

Ohio | **Department of
Youth Services**

John R. Kasich, Governor
Harvey J. Reed, Director

Green Belt Six Sigma Project Report Out
Regina Lurry, State JDAI Administrator
Juvenile Detention Alternatives Initiative
Ohio Department of Youth Services
April 20, 2017

DYS YOUTH GRIEVANCE PROCESS

DEPARTMENT OF YOUTH SERVICES

Our Mission:

Improve Ohio's future by habilitating youth and empowering families and communities

Our Vision:

A safer Ohio: one youth, one family and one community at a time

YOUTH GRIEVANCE PROCESS

Ohio Department of Youth Services

- Monica Ellis, Team Sponsor
- Bruce Jeffreys, Process Owner
- Phillip Elms, Superintendent
- Darnel James, Superintendent
- Chris Freeman, Superintendent
- Steven Cleckley, Unit Management Administrator
- Jesse Augenstein, Grievance Coordinator
- Angelina Wurgler, Program Administrator
- Donald Redwood, Deputy Superintendent
- Gary Hart, Grievance Coordinator
- Linda Janes, Assistant Director
- Wendi Faulkner
- Ginine Trim
- Hannah Thomas, Mentor
- Anna Karousis

BACKGROUND- SCOPE

- Youth grievance filings differ from facility to facility.
- Confidence in process varies.
- No Appeal process
- Scope: Filing Process for Youth and Grievance Codes

First Step: Youth Completes Grievance Form

Last Step: Grievance Form Returned to Youth

PROJECT GOALS

Streamline and improve youth grievance process

Improve grievance process so data can be compared by facility to improve education and target improvements.

BASELINE DATA

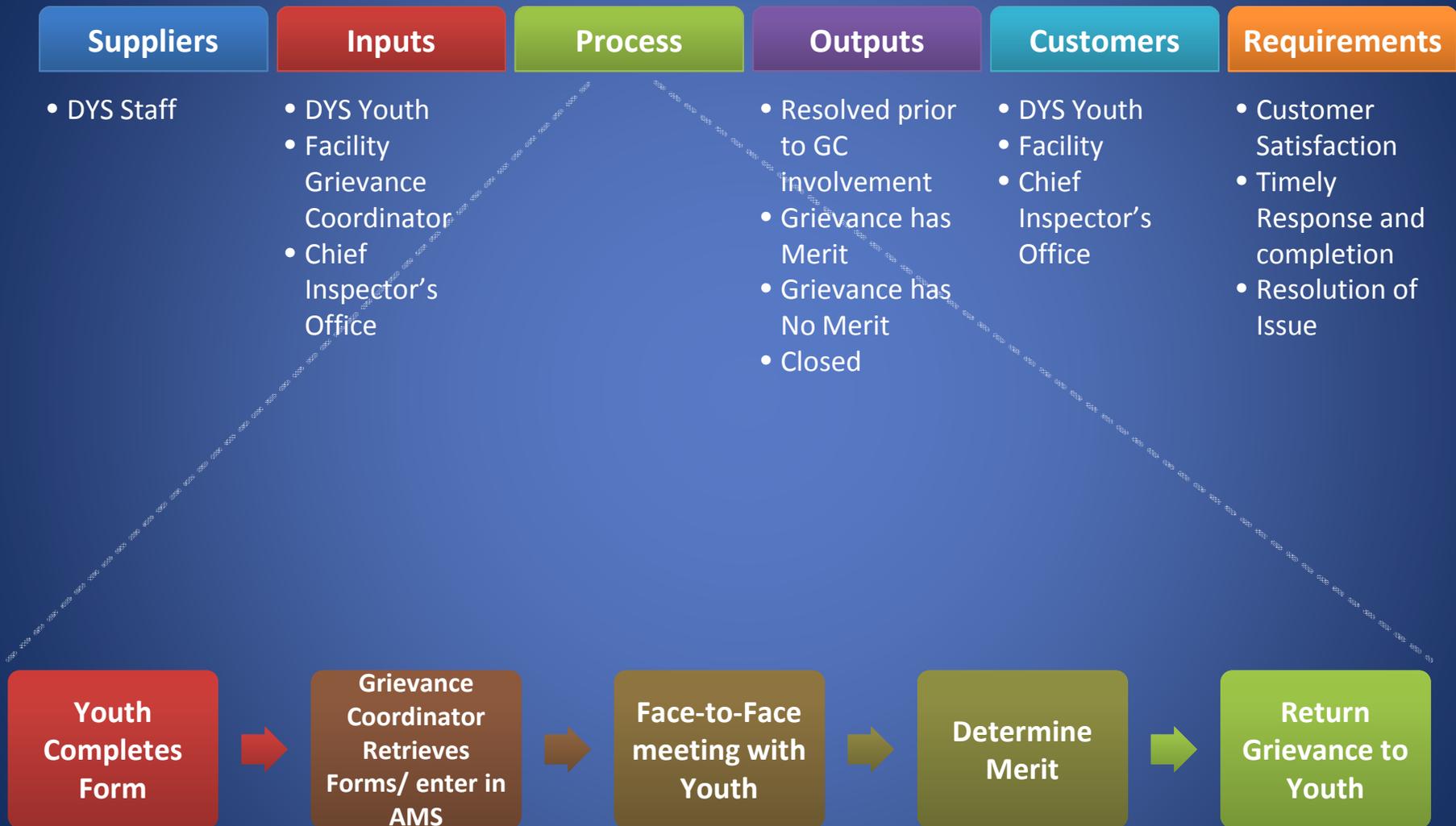
2015	QTR 1	QTR 2	QTR 3	QTR4
CHJCF	35	40	41	27
CJCF	175	176	112	93
IRJCF	108	49	75	48

