

**Harvey J. Reed, Director**  
**Ohio Department of Youth Services**

## Responsible Public Policy

The Department of Youth Services (DYS) touches the lives of thousands of youth in Ohio. Beyond youth in DHS facilities and those on parole, DHS funds and supports over 680 direct service programs throughout the state offering more than 124,000 youth (based on annual program admissions) opportunities and services to effect positive change.



## Core Competencies

DYS has ten core competencies within four categories for staff to develop and use to be at our best in carrying out the agency's mission. Core competency categories include *Technical Knowledge*, *Interpersonal Skills*, *Customer Service* and *Personal/Professional Effectiveness*. Commitment to these competencies helps us fulfill our mission of encouraging positive change in the lives of youthful offenders.

### Technical Knowledge

The core competencies of *Technical Knowledge* include *Conformance to Rules and Regulations*, *Written Communication* and *Developing Professionally*. *Conformance to Rules and Regulations* is a solid understanding of and compliance with rules, policies and procedures. Attention to detail and accuracy are expectations of *Written Communication*. *Developing Professionally* involves retention of critical job related information and willingness to continue to learn.

### Interpersonal Skills

*Interpersonal Skills* include *Team Orientation*, *Managing Conflict* and *Objectivity and Tolerance*. The ability to work in teams, be dependable and multi-task are all part of *Team Orientation*. *Managing Conflict* includes handling stress, emotional self-control and assertiveness on the job. Self-assurance, acceptance, cultural awareness and competency are critical areas of *Objectivity and Tolerance*.

### Customer Service

*Customer Service* includes *Oral Communication* and *Program Delivery*. Being courteous, respectful and patient with youth, coworkers, supervisors and the public are components of *Oral Communication*. *Program Delivery* includes being supportive of the agency's programs and initiatives. Additionally, a strong adult presence presents appropriate boundaries, role modeling of positive behaviors and an environment of accountability.

### Personal/Professional Effectiveness

The fourth area of *Personal/Professional Effectiveness* includes *Judgment and Decision Making* and *Positive Interaction*. *Judgment and Decision Making* requires decisiveness in critical situations, yet adaptability and flexibility when needed. *Positive Interaction* includes integrity, a positive attitude, motivation, initiative and vigilance to job safety.

Our agency is fortunate to have staff who are committed to being their best. Developing our *Technical Knowledge*, *Interpersonal Skills*, *Customer Service* and *Personal/Professional Effectiveness* helps us improve the quality of services for youth as well as the value we provide to taxpayers. I encourage you to recognize your strengths, address your challenges and continue to commit to being your best at DHS!

