



Pennsylvania Rehabilitation Council (PaRC)

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OVR Policy & State Plan / Customer Satisfaction Committee Minutes for March 25, 2025, 10:00 AM to 11:00 AM

Members Present (P)

Not Present (NP)

Lynn Heitz (P)	Julia Barol (P)	Christie Cyktor (P)
Sylenthia Dent-Siebenlist (P)	Cindy Duch (P)	Twana Jones (P)
Julianna Rodrigues (NP)	Susan Tomasic (P)	William Paz De Melo (NP)

Office of Vocational Rehabilitation (OVR) Staff Present: James Whitonis, Chris Harbert, Audrey O'Connor, Cheryl Novak, Ralph Roach

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 10:00 AM after quorum was established.

ADDITIONS TO THE AGENDA

There were no additions.

APPROVAL OF THE AGENDA AND PAST MINUTES

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

DISCUSSION ITEMS:

Committee Chair / Vice Chair for FY 2025-2026

- Ms. Cindy Duch nominated Ms. Lynn Heitz for Committee Chair for Fiscal Year 2025-2026. Ms. Heitz accepted the nomination and there was no additional nomination for Committee Chair.
- Ms. Heitz nominated Ms. Julia Barol for Committee Vice Chair for Fiscal Year 2025-2026. Ms. Barol accepted the nomination and there was no additional nomination for Committee Chair.

MOTION was made by Ms. Cindy Duch to approve Ms. Lynn Heitz as Committee Chair for Fiscal Year 2025-2026. Ms. Julia Barol seconded the motion. All were in favor.

MOTION was made by Ms. Lynn Heitz to approve Ms. Julia Barol as Committee Vice Chair for Fiscal Year 2025-2026. Ms. Susan Tomasic seconded the motion. All were in favor.

Committee Goals for FY 2025-2026

- Members agreed that the new goal and objectives regarding the survey project should be added to the Committee goals. Members agreed that no additional revisions or updates were needed at this time.

MOTION was made by Ms. Sylenthia Dent-Siebenlist to approve the Committee goals for Fiscal Year 2025-2026. Ms. Susan Tomasic seconded the motion. All were in favor.

OVR Updates

- Mr. Chris Harbert, OVR provided information about the scheduled meeting with Office of Administration (OA) and Council members to discuss development of the Civil Service Act language. OVR is still involved in and supports survey improvement efforts. OVR has continued to be involved with many meetings and discussions regarding survey access and delivery, distribution and response data, staff and labor functions. OVR continues to meet with OA and OIT reviewing current distributions and Commonwealth metrics for public facing surveys. OVR continues to hold discussions regarding survey questions, formatting, framing, CWDS details, text message, QR codes, advancing technologies, and delivery preferences. Mr. Harbert will continue to keep OVR leadership informed of Council work regarding the surveys.

Description A Review for the 2026 State Plan Two-year Modification

- Members requested that Description (a) be the focus of the next Committee meeting agenda. Mr. Jim Whitonis explained that the commendation for opening of the Order of Selection will need to be revised. No other major changes will be required for Description (a) but the Council may want to consider revising the recommendation regarding COVID. Completing any revisions during the next Committee meeting should allow enough time for OVR leadership to review and update their responses.

Review Customer Satisfaction Survey Questions

- Members reviewed all survey questions and provided revisions to be recommended to OVR and the PaRC's Executive Committee. The Policy Committee has requested

a document with those recommendations listed be shared with OVR and the Executive Committee.

- Members discussed issues with customers not receiving surveys due to the survey emails being delivered to Spam folders and suggested paper surveys also being mailed to customers.

Schedule next meeting

- Members agreed to schedule the next Committee meeting for April 23, 2025, from 10:00 AM to 11:00 AM.

Adjourn

MOTION was made by Ms. Christie Cyktor to adjourn. Ms. Susan Tomasic seconded the motion. The meeting was adjourned.