

Lean Ohio Kaizen Event Fact Sheet
Ohio Department of Youth Services

Issue: Improving the intervention hearing process to make it more youth focused and standardizing the process at each DYS institution.

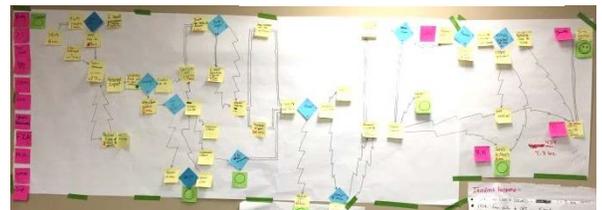
Department	Changes to Process	Metrics	As a Result
Ohio Department of Youth Services Intervention Hearing Process December 8-12, 2014	<ul style="list-style-type: none"> • Reduced steps from 322 to 54 steps (83% reduction). • Reduced decision points from 29 to 11 (62% reduction). • Eliminated all 69 known delay points. 	<ul style="list-style-type: none"> • The Intervention Hearing process has been reduced from 78 days to 34 days. • Projected staff time savings of 29,750 per year. • Projected savings of \$11,265 per year. 	The intervention hearing process will allow for staff to spend more value added time helping youth and create a standardized and timely process for all involved.

Major Improvement	HOW it was accomplished
Decreased number of staff touching the process	Defined roles have been created in the new process for all staff involved which will allow for each person in the process to know what their expectations and involvement will be.
Increased utilization of technology	The process will no longer rely on paper forms and using several technology systems to store information. The new process will consolidate technology systems and eliminate most paper forms. This will save valuable time for staff while they are trying to determine outcomes.
One standardized process at all institutions	Institutions will implement and follow one standardized process. This will allow for the same youth experience and will give staff a clear process to follow.

Current Process Map



Future Process Map



Team Members: Steve Kim, Cole Resler, Shannon Komisarek, Doneta Riegsecker, C.Q. Morrison, Laura Zarlino, Amy Ast, Brian Morrison, Diane Rhodes, Kimmie Hudson, Lori Lee, Climie Taylor, Nicole Pace, Denise Conrad, Pam Ray, Saroya Mulligan, Randy Blake, Bill Cartwright, and Kandie Carson

For more information please visit lean.ohio.gov or contact anna.karousis@das.ohio.gov