



Department of
Youth Services

Message from DYS Director Harvey Reed Intervention Hearing Process Gets Slimmer

January 6, 2015

As we ring in 2015, the youth Intervention Hearing process has shed a few pounds and heads into the New Year a lot slimmer.

Thanks to a team of DYS employees, the Intervention Hearing process has been whittled down from 78 days to 34, eliminating a total of 271 steps.



A group of employees gathered recently to overhaul the Intervention Hearing process.

An Intervention Hearing takes place when a youth commits a severe rule infraction, such as an assault. The youth appears before the Intervention Hearing Officer, typically the DYS Unit Manager, who determines the sanction. In the case of an assault, an additional 30 days could be added to the youth's sentence.

Overhauling the Intervention Hearing process will be very beneficial to the youth and staff, said Shannon Komisarek, Unit Management Administrator. "The youth will learn about their sanctions much sooner. Also, youth can file an appeal much quicker."

By streamlining this process, our agency will save approximately \$11,265 annually in labor, paper and postage. Currently, all information related to an Intervention Hearing is documented on paper, making it a costly and time consuming to manage. The agency will realize the savings when records and documents will be stored on the Juvenile Justices Case Management System so they are accessible to all facilities and DYS departments. This is expected to be completed by July.

Here's another very important fact: Staff will now have more time to serve our youth, especially youth advocates. The advocates, employees of our agency, assist youth with understanding the Intervention Hearing process and ensuring the process is followed. Under the new Intervention Hearing procedures, they will spend less time doing clerical work and dedicate more time to our youth. Calculations show that 29,750 hours can be redirected from handling paper and completing forms to serving youth.

Over the last seven months, our agency has collaborated with representatives of LeanOhio, under the Ohio Department of Administrative Services, to take a closer look at how we do business by utilizing the Kaizen approach. As you know, Kaizen is all about small changes that bring big benefits, such as improved quality, faster delivery, lower costs and greater customer satisfaction. I must make it clear that DYS did not eliminate any jobs.

This was the third Kaizen event for our agency. In May, 220 steps were eliminated from the Youth Intake process. Then in September, another group reduced 197 steps from the youth orientation process. Together, a total of 688 steps have been trimmed from these three DYS activities.

Randy Blake, Unit Manager at Indian River JCF, is the only DYS employee who participated in all three Kaizen events and he was presented with an award for his efforts.

For Laura Zarlino, this was her first Kaizen event. "It was an eye-opening experience," she said. "I was amazed as to how many steps were in the entire process before we cut it down to 51."

I would like to extend my thanks and appreciation to the following employees for participating in this Kaizen event: Hannah Thomas, facilitator; Amy Ast, Randy Blake, Dustin Calhoun, Denise Conrad, Steve Kim, Shannon Komisarek, Kimmet Hudson, Lori Lee, C.Q. Morrison, Brian Morrison, Saroya Mulligan, Craig Oliver, Nicole Pace, Pam Ray, Doneta Reigsecker, Diane Rhodes, Cole Resler, Climie Taylor, Ginine Trim, Harriet Watson and Laura Zarlino.

In January, another Kaizen team will convene to overhaul the Activity Management System to make that process more efficient.