



Pennsylvania Rehabilitation Council (PaRC)

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OVR Policy & State Plan / Customer Satisfaction Committee Minutes for April 20, 2026, 1:00 PM - 2:00 PM

Members Present (P)

Not Present (NP)

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

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

Christie Cyktor (P)
Julianna Rodrigues (P)

Office of Vocational Rehabilitation (OVR) Staff Present: James Whitonis

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 1:00 PM 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. Passle Helminski seconded the motion. All were in favor.

DISCUSSION ITEMS:

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

- Members agreed to postpone the elections for Committee Chair and Vice Chair until the May meeting.

MOTION was made by Ms. Julia Barol to move the Committee Chair and Vice Chair elections to the committee meeting that follows the Full Council meeting scheduled for May 6, 2026. Ms. Passle Helminski seconded the motion. All were in favor.

OVR Updates

- Mr. Jim Whitonis, OVR, shared updates regarding the State Plan and Comprehensive Statewide Needs Assessment (CSNA). The final report of the CSNA is due by the end of May 2026 and the next CSNA begins July 1, 2026. The final report may be ready for committee review in June 2026.

Texting-based Customer Satisfaction Surveys

- Members held discussions regarding the information that was provided about the texting-based surveys. PaRC personnel will follow up with OVR staff regarding member questions and requests. Members reported that screenshots are not accessible and that a live demonstration shared via Zoom would clarify the process of completing the new surveys that are shared via text message.
- Ms. Michelle Mitchell shared information that was provided by the Maryland State Rehabilitation Council during the recent National Coalition of State Rehabilitation Councils (NCSRC) Spring Conference. More details will be included in the conference reports during the upcoming Full Council meeting. Maryland offers opportunities through its website and social media platforms to more readily receive public input and help shape its Vocational Rehabilitation (VR) system.

Schedule next meeting

- Members agreed to meet again on May 28, 2026, from 11:30 AM to 12:30 PM.

Adjourn

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