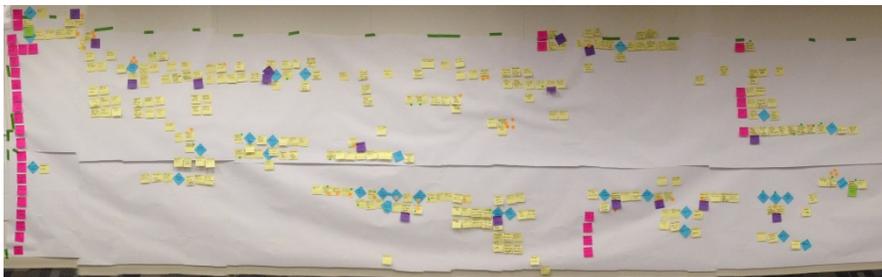# LEANOhio

## Lean Ohio Kaizen Event Fact Sheet
## Ohio Department of Youth Services

**Issue:** Improving the experience of the youth and standardizing the intake process at each DYS institution.

| Department | Changes to Process | Metrics | As a Result |
|---|---|---|---|
| **Ohio Department of Youth Services**<br><br>Intake Process<br><br>May 12-16, 2014 | • Reduced steps from 273 to 53 steps (81% reduction).<br><br>• Reduced decision points from 29 to 1 (97% reduction).<br><br>• Eliminated all 17 known delay points. | • Intake process reduced to 3 days, from a maximum of 4 days.<br><br>• Projected savings of $376,000 per year. | Youth-focused intake process will ensure better communication, greater personalized attention, and faster assignments to home institutions. |

| Major Improvement | HOW it was accomplished |
|---|---|
| Accurate and timely information from courts and counties | Courts and counties will submit their information electronically prior to the youth arriving at an institution.  This will allow for the institution to save time and start the intake process as soon as the youth enters the institution. |
| Better intake experience for youth | Youth will have a shorter more focused intake process.  Unnecessary information has been removed in the new process so only value added information will be collected within the first two days of their arrival to determine the best placement. |
| 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 place the youth. |



Current Process Map

Future Process Map



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