



# Pennsylvania Rehabilitation Council (PaRC)

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## **OVR Policy & State Plan/Customer Satisfaction Committee Meeting** **October 16, 2024 from 2:00 PM to 3:00 PM**

### **Agenda**

- 2:00 PM Members connect to Zoom / Convene Meeting
- 2:05 PM Additions to the Agenda  
Approval of Today's Agenda & Past Minutes
- 2:10 PM Agenda Items:
- **OVR Updates**
    - **Discussion/Review of State Plan Amendments**
  - **Discussion/Review of Revised Comprehensive Statewide Needs Assessment (CSNA) Year 1 Interim Report**
  - **Continued Discussion of Bender Consulting Project Regarding Customer Satisfaction Surveys Goal and Objectives**
  - **Schedule next meeting**
- 2:55 PM Public Comment (3 minutes per attendee)
- 3:00 PM Adjourn

All members of the public are welcome to join meetings by computer or phone. The Zoom meetings are also available for the public to attend at the following physical site location: UCP/PaRC business office at 55 Utley Dr. Camp Hill, PA 17011. Please contact PaRC staff at [parc@parehabilitationcouncil.org](mailto:parc@parehabilitationcouncil.org) or at 717-975-2004 at least three days prior to the meeting to confirm attendance. Accommodations are available upon a timely request to individuals with disabilities. Anyone who would like to make Public Comment prior to the meeting may submit comments to [parc@parehabilitationcouncil.org](mailto:parc@parehabilitationcouncil.org) or at (717) 975-2004.