



Department of  
Youth Services

## Message from DYS Director Harvey Reed

Office of Quality Assurance and Improvement

September 5, 2013

Dear Staff and Stakeholders:

The newly created Office of Quality Assurance & Improvement (OQAI) at DYS has been designed to ensure that DYS offers a positive culture for youth and staff by improving processes, procedures and outcomes through transparency, data reporting, accountability and continuous improvement. OQAI will serve as a resource to boost productivity within the agency. It will promote a non-punitive, team-oriented approach to making improvements. Staff will help identify and eliminate redundancies, streamline data collection, identify training needs and study the use of our current tools.

Having an effective continuous quality improvement process is an essential element for DYS to achieve its mission *to improve Ohio's future by habilitating youth and empowering families and communities*. DYS will use quality assurance and improvement to go beyond just responding to incidents, ensuring compliance with rules and regulations and reporting on the numbers of services provided. Having undergone remarkable transformation, DYS is committed to demonstrate effectiveness (how our services actually help youth, families and communities). OQAI will ensure that agency goals are met and that all programs consistently provide effective services that help our youth achieve meaningful outcomes.

Wendi Faulkner is the Bureau Chief of OQAI, which is located at DYS Central Office. OQAI is supported by Management Information Systems (MIS), and OQAI team members are as follows:

Bruce Sowards, Researcher  
Ida Lewis, State Accreditation & Standards Administrator  
Shari Wolf, Performance & Quality Assurance Administrator  
Hannah Thomas, Assessment & Quality Improvement Administrator  
Dave Dutton, Human Capital Management Senior Analyst  
Benita Neely, Strategic and Process Administrator

Staff from OQAI are eager to hear your ideas for making improvements. Feel free to contact staff directly, email [suggestions@dys.ohio.gov](mailto:suggestions@dys.ohio.gov) or utilize the suggestion box at your site. Suggestions will be directed to the appropriate person. Thank you for your support of OQAI.