – Conduct of Meetings

Parliamentary authority is Robert's Rules of Order Revised, at all Committee meetings.

Section 5 – Quorum

A majority of the Committee Members constitutes a quorum.

Section 6 – Decisions

All Committee decisions are made, only after an affirmative vote from the majority of the Members, provided a quorum is present.

Section 7 – Special and/or Sub-Committees

The Chairperson has the option to establish Special and/or Sub-Committees and appoints chairperson[s] of each Committee.

Section 8 – Notice of Meetings

OVR's Designee notifies Committee Members of regular meetings at least 14 calendar days prior to the meeting date, and will be directed by the Chairperson or Executive Officers for disbursement of Special Meetings notification [Article V, Section 2].

Section 9 – Agenda

All agenda items will be announced 14 calendar days prior to the meeting via mail, email, phone or other means of communication to accommodate and include all Members.

Section 10 – Minutes

OVR's Designee records and maintains records of the minutes of each meeting, and distributes minutes to Committee Members 14 days prior to the next meeting.

ARTICLE VI: Amendments, Effective Date, Records and Distribution

Section 1 – Amendments Notice and Vote

Amendments to these By-Laws may be proposed and introduced at any regular meeting. Amendments to the By-Laws will be sent to all Members for review 14 days prior to the next regular/quarterly meeting.

Proposed Amendments must receive a two-thirds [2/3] vote of Committee Members to be construed as approved for modification.

Section 2 – Effective Date

Citizen Advisory Committee's By-Laws, and all subsequent Amendments, become effective upon review and approval by the Committee Members.

BY-LAWS ALTOONA

Commonwealth of Pennsylvania Department of Labor & Industry Office of Vocational Rehabilitation

Citizens Advisory Committee Altoona District Office By-laws

Name of the Organization

The name of this organization shall be the Citizens Advisory Committee (CAC) of the OVR Altoona District Office.

Mission of CAC

The mission of CAC is to advocate for rehabilitative needs for persons with disabilities by having citizen involvement and stakeholder input.

Acronyms found in the By-laws

ADA – Assistant District Administrator
BBVS – Bureau of Blindness and Visual Services
BVRS – Bureau of Vocational Rehabilitation Services
CAC – Citizens Advisory Committee
DA – District Administrator
DO – District Office
L&I – Department of Labor and Industry
OVR – Office of Vocational Rehabilitation

Function of CAC

At OVR, a significant emphasis is placed on the provision of vocational rehabilitation (employment) services to eligible customers with disabilities, yet OVR administers other valuable programs as well, including Blindness and Visual Services, Independent Living Older Blind Program, Business Enterprise Program, Centers for Independent Living, Statewide Independent Living Council, Assistive Technology and the Office of Deaf and Hard of Hearing.

In fulfilling their mission, the members will act in an advisory role for OVR/Altoona DO.

The counties assigned to the Altoona BVRS District Office are: Bedford, Blair, Centre, Fulton, and Huntingdon.

The counties assigned to the Altoona BBVS District Office are: Bedford, Blair, Cambria, Centre, Clinton, Columbia, Fulton, Huntingdon, Juniata, Lycoming, Mifflin, Montour, Northumberland, Somerset, Snyder and Union.

CAC serves in an advisory role to the DO.

CAC conducts a minimum of 2 meetings per calendar year.

CAC remains abreast of legislative issues, OVR funding, policy matters, programs and operational procedures.

CAC reviews information provided to them by a DA (BVRS and BBVS) and DO staff and serves as an advisory group to promote the interests and welfare of persons with disabilities.

CAC develops subcommittees and ad hoc committees as needed.

CAC meetings are recorded and shared with CAC members and OVR staff.

The CAC is encouraged to participate in a key role at the OVR annual public meeting. This meeting is conducted to solicit input from customers, providers, stakeholders and other individuals interested in OVR issues.

CAC Membership

A CAC should have representation of all OVR stakeholders. Stakeholders include, but are not limited to, the following:

- People with disabilities (current or former customers)
- Family members of people with disabilities
- Local employers or organizations representing local employers
- Local disability advocacy organizations (Centers for Independent Living, United Cerebral Palsy, Arc, etc.)
- All levels of education
- Post-secondary training and technical schools
- OVR service providers

Current OVR staff may not be voting members of the CAC, but may participate in a supportive role.

