



Pennsylvania Rehabilitation Council (PaRC)

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OVR Policy & State Plan / Customer Satisfaction Committee Minutes for February 27, 2024, from 3:00 PM to 4:00 PM

Members Present (P)

Not Present (NP)

Lynn Heitz (P)
Susan Tomasic (P)
Twana Jones (P)

Michelle Paonessa (NP)
Jessica Keogh (NP)
Sylenthia Dent (P)

Julia Grant Barol (NP)
Paul Fogle (P)

Office of Vocational Rehabilitation (OVR) Staff Present: James Whitonis, Audrey O'Connor, Cheryl Novak, Russ Goddard, Danielle Schmidgall

Project Staff Present: Chris Todd, Michelle Gerrick

CALL TO ORDER

This meeting was conducted through Zoom. Ms. Lynn Heitz called the meeting to order at 3:00 PM.

ADDITIONS TO THE AGENDA

There were no additions.

APPROVAL OF THE AGENDA AND PAST MINUTES

MOTION was made by Ms. Susan Tomasic to approve today's agenda and past meeting minutes. Ms. Twana Jones seconded the motion. All were in favor.

DISCUSSION ITEMS:

OVR updates

Audiological Policy

- Mr. Russ Goddard reported that the OVR Audiological Services policy draft Public Comment period has been completed. Those comments resulted in minor changes to language and will be compiled for Executive Team feedback. The final draft will

be reviewed with the Committee in April. Final approval of the draft is planned for the May 8, 2024, Full Council meeting.

- Ms. Lynn Heitz requested that the final draft be provided to the Committee for review as soon as possible. Explained that purchasing hearing aids was one of the most challenging tasks during her time with OVR and hopes this policy will help streamline that process.
- Ms. Danielle Schmidgall provided updates on minor technical clarifications made to the OVR Driving Services policy and receiving feedback from providers. Those additions include that the Clinical Driving Assessment can be performed by Certified Driver Rehabilitation Specialist (CDRS) and Driver Rehabilitation Provider (DRP). The provider will submit a report to OVR. Behind the wheel assessments for customers that don't require adaptive equipment or clinical assessment can be completed by a CDRS, DRP, Certified Driving Instructor (CDI), or Licensed Driving Instructor (LDI). Change to wording to be inclusive to all providers. Change in wording that a prescription must include an expiration date removing the time requirement of one year. These changes are in the review process and are being presented to the State Board in addition to the Council. These are technical clarifications that don't require a vote.
- Ms. Heitz inquired if DRP, CDI, CDRS are employed with providers or OVR.
- Ms. Schmidgall explained they are not employed at OVR and are employed with providers at driving schools, medical providers, and private companies.
- Mr. James Whitonis reported that the State Plan is in the portal and the last portion that needs completed is the new addition of an appendix of the Plan. Once those additions are completed by leadership, they will be submitted to the Rehabilitation Services Administration (RSA).

Potential Discussion on Customer Satisfaction Surveys with Transition Committee and Massachusetts DSU

- Members agreed that review of the surveys is an important part of the Council's work and that they would like to develop strategies to increase feedback and response rates.
- Members explained that the Transition Committee also reviews the survey results and has held discussion regarding response rates. Members agreed to invite the Transition Committee to the next Policy Committee meeting to develop questions and plan for inviting the Massachusetts' DSU for presentation/discussion regarding their success in receiving high customer survey response rates.
- Ms. Heitz explained that questions developed by the 2 Committees during the next meeting could be shared with the individual from Massachusetts prior to them attending a PaRC meeting and to allow for enough time to prepare.

Schedule next meeting

- Members asked to poll for the next meeting date of March 26, 2024, from 2:30 PM to 3:30 PM.

Adjourn

MOTION was made by Ms. Jessica Keogh to adjourn. Ms. Julia Barol seconded the motion. The meeting was adjourned.