

WEEKLY FOCUS

Ohio | Opportunities for Ohioans
with Disabilities

Kevin L. Miller, Executive Director

March 14, 2014

The mission of the Opportunities for Ohioans with Disabilities Agency is to ensure individuals with disabilities achieve quality employment, independence and disability determination outcomes through integrated services, partnerships and innovation.

Employees Recognized for Green Belt Certification Training



On March 7, Department of Administrative Services Director Bob Blair, LeanOhio Consultant Meghan Altier and I had the privilege of recognizing 18 OOD employees for successfully completing their two-week Green Belt Certification training. Their training focused on Lean Six Sigma tools and methodologies designed to fit the needs of State agencies and to be utilized in overall improvements in the workplace (see the February 7 *Weekly Focus* for more on LeanOhio and OOD). As part of their training, and as a condition of their certification, the OOD staff will be leading several agency-wide process improvement initiatives over the course of the coming year.

The four improvement initiatives they will be working on to define the scope and subsequent lean processes for are:

- **Disability Hearings** – the process by which disability determination hearings are processed from preparation to the completion point of a scheduled hearing.
- **Agency Invoice Handling** – internal processing and payment of administrative and contract invoices (excluding VR case services and payment card purchases).
- **Case Balancing and Assignment** – balancing and assignment of BVR and BSVI cases. The recent case follow-up/cleanup activities are critical in ensuring proper design and implementation.
- **Case Services Invoice Payments** – the processing of VR case service invoices that are processed through the AWARE case management system.



Participants in the LeanOhio Green Belt Certification training

OOD 2014 Lean Six-Sigma Cohort and Project Assignments

<u>Green Belt Candidate</u>	<u>Division/Bureau</u>	<u>PROJECT</u>
Carter, Lori	Human Resources	Disability Hearings Process
Cunningham, Michelle	Disability Determination	Disability Hearings Process
Graham, Heather	Disability Determination	Disability Hearings Process
Turner, Dara	Disability Determination	Disability Hearings Process
Hauck, Christy	Performance and Innovation	Agency Invoice Handling
Williams, Stacy	Finance	Agency Invoice Handling
Scheetz, Katie	BSVI Admin	Agency Invoice Handling
Schindler, Fred	Disability Determination	Agency Invoice Handling
Bostelman, Jeannette	BVR	Case Balancing and Assignment
Wells, Jennifer	BVR	Case Balancing and Assignment
Willer, Derek	Disability Determination	Case Balancing and Assignment
Sweeney, Hope	BSVI	Case Balancing and Assignment
Meador, Andrew	Disability Determination	Case Balancing and Assignment
Smith, Vicki	Services for Visually Impaired	Case Services Invoice Payments
McCoy, Darin	Disability Determination	Case Services Invoice Payments
Otani-Cole, Alissa	BSVI - Contracts	Case Services Invoice Payments
Rhoads, Donna	BVR/BSVI	Case Services Invoice Payments
Seaman, Maria	Finance	Case Services Invoice Payments

Jan Roederer, Green Belt, Improves New Employee Onboarding



Jan Roederer (left) with her team that implemented the Onboarding Process for New Employees

Congratulations also goes to Jan Roederer, Division of Human Resources (HR) Manager of Employee Benefits and Payroll Support. Jan earned her Green Belt from LeanOhio for her work on the OOD Onboarding Process for New Employees. This project focused on the opportunity for a standardized, streamlined onboarding process where HR, the Division of Information & Technology (IT), and supervisors know exactly what is expected of them when new employees start their employment with OOD. The project benefits include: a more efficient HR operation, improvement to the employee onboarding experience and retention, and better communications/coordination among HR, IT and facilities staff that contribute to the onboarding of new employees.

Special thanks to Jan's team for their contribution and success: Gwen Biglin – Human Resources Coordinator (HRC), North Employees; Kathy Boss – HR, Training Manager; Dan Dawkins – HRC, South Employees; Mike Esker– HR, Benefits; Cindy Flynn – Division of Disability Determination (DDD), Training Supervisor; Barbara Kiefer – HR, Selections; Sherry Simpson – VR, Training Manager; and Kim Williams – IT Specialist.

Also special thanks to Steve Wall and his team from the LeanOhio Office. Since 2011, their team has provided different levels of Lean and Six Sigma training to 29 OOD staff. Visit lean.ohio.gov for information on how to help make state government services simpler, faster, better and less costly.

Mid-Biennium Review Introduced

On Tuesday Governor Kasich unveiled the details of the Mid-Biennium Budget Review (MBR - HB 472). The MBR is a piece of legislation to make budget revisions for the second year of the biennium. The MBR includes a wide variety of reforms and proposals focused on tax reform (including proposed income tax reductions), primary and secondary education, job training, higher education, and an increased focus on services for Ohioans with mental illness and addiction.

What does this mean for OOD?

HB 472 includes a provision to create a taskforce within OOD focusing on workforce integration for individuals who are deaf or blind. The taskforce, co-chaired by the Executive Director of OOD and the Director of the Ohio Department of Job and Family Services (ODJFS), is required to present a final report with recommendations to the Governor no later than January 1, 2015.

More information is available at transforming.ohio.gov or you can search the General Assembly website at legislature.state.oh.us for details on HB 472.

Bishilany Joins OOD

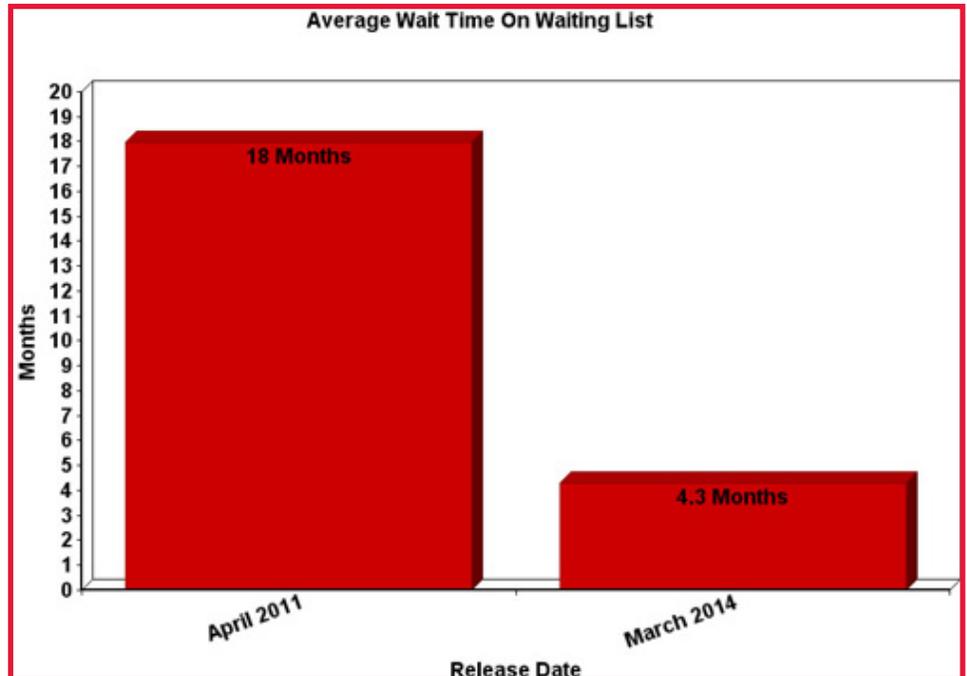