CAC members are appointed by a district office administrator with the concurrence of the OVR Executive Director. CAC members are expected to attend meetings regularly. Any CAC member who expects to be absent from a meeting shall notify the President a minimum of 24 hours in advance of the meeting. Failure to notify the President, except in extreme circumstance, will be considered an unexcused absence.

Any CAC member who absents himself/herself without good reason for more than two (2) consecutive meetings shall be asked to resign. The DA will appoint a CAC member to fill the vacancy.

Terms of CAC Members

Members of the committee shall initially be appointed for one (1) 2-year term with an eligibility of a second term for a maximum of 4 years, but shall be eligible for re-appointment to the CAC after one years absence.

A member appointed to fill a vacancy shall serve only the unexpired term of the member who was replaced. Time spent filling an unexpired term shall not count toward the term limitations of two consecutive terms.

Election of Officers

The nomination and election of officers for a calendar year will be conducted at the last CAC meeting of the preceding year. The Members-at-Large may nominate a fellow CAC member and offer explanation as to why the nominee would be a good candidate for the position.

The newly elected President, Vice President and Secretary will begin their term of office on January 1st. Officers or members may be removed from the CAC before expiration of term for illegal, inappropriate or other actions that undermines the integrity of the CAC.

CAC Officers

The three officers of the CAC are the President, Vice President and Secretary.

If the office of President becomes vacant between elections, the Vice President shall succeed.

All other vacancies shall be appointed for the unexpired term by the DA, with recommendation by the CAC.

President

The President will be responsible for developing the agenda for meetings and working with the Altoona DO to see that meeting notices, agendas and minutes from the previous meeting are forwarded to all CAC members.

The President presides over all CAC meetings. The President serves as an ex-officio member of all sub-committees.

Vice President

In the absence of the President, the Vice President will handle all responsibilities of the President. Once the Presidents term is fulfilled the Vice President may be nominated to succeed as President.

Secretary

The Secretary will coordinate minutes of the quarterly meetings and will arrange for CAC minutes and correspondence to be distributed to all members in an accessible format. Minutes of previous meetings will be enclosed for members to review prior to the next meeting.

Terms of CAC Officers

The Officers shall serve a term of office for one (1) year with the option of re-appointment for another one (1) year term. An officer can not serve for more than two one year terms in a row.

An Officer can resign from their position for just cause and should inform the DA and fellow CAC members of their decision in writing.

A vacancy for the President would be filled by the Vice President and would end at the completion of the term. A special election would be held at the next CAC meeting to elect any other vacant position and would be held at the next scheduled CAC meeting.

A member appointed to fill a vacancy shall serve only the unexpired term of the member who was replaced. Time spent filling an unexpired term shall not count toward the term limitations of two consecutive terms.

Authority to Bind

No member of the CAC or its committees shall contract for or incur any debt or enter into any agreement or otherwise obligate the CAC except those authorized by the DA.

Rules of Order

For all issues to be approved, a majority affirmative vote of those CAC members present shall be required.

If a CAC member anticipates absence at the next scheduled CAC meeting, they can cast their vote via phone, letter or email to the DA.

Amendments to By laws

These by-laws may be altered, revised, amended or repealed through the following process:

Any proposed changes must be reviewed at a regularly scheduled meeting.

The proposed change will be discussed by the membership and adopted if 2/3 of the CAC members present vote in the affirmative.

BY-LAWS NORRISTOWN

Citizen Advisory Committee to the Norristown

District Office of Vocational Rehabilitation

By Laws

Article I: Name

The name of this organization shall be the Citizen Advisory Committee to the Norristown District Office of Vocational Rehabilitation, hereinafter referred to as the "Citizen Advisory Committee" or "the Committee".

Article II: Mission Statement

The mission of the Citizen Advisory Committee is to promote excellence in the provision of vocational rehabilitation services in the Norristown District Office service area in order to maximize the employment of people with disabilities.

Article III: Function

The Citizen Advisory Committee shall act in an advisory capacity. It shall inform and advise the Norristown District Office of Vocational Rehabilitation, through consultation, discussion, the preparation and submission of reports, and the making of recommendations, concerning the diverse issues affecting vocational rehabilitation and the provision of vocational rehabilitation services to consumers of those services in the Norristown District Office service area. The Citizen Advisory Committee will enlist the full cooperation of the District Administrator of the Norristown District Office to assist the Committee to carry out its responsibilities.

