



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 Website: parehabilitationcouncil.org

OVR Policy & State Plan / Customer Satisfaction Committee Minutes for March 18, 2026, 10:00 AM - 11:00 AM

Members Present (P)

Not Present (NP)

Lynn Heitz (P)
Cindy Duch (NP)
Susan Tomasic (P)

Julia Barol (P)
Passle Helminski (NP)
Michelle Mitchell (NP)

Christie Cyktor (P)
Julianna Rodrigues (NP)

Office of Vocational Rehabilitation (OVR) Staff Present: James Whitonis, Chris Harbert, 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 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. Christie Cyktor to approve today's agenda and past meeting minutes. Ms. Cindy Duch seconded the motion. All were in favor.

DISCUSSION ITEMS:

Committee Chair / Vice Chair for Fiscal Year (FY) 2026-2027

- Members requested to discuss Committee Chair and Vice Chair positions for FY 2026-2027 during their next meeting.

Committee Goals for FY 2026-2027

- Members reviewed committee goals in preparation for FY 2026-2027. Members discussed the importance of continued review and discussion of OVR policies. Members agreed to remove step 4 of Goal #2 until the CAC Ad Hoc Committee's recommendations are received. Members agreed to remove goal #3 until additional information regarding the new survey process is received. Members emphasized the importance of the surveys and continued to address the response rates of the current Customer Satisfaction Surveys. There were no additional changes.

MOTION was made by Ms. Christie Cyktor to accept the changes as discussed for the Committee Goals for FY 2026-2027. Ms. Susan Tomasic seconded the motion. All were in favor.

Providing current OVR policies in place for the provision of services to customers

- Members thanked Mr. Chris Harbert, OVR, for providing policy documents for committee to review as needed.

Provision of low vision services

- This item was previously discussed.

Texting-based Customer Satisfaction Surveys demonstration

- Mr. Ralph Roach, OVR, provided updates regarding the text-based customer satisfaction surveys being developed by OVR. The current email survey has continued which provides the surveys to customers that have exited the program. The new survey process is being developed by OVR staff which will be similar to the Massachusetts VR program model previously discussed. OVR continues to work on legal issues to ensure consent with clients to send text messages. A prototype is being prepared, and screenshots of that process will be shared with the committee. The text-based surveys will be sent to active customers during different stages of their services. OVR will ensure this process along with information provided to the committee is fully accessible.

Training for counselors regarding Customer Satisfaction Surveys

- Training for OVR staff regarding the new process for Customer Satisfaction Surveys is being developed.

Schedule next meeting

- Members requested that staff poll for the next meeting be held in April 2026.

Adjourn

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