

Lean Event Fact Sheet

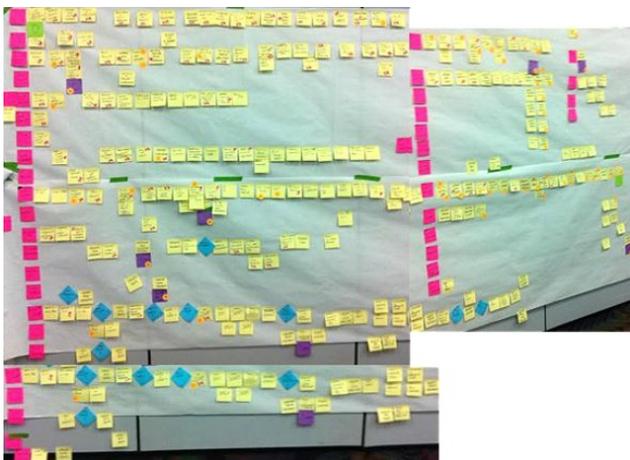
Department of Youth Services

Issue: Improving the experience of youth and families, and standardizing the orientation process at all three DYS institutions.

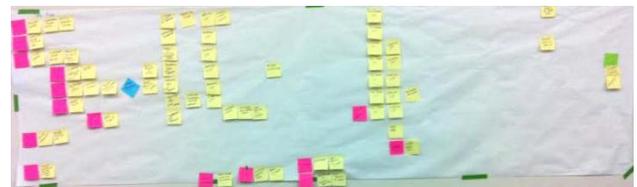
| Department | Changes to Process | Metrics | As a Result |
|--|--|--|---|
| Department of Youth Services Youth Orientation Process September 8-11, 2014 | <ul style="list-style-type: none"> Reduced steps from 263 to 65 (75% reduction). Reduced handoffs from 31 to 15 (52%). Eliminated 8 known delay points. | Orientation process reduced from an average of 30 days to a maximum of 21-30 days. | Youth-focused orientation process will ensure better communication, greater personalized treatment planning, and faster assignments to home institutions. |

| Major Improvement | HOW it was accomplished |
|---|--|
| Better intake experience for youth and families | The new process is youth and family focused. Youth will have met and interacted with a team of staff, and they will have one comprehensive plan, as they transition to their home unit. Families will be more actively included and will have the ability to take physical and virtual tours of all three facilities, have one point of contact, and attend meetings on planning and progress for their child. |
| Collaborative process for staff | Staff at the three institutions will work together to create one comprehensive plan for the youth. Staff will have access to all assessments and information on the youth through JCMS. Staff will work as a team to ensure that the youth is prepared for a successful stay at the institution. |

Current-State Process Map



Future-State Process Map



Team members: Anthony Glass , Robert Glenn , Lisa Pension , Eric Suen, Karen Lemons, D’iano Angel, Ian Fraser, Sara Bowling, Vanessa Tower, Sylvia Van Leek, Sharron Kane, Jane Ann Benz-Miller, Shannon Komisarek, William Benjamin, Randy Blake, Robert Walker, Mark Strickland, William Peters, Alisha Bailey, LuCyndia Dunning, Bryon Hall, Deborah Givens, and Matt Miller