

2020 Year in Review

As the year comes to a close, it is always a good opportunity to reflect on our accomplishments. Like so many other offices, LeanOhio experienced a drastic change to our daily work. In-person consecutive days of training were replaced with 1-to-2-hour virtual sessions. Week-long Kaizen events focused on improving a single process were replaced with collecting data and analyzing entire systems that were directly impacted by COVID-19. And while changing the culture, increasing customer service, reducing costs, and cutting bureaucracy and red tape are obvious benefits of Lean, the Office also spent a large part of 2020 assisting with one of the Governor's top priorities.

2020 has been a year full of many challenges that will surely shape how we all continue to conduct work in the future. And while we're looking forward to closing the chapter on 2020 and head into 2021, we want to share some of the process-improvement related accomplishments that have kept us busy this year.

COVID-19 Support

Scot Burbacher engaged with the Ohio Department of Health on a project related to preparedness for potential surges of COVID-19 cases. Through this project, a pool of nearly 10,000 licensed healthcare professionals has been identified for just-in-time deployment to assist healthcare facilities and correctional institutions as they encounter staffing challenges due to COVID-19 spikes. Working closely with stakeholders from the ODH Bureau of Health Preparedness, Scot provided operation excellence and project management expertise in developing systems, organizing activities, and managing resources for this critical initiative.

Children Services Transformation (CST)

In November of 2019, Governor Mike DeWine signed an Executive order establishing the Children Services Transformation Advisory Council. The 25-person council is made up of a wide range of caregivers, foster youth, parents, county children services agencies, and additional subject matter experts in children's workforce from across the state. The work of this council supports the goal of Governor DeWine's [Children's Initiative](#) in reforming the state's foster care system to give our most vulnerable children the opportunities they deserve to succeed and live fulfilling lives.

Michael Buerger and Hannah Thomas worked with the Department of Job and Family Services, [Office of Children Services Transformation](#) and facilitated 14 Advisory Council meetings. LeanOhio's role was to create a structured environment using Lean tools to engage council members from diverse backgrounds. We worked alongside the council to identify gaps in the current system and prioritize recommendations that will strengthen all areas of Ohio's children services system.

A [final report](#) of 37 recommendations was issued to the Governor last month. Each of the recommendations centered on seven core action areas: prevention; workforce; practice; kinship; foster care; adoption; and juvenile justice. The recommendations are largely focused on the idea that the best interest of children in the system must be the primary focus.

The report has received overwhelming support from both internal and external stakeholders as a roadmap to strengthen the relationships between the children and their caregivers and achieve family-focused transformation in the child welfare system.

Training and Project Results

With in-person training no longer an option this year, the LeanOhio team successfully rolled out our new menu of virtual lean daily trainings. The team focused on offering trainings on tools that would help state employees in their new work from home set up. As employee needs evolved, we created new trainings to meet requests: "Managing Change as a Supervisor", "Virtual Facilitation", and "Communicating Complex Concepts". Additionally, Learning on Demand was made available to all state employees, providing an opportunity to all our Camo Belt recipients to complete our online Green Belt training. Despite the pause in Boot Camp this year, LeanOhio continues to receive project results from employees at all belt levels and are thrilled by the quality projects coming from the network. Congratulations to all of this year's Lean Six Sigma [Belt recipients](#). Thanks to all of you for your dedication in using Lean tools to make government services simpler, faster, better, and less costly.

Wishing you all a joyous, safe, and "efficient" holiday season!