



Department of
Youth Services

Message from DYS Director Harvey Reed

Youth-Intake Process Taking Shape

June 20, 2014

Streamlining of the youth-intake process continues to take shape.

Thanks to teamwork and an all-out effort to make the process more efficient, we are moving toward completing youth-intake in three days rather than four. Indian River JCF has already begun transferring youth on the third day.

This is a step in the right direction, and I am proud to say we were able to accomplish this within the last 30 days. With the shorter intake, youth can transition to their assigned facility, participate in programs and commence their orientation sooner.

As you recall, a group of 18 DYS employees dedicated four days in May to restructuring the youth-intake process using the Kaizen approach. Kaizen is all about small changes that bring big benefits, such as improved quality, faster delivery, lower costs and greater customer satisfaction.

Members of the Kaizen team met recently to review their progress at the 30-day mark. "You're off to a great start," said Michael Buerger of LeanOhio. The Kaizen process is one of the tools used by LeanOhio to make government agencies more efficient.

Within the last month, a parent information pamphlet has also been created. Ian Fraser, Regional Administrator of the Cleveland Regional Parole Office and member of the Kaizen team, came to the realization that consistent and concise information about the Department was not immediately available to parents at the time of commitment. In order to address this shortcoming, he jumped into action to create one.

The pamphlet, expected to be in circulation by July 1, lists the days and hours for visitation, phone numbers and addresses for DYS facilities and parole offices as well as Tip Line information. Fraser said parents will receive the pamphlet from court staff at the time of commitment.

Enhancing technology is another area of focus as it relates to youth-intake. Wendi Faulkner, Bureau Chief of the Office of Quality Assurance and Improvement, said that Information Technology Services (ITS) is working hard to offer wireless service in the intake areas, in efforts to support a mobile workforce and further streamline components of the intake process.

It is exciting to see the youth-intake process evolve. I look forward to presenting more information to you following the 60-day and 90-day report-out sessions of the Kaizen team.