Article IV: Membership

Section 1. Composition of the Committee

Membership on the Citizen Advisory Committee shall consist of not more than 21 persons, at least half of whom are persons with disabilities who are current or former consumers of vocational rehabilitation services, or, as appropriate, their parents, spouses or guardians. Other members may be from public or private organizations or agencies serving people with disabilities, or other persons with a demonstrated interest in improving vocational

rehabilitation services in the Norristown area. The District Administrator of the Norristown District Office of Vocational Rehabilitation, or a designee of the District Administrator who works in the Norristown District Office of Vocational Rehabilitation, shall also serve on the Committee in a non-voting capacity. The composition of the Committee shall conform to Title IX of the Civil Rights Act and all other applicable laws and regulations to ensure broad representation of the population eligible for rehabilitation services.

Section 3. Initial Application for Membership

The Citizen Advisory Committee shall receive membership applications for the Committee from interested persons who are qualified for membership pursuant to these by laws. All members may encourage qualified individuals to apply for membership. At the next regular meeting of the Committee after an application is received, the application will be considered by the members if the applicant is qualified for membership in accordance with these by-laws and the Committee has a vacant position. Membership on the Committee shall be approved by a majority vote of members present.

Section 3. Term of Membership and Renewing Membership

The members of the Citizen Advisory Committee shall serve for a term of up to two years. There is no limit to the number of terms that a member may serve. Each member's initial term begins at time of election and expires on December 31 of the following calendar year. Subsequent terms begin on January 1 of the calendar year following reelection and end on December 31 two calendar years following reelection. Renewal of membership can be voted upon up to 120 days prior to the date of membership expiration. Renewal of membership shall be approved by a majority vote of members present.

Section 4. Termination of Membership

Any member of the Committee who fails to attend three consecutive regular meetings without providing a reasonably serious written or verbal excuse explaining his/her absence will cause his/her continued membership to be put to a vote of the members. Termination of membership will require a two thirds vote of members present. Explained absences for medical reasons will be considered reasonably serious.

Section 5. Resignation

A member may resign his or her membership on the Committee at any time by submitting a written resignation statement to the Committee.

Article V: Officers

Section 1. Officers

The officers of the Citizen Advisory Committee shall be the Chairperson, the Vice Chairperson and the Secretary.

Section 2. Election and Terms of Office

An election for the purpose of selecting officers of the Citizen Advisory Committee shall be held every year within 120 days of December 31 or, if an office is vacant, at the next regular meeting of the Committee. The officers shall serve terms of office of up to one year: commencing their duties on January 1 or at the time of election (if the office is vacant) and serving until December 31. A member may serve in an office indefinitely, though it is recommended that no member serve more than two consecutive terms in a particular office. Election of officers shall be by a majority vote of Committee members present. Any member nominated for an office must consent to serve in that office prior to a vote on their nomination.

Section 3. Duties and responsibilities

The duties of the Chairperson shall be to schedule and preside at regular meetings of the Citizen Advisory Committee; to sign, or to authorize signature upon, all reports, letters or other communications made in the name of the Committee; to be responsible for directing and coordinating the affairs of the Committee; to receive and review membership applications; and to accept letters of resignation.

The duties of the Vice-Chairperson shall be, in the absence of the Chairperson, to substitute for and to have all of the powers and duties of the Chairperson. In addition, the Vice-Chairperson shall assist the Chairperson in coordinating the activities of the Committee and shall have additional duties and responsibilities as may be assigned by the Chairperson.

The duties of the Secretary shall be to record and to maintain the minutes and other records of the Committee, to communicate the minutes of meetings of the Committee to the Chairperson, to the members, and to others as requested by the Chairperson, and to perform such other record keeping and communicating duties on behalf of the Committee as may be assigned by the Chairperson.

Section 4. Removal of Officers

An officer of the Citizen Advisory Committee may be removed from office when, in the judgment of two thirds of the members of the Committee present, the best interests of the Committee are not being served by that officer. Such a vote may occur at any regular meeting.

Section 5. Resignation

An officer may resign his/her officer position on the Committee at any time by submitting a written resignation statement. In the case of resignation of the Chairperson, the resignation statement shall be submitted to the Vice-Chairperson.

Article VI: Meetings

Section 1. Regular Meetings

The Citizen Advisory Committee shall meet at least four times annually, with at least one regular meeting being held in three of the calendar quarters.

