



Department of
Youth Services

Message from DYS Director Harvey Reed
Interdisciplinary Teams Becoming Even More Youth-Focused
April 30, 2015

Last week, a team of 30 DYS employees met to improve the interdisciplinary treatment (IDT) team process, which involves staff, the youth, and family members, to create one comprehensive plan for setting and meeting a youth's treatment goals. The goals included making the process even more youth-focused, more meaningful, standardized throughout the department, and more inclusive of release and parole staff.

The team used the Kaizen approach, thanks to help from representatives of LeanOhio, a part of the Ohio Department of Administrative Services. As with previous DYS Kaizen teams, this diverse group was geared to improved quality, delivery, costs, and customer satisfaction.

Some members of the team met with youth at Circleville Juvenile Correctional Facility to conduct a focus group to determine what the youth liked and disliked about the current process. Feedback from youth was used in pinpointing ways to get more out of the IDT process.

Corey Ball, a Juvenile Parole Officer, gained a new appreciation for the work of his colleagues: "I had no idea how much social workers, unit managers, and operation managers do. I have a newfound respect for the work that they do."



Team members discuss their work at the closeout on April 24, 2015

Major changes will include the following:

- Elimination of 114 steps in the process (from 195 to 81 steps)
- Reduction of decision points from 10 down to 6
- Reduction in time spent on IDT meetings from a range of 2136-2848 hours down to 1068-1808 hours agency-wide
- Addition of a Juvenile Justice Case Management System (JJCMS) component to provide a central location for housing all of the related information
- Standardization of IDTs at all facilities, providing staff with a clear process to follow and youth with a quality experience

Most importantly, the IDT process will allow staff to provide more value in creating and meeting the youth's goals. Dr. Lynn Williams, a psychologist at Cuyahoga Hills Juvenile Correctional Facility explained: "The team will be a more united front that shows the youth we care about him and also helping his family." Staff will work as a team to ensure that the youth is prepared for a successful stay at the facility and when reentering the community.

Policy revisions and training staff will be the first steps in moving toward these changes. Juvenile Parole Officer Frank Manuel shared, "We decided on a train-the-trainers approach to let everyone at DYS know about the changes that are coming, including letting the youth know." September 1, 2015 is the target date to have all the improvements in place.

Aaron Katusin, a Youth Specialist at Indian River Juvenile Correctional Facility, shared the group's takeaway: "I'm excited about the IDT process."

I would like to thank all of the team members who worked hard on this important project: Ida Lewis, Vernita Provitt, Davin Berrier, Bryan Weimerskirch, Nate Lawson, Corey Ball, Dave Tobin, Robert Stewart, Michael Baker, Karen Lemons, Lynn Williams, Terry Florence, Ivan Exum, Kelli Walters, Theresa Myers, Alisha Bailey, Demetrius Al-Lateef, Vanessa Jones, Alisha Bailey, Melissa O'Dell, Joel Nussbaum, Linda Kleiber, Melissa Mitchell, Kimberly Jones-Baker, Aaron Katusin, Louis Barrett, Frank Manuel, Shannon Komisarek, Scott Marek, Patti Clements (Ohio Department of Job and Family Services), Brandi Potts (Ohio Department of Medicaid), and Michelle Upshaw (Ohio Bureau of Workers' Compensation). Also, thanks to the team's leadership: Wendi Faulkner, Ginine Trim, and Ryan Gies. In addition, I would like to thank Anna Karousis, Systems Improvement Administrator for DYS, who will continue to serve as team leader for the implementation of these changes.