



# Pennsylvania Rehabilitation Council (PaRC)

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## **OVR Policy & State Plan/ Customer Satisfaction Committee Meeting** **December 12, 2024, from 10:00 AM to 11:00 AM**

### **Agenda**

10:00 AM Members connect to Zoom / Convene Meeting

10:05 AM Additions to the Agenda  
Approval of Today's Agenda & Past Minutes

10:10 AM Agenda Items:

- **OVR Updates**
  - **Financial Needs Test (FNT) Policy**
- **Continued Discussion of Bender Consulting Project Regarding Customer Satisfaction Surveys Goal and Objectives**
- **Schedule next meeting**

10:55 AM Public Comment (3 minutes per attendee)

11:00 AM Adjourn