Section 2. Special Meetings

Special meetings of the Citizen Advisory Committee are permitted under the by-laws and must be called by the Chairperson. No votes relating to changes in by laws, membership or officers may occur at special meetings.

Section 3. Meeting Format

Both regular and special meetings may be held in-person and/or by electronic conferencing. Each meeting's format is chosen at the discretion of the Chairperson.

Section 4. Place of Meetings

The Citizen Advisory Committee shall hold all in-person meetings at a location which is architecturally barrier-free in parking, meeting and rest facilities, which is conveniently located for all members, and is within the service area of the Norristown District Office.

Section 5. Electronic Media

Meetings conducted via electronic conferencing shall use a form of electronic media that allows all members of the Committee to participate.

Section 6. Rescheduling of Meetings

In the event of severe weather or other unforeseen circumstance, meetings may be rescheduled by the Chairperson.

Article VII: Procedures

Section 1. Notice of Meetings

The Chairperson, or the Chairperson's designee, shall notify all members of the Citizen Advisory Committee, and the District Administrator of the Norristown Office of Vocational Rehabilitation, of all regular meetings at least 14 days prior to the meeting date or of special meetings at least 10 days prior to the meeting date, unless circumstances require a lesser time.

Section 2. Agenda and Minutes of Previous Meeting

All regular meeting agenda items and minutes of the previous meeting of the Citizen Advisory Committee, reviewed by the Chairperson, shall be provided to all members of the Committee at least 7 days prior to the next regular meeting date.

Section 3. Method of Notice

When elected to a term on the Committee, each member shall notify the Chairperson how he or she wishes to receive notices of meetings and committee documents. Methods of notice may include—but are not limited to—email, voice mail, text message, and regular mail.

Section 4. Quorum

No official business of the Citizen Advisory Committee shall be conducted without a quorum of members present. Three members or a quarter of the Citizen Advisory Committee membership--whatever is greater—shall constitute a quorum.

Section 5. Minutes

Minutes shall be taken by the Secretary, or by a member designated by the Chairperson, at all regular and special meetings of the Citizen Advisory Committee. Minutes shall be a fair and accurate summary of matters occurring at each meeting. A copy of minutes of each meeting shall be kept and maintained by the Secretary, and the Secretary shall provide to the Chairperson a copy of the minutes of each meeting no later than 14 days after such meeting has been held. Minutes may be written by hand, but preferably should be typed before being provided to the Chairperson.

Section 6. Conduct of Meetings

All regular and special meetings of the Citizen Advisory Committee shall be conducted according to rules adopted by the committee.

Section 7. Decisions

Except as otherwise set forth in these by laws, all decisions of the Citizen Advisory Committee shall be by a majority vote of members present.

Section 8. Committees

Both standing committees and special committees are authorized under these by laws, and such committees shall be created or dissolved by a majority vote of members present at a regular meeting.

Section 9. Compensation

Members and Officers of the Citizen Advisory Committee shall serve without compensation. Reimbursement for travel and other expenses incurred by members are at the discretion of the Norristown District Office.

Section 10. Effective date of By Laws and Amendments to By Laws

These by laws of the Citizen Advisory Committee shall become effective upon approval by a vote of two thirds of members present at a regular meeting of the members of the Committee. Amendments to the by-laws of the Committee may be proposed by a member, and suggested changes introduced, at any regular meeting of the Committee. Each suggested amendment shall require a vote in favor of the amendment by two thirds of members present. Amendments to the by-laws shall become effective at the next regular meeting of the Committee after the amendment has been approved.

These By Laws of the Citizen Advisory Committee to the Norristown District Office of Vocational Rehabilitation are adopted this _____ day
of _____, 2013.

_____ Chairperson

BY-LAWS PITTSBURGH

Citizen Advisory Committee to the Pittsburgh District Office of Vocational Rehabilitation By Laws

Article I: Name

The name of this organization shall be the Citizen Advisory Committee to the Pittsburgh District Office of Vocational Rehabilitation, hereinafter referred to as the "Citizen Advisory Committee" or "the Committee".

Article II: Mission Statement

The mission of the Citizen Advisory Committee is to promote excellence in the provision of vocational rehabilitation services in the Pittsburgh District Office service area in order to maximize the employment of people with disabilities.