2016	QTR 1	QTR 2	QTR 3	QTR4
CHJCF	32	20	55	22
CJCF	80	41	50	53
IRJCF	37	76	18	19

DATA COLLECTION PLAN

- Monthly Reports
- Quarterly Audit Reports
- Voice of the Customer

High Level Process - SIPOC Diagram



OTHER TOOLS – TO TELL YOUR STORY

- Scoping Meeting
- SIPOC
- Youth Focus Groups
- Brainstorming
- Process Meeting

PROJECT BENEFITS - INTANGIBLE

- Increased confidence in process
- Improved data analysis
- Increased staff awareness
- Improve resolution times
- Improve confidentiality

IMPROVEMENT SUMMARY

Current Key Issues



SLOW STAFF RESPONSE SLOWS PROCESS



GRIEVANCE PROCESS LOOKED AS UNFAVORABLE BY YOUTH



CONFIDENTIALITY

How We Improved



GC SHALL CC SUPERVISOR AND SUPERINTENDENT ON ALL COMMUNICATIONS AND REQUEST FOR INFORMATION



EDUCATE YOUTH IN ORIENTATION



CALL IN OPTION
LRO WILL NOT DELIVER RESOLUTION TO YOUTH

IMPLEMENTATION PLAN

Task	Who	When	Status
Check on call-in option	Bruce & Monica	45 days	In-progress
Staff and youth education in orientation	Bruce	45 days	Completed
Slow Response Time	Grievance Coordinators	10 days	Completed
Grievance Codes-consensus filing	Regina, Bruce and Grievance Coordinators	45-90 days	In-progress

AS A RESULT

- Grievance Codes Revised
- P.R.I.D.E. Program given own category
- Superintendent and supervisors cc'd on all communication
- Description/ Definitions created for consensus filing
- Improved data analysis
- Staff and youth education on purpose and process
- Confidentiality concerns being addressed

SPECIAL THANKS TO...

Senior Leadership:

Director Harvey Reed

Asst. Director Linda Janes

Leadership:

Deputy Director Ryan Gies

Bureau Chief Tony Panzino

Sponsor:

Monica Ellis

Subject Matter Expert:

Bruce Jeffreys

QUESTIONS/COMMENTS

