



# Pennsylvania Rehabilitation Council (PaRC)

55 Utley Drive, Camp Hill, PA 17011

Voice: (717) 975-2004 or (888) 250-5175 TTY: (717) 737-0158 Fax: (888) 524-9282

Email: [parc@parehabilitationcouncil.org](mailto:parc@parehabilitationcouncil.org) Website: [parehabilitationcouncil.org](http://parehabilitationcouncil.org)

## **OVR Policy & State Plan/Customer Satisfaction Committee Meeting** **January 22, 2026, 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:

- **Access to current OVR policies relating to the dissemination of services to customers**
- **OVR policy updates**
- **OVR updates on status of texting-based Customer Satisfaction Surveys**
- **Schedule next meeting**

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

11:00 AM 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.