Article III: Function

The Citizen Advisory Committee shall act in an advisory capacity. It shall inform and advise the Pittsburgh District Office of Vocational Rehabilitation, through consultation, discussion, the preparation and submission of reports, and the making of recommendations, concerning the diverse issues affecting vocational rehabilitation and the provision of vocational rehabilitation services to consumers of those services in the Pittsburgh District Office service area. The Citizen Advisory Committee will enlist the full cooperation of the District Administrator of the Pittsburgh District Office to assist the officers and members of the Committee to carry out its responsibilities.

Article IV: Membership

Section 1. Composition of the Committee:

Membership on the Citizen Advisory Committee shall consist of not more than 21 persons, at least half of whom are persons with disabilities who are current or former consumers of vocational rehabilitation services, or, as appropriate, their parents, spouses or guardians. Other members may be from private agencies serving people with disabilities, from disability advocacy groups, providers of vocational rehabilitation

services, or other persons with a demonstrated interest in improving vocational rehabilitation services in the Pittsburgh area. The District Administrator of the Pittsburgh District Office of Vocational Rehabilitation, or a designee of the District Administrator, shall serve on the Committee in an unofficial capacity. The composition of the Committee shall conform to Title IX of the Civil Rights Act and all other applicable laws and regulations to ensure broad representation of the population eligible for rehabilitation services.

Section 2. Application for and Approval of Membership

The Chairperson of the Citizen Advisory Committee shall receive membership applications for the Committee from interested persons who are qualified for membership pursuant to these by laws and, when one or more membership positions become vacant due to resignation, termination of membership or expiration of membership, shall make recommendations for membership to the Committee. Additionally, the chairperson shall recruit new applicants for Committee membership. At the next regular meeting of the Committee a sufficient number of membership application(s) shall be reviewed by the members and separately voted upon to fill all membership vacancies. Membership on the Committee shall be confirmed by a majority vote of members present.

Section 3. Term of Membership

The members of the Citizen Advisory Committee shall serve for a term of three years. There is no limit to the number of terms a member may serve. Renewal of membership for individual members whose terms of membership have expired shall be voted upon at the last regular meeting before that member's term expires. Membership shall be renewed by a majority vote of members present.

Section 4. Termination of Membership

Any member of the Committee who fails to attend three consecutive regular meetings without providing a reasonably serious written or verbal excuse to the Chairperson explaining his/her absence will, in the discretion of the Chairperson, cause his/her continued membership to be put to a vote of the members. Termination of membership will require a two thirds vote of members present. Explained absences for medical reasons will be considered reasonably serious.

Section 5. Resignation

A member may resign his/her membership on the Committee at any time by submitting a written resignation statement to the Chairperson of the Committee.

Article V: Officers

Section 1. Officers

The officers of the Citizen Advisory Committee shall be the Chairperson, the Vice-Chairperson and the Secretary.

Section 2. Election and Terms of Office

An election for the purpose of electing officers of the Citizen Advisory Committee shall be held at the first regular meeting after the adoption of the by laws of the Committee occurs, and every two years thereafter at the last regular meeting of the Committee for that year. The officers shall serve terms of office of two years, and shall commence their duties at the first regular meeting of the Committee following their election. The Chairperson and Vice-Chairperson in office at the time of adoption of the by laws shall serve until re-elected, or until newly elected officers commence their duties. An officer may serve up to three consecutive terms in office. Election of officers shall be by a majority vote of Committee members present.

Section 3. Duties and responsibilities

The duties of the Chairperson shall be to schedule and preside at regular meetings of the Citizen Advisory Committee, to sign, or to authorize signature upon, all reports, letters or other communications made in the name of the Committee, to be responsible for directing and coordinating the affairs of the Committee, and to receive and review Committee membership applications.

The duties of the Vice-Chairperson shall be, in the absence of the Chairperson, to substitute for and to have all of the powers and duties of the Chairperson. In addition, the Vice-Chairperson shall assist the Chairperson in coordinating the activities of the Committee and shall have additional duties and responsibilities as may be assigned by the Chairperson.

The duties of the Secretary shall be to record and to maintain the minutes and other records of the Committee, to communicate the minutes of meetings of the Committee to the Chairperson, to the members, and to others as requested by the Chairperson, and to perform such other record keeping and communicating duties on behalf of the Committee as may be assigned by the Chairperson.

Section 4. Removal of Officers

An officer of the Citizen Advisory Committee may be removed from office when, in the judgment of two thirds of the members of the Committee present at a regular meeting, the best interests of the Committee are not being served by that officer. A vote on the issue of removal of an officer or officers may be originated at a regular meeting by a two thirds vote of the members present.

