



Pennsylvania Rehabilitation Council (PaRC)

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OVR Policy & State Plan / Customer Satisfaction Committee Minutes for June 26, 2025, 11:00 AM to 12:00 PM

Members Present (P)

Not Present (NP)

Lynn Heitz (P)

Julia Barol (P)

Christie Cyktor (NP)

Sylenthia Dent-Siebenlist (NP)

Cindy Duch (P)

Twana Jones (NP)

Julianna Rodrigues (P)

Susan Tomasic (P)

Passle Helminski (P)

William Paz De Melo (NP)

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

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 11:00 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. Cindy Duch to approve today's agenda and past meeting minutes. Ms. Julianna Rodrigues seconded the motion. Ms. Passle Helminski abstained. The motion passed.

DISCUSSION ITEMS:

OVR Updates

- Ms. Audrey O'Connor explained that there were no additional OVR policy updates for this meeting.

Description (a) and Description (c) for the VR Services Portion of the 2024-2028 PA WIOA Combined State Plan 2 Year Modification (2026-2027)

- Members reviewed the Description (a) draft of the 2 Year Modification for the 2024-2028 State Plan and inquired about Goal #6 recommendation 1. OVR will provide separate lists of employers for each BVRs and BBVS Bureau. The OVR response states, OVR rejects this recommendation. OVR District Offices work with employers that provide career services for all Pennsylvanians with disabilities. Each placement is unique to the individual's strength and abilities.
- Members requested that the recommendation be re-stated to provide a separate list of the types of jobs for BVRs and BBVS customers. Members explained that there should be a way to distinguish between BVRs and BBVS data collected for the types of jobs OVR customers gained.

MOTION was made by Ms. Passle Helminski for approval of Description (a) draft of the 2 Year Modification for the 2024-2028 State Plan. Ms. Julianna Rodrigues seconded the motion. All were in favor.

- Mr. James Whitonis reviewed the Description (c) draft of the 2 Year Modification for the 2024-2028 State Plan. The draft includes minor changes to goals stating as the budget allows and an addition to Goal #6 to Train CRPs on diversifying funding stream through sources such as ODP and OLTL Supported Employment, becoming Employment Networks, and delivering employment services to both youth and adults across all stages of career development. Members agreed the additions were great to improve funding streams.

MOTION was made by Ms. Passle Helminski for approval of Description (c) draft of the 2 Year Modification for the 2024-2028 State Plan. Ms. Julianna Rodrigues seconded the motion. All were in favor.

Targeted goals for the next cycle of the Comprehensive Statewide Needs Assessment (CSNA)

- Mr. Whitonis provided an update regarding the Comprehensive Statewide Needs Assessment (CSNA) 2 Year Interim Report. Changes regarding statements about available data will need to be changed for accuracy. Ms. Julia Barol explained that the section regarding the Employment First Oversight Commission (EFOC) needs to be updated. Members requested that PaRC personnel divide the document into 10-page sections for each Committee member to review.
- Members requested that the discussion regarding the target goals for the next cycle of the Comprehensive Statewide Needs Assessment (CSNA) be the main topic for the July Policy Committee meeting agenda.

Continued Discussion and Updates of Customer Satisfaction Survey Questions / Recommendations

- Mr. Chris Harbert, OVR provided updates regarding PaRC's recommendations for the Customer Satisfaction Surveys and questions. Mr. Harbert continues to inform OVR

Executive Director and survey team of PaRC recommendations including suggestion to notate a reason for a Status 28 closure. Status 28 closures are notated by OVR and typically occur after an Individualized Plan for Employment (IPE) is created but before an employment outcome, the cause of these closures is normally the result of lack of follow up from the customer following attempts from OVR to contact the customer. Members agreed with the suggestion to invite OVR staff leading the survey team and administrative functions to a PaRC meeting to further discuss best practices, survey question recommendations, length of the surveys, what questions are required by the Rehabilitation Services Administration (RSA) and improving engagement.

Schedule next meeting

- Members agreed to meet on July 22, 2025, from 11:00 AM to 12:00 PM.

Public Comment

- Ms. Passle Helminski reminded Committee members to complete and submit the PaRC personnel annual survey.

Adjourn

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