



Pennsylvania Rehabilitation Council (PaRC)

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OVR Policy & State Plan / Customer Satisfaction Committee Minutes for September 25, 2025, 11:00 AM - 12:00 PM

Members Present (P)

Not Present (NP)

Lynn Heitz (P)
Sylenthia Dent-Siebenlist (NP)
Twana Jones (NP)
Michelle Mitchell (NP)

Julia Barol (P)
Cindy Duch (P)
Julianna Rodrigues (P)

Christie Cyktor (P)
Passle Helminski (NP)
Susan Tomasic (P)

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

Project Staff Present: Michelle Gerrick, Chris Todd

Guests Present: Angel Torres, Dr. Jessica Broome, Quiana Cooper-Jarret

CALL TO ORDER

This meeting was conducted through Zoom. Ms. Lynn Heitz called the meeting to order at 11:00 AM after a quorum was established.

ADDITIONS TO THE AGENDA

There were no additions to the agenda.

APPROVAL OF THE AGENDA AND PAST MINUTES

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

DISCUSSION ITEMS:

OVR Updates

- Mr. Chris Harbert, OVR, provided updates regarding ongoing efforts of the Customer Satisfaction Surveys by OVR and the Commonwealth Workforce Development

System (CWDS). There is a tentative date of October 9, 2025, for the next Statewide Citizens Advisory Committees (CACs) Chair meeting.

Continued Discussion of Customer Satisfaction Survey Project

- Members held discussions with Dr. Jessica Broome and Ms. Quiana Cooper-Jarret, Southpaw Insights, regarding the PaRC survey project which would develop in collaboration with PaRC a Statement of Work to pursue the goal of implementation of OVR Customer Satisfaction Surveys that are inclusive, accessible and effective in gathering valuable insights from all customers, thereby enhancing overall customer engagement.
- Members and Mr. Ralph Roach, OVR, provided background and answered questions regarding the surveys' processes, engagement, history, questions, response rates, accessibility concerns, and logistics. PaRC personnel agreed to follow up with Southpaw Insights regarding a request for examples and/or template of a Statement of Work.
- Members requested that a proposal from Southpaw Insights for the survey project to develop a Statement of Work be shared with the Committee prior to their October meeting.

Citizen Advisory Committee (CAC) Training Manual, Handbook, and By-Laws (PDF)

- Members agreed to include discussion regarding the Citizen Advisory Committee (CAC) Training Manual, Handbook, and By-Laws (PDF) on the October meeting agenda.

Schedule next meeting

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

Public Comment

- No public comment was made.

Adjourn

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