Section 5. Resignation

An officer may resign his/her officer position on the Committee at any time by submitting a written resignation statement to the Secretary. In the case of resignation of the Secretary, the resignation statement shall be submitted to the Chairperson.

Section 6. Vacancy

A vacancy in any office shall be filled for the unexpired portion of the term of that office by an election to be held at the next regular meeting of the Committee following the occurrence of the vacancy. Election of an officer to fill a vacancy shall be by a majority vote of Committee members present.

Article VI: Meetings

Section 1. Regular Meetings

The Citizen Advisory Committee shall meet at least four (4) times annually, with one regular meeting being held each calendar quarter.

Section 2. Special Meetings

Special meetings of the Citizen Advisory Committee are permitted under the by laws and must be called by the Chairperson. Ten days advance notice to all members must be given prior to a special meeting, unless emergency circumstances require a lesser period. No votes relating to changes in by laws, membership or officers may occur at special meetings.

Section 3. Place of Meetings

The Citizen Advisory Committee shall hold all meetings at a location which is architecturally barrier-free in parking, meeting and rest facilities, which is conveniently located for all members, and is within the service area of the Pittsburgh District Office.

Section 4. Rescheduling of Meetings

In the event of severe weather or other unforeseen circumstance, regular or special meetings may be rescheduled by the Chairperson. Notice to members of the rescheduling of a meeting may be by any reasonable method.

Article VII: Procedures

Section 1. Notice of Meetings

The Chairperson, or the Chairperson's designee, shall notify all members of the Citizen Advisory Committee, and the District Administrator of the Pittsburgh Office of Vocational Rehabilitation, of all regular meetings at least 15 days prior to the meeting date, or of special meetings at least 10 days prior to the meeting date, unless circumstances require a lesser time. Notice may be given by email, voice mail or regular mail.

Section 2. Agenda and Minutes of Previous Meeting

All regular meeting agenda items and minutes of the previous meeting of the Citizen Advisory Committee, reviewed by the Chairperson, shall be provided to all members of the Committee at least 10 days prior to the next regular meeting date. The agenda and minutes may be distributed by email or regular mail.

Section 3. Quorum

No official business of the Citizen Advisory Committee shall be conducted without a quorum of members present. Five members shall constitute a quorum.

Section 4. Minutes

Minutes shall be taken by the Secretary, or by a member designated by the Chairperson, at all regular and special meetings of the Citizen Advisory Committee. Minutes shall be a fair and accurate summary of matters occurring at each meeting. A copy of minutes of each meeting shall be kept and maintained by the Secretary, and the Secretary shall provide to the Chairperson a copy of the minutes of each meeting no later than 10 days after such meeting has been held. Minutes may be taken, recorded and transmitted electronically, or may be written and mailed.

Section 5. Conduct of Meetings

All regular and special meetings of the Citizen Advisory Committee shall be conducted according to Robert's Rules of Order, Revised Edition.

Section 6. Decisions

Except as otherwise set forth in these by laws, all ordinary business decisions of the Citizen Advisory Committee shall be by a majority vote of members present.

Section 7. Committees

Both standing committees and special committees are authorized under these by laws, and such committees shall be created or dissolved by a majority vote of members present at a regular meeting.

Section 8. Compensation

Members and Officers of the Citizen Advisory Committee shall serve without compensation.

Section 9. Effective date of By Laws and Amendments to By Laws

These by laws of the Citizen Advisory Committee shall become effective upon approval by a vote of two thirds of members present at a regular meeting of the members of the

Committee. Amendments to the by laws of the Committee may be proposed by a member, and suggested changes introduced, at any regular meeting of the Committee. Each suggested amendment shall require a vote in favor of the amendment by two thirds of members present. Amendments to the by laws shall become effective at the next regular meeting of the Committee after the amendment has been approved.

These By Laws of the Citizen Advisory Committee to the Pittsburgh District Office of Vocational Rehabilitation,
first adopted January, 2006, were last amended March 7, 2013.

Chairperson

This training manual was paid for by the Pennsylvania Rehabilitation Council and was compiled by the following:

PaRC Executive Council Members
Citizen Advisory Council Chairs
Citizen Advisory Council Members
Office of Vocational Rehabilitation

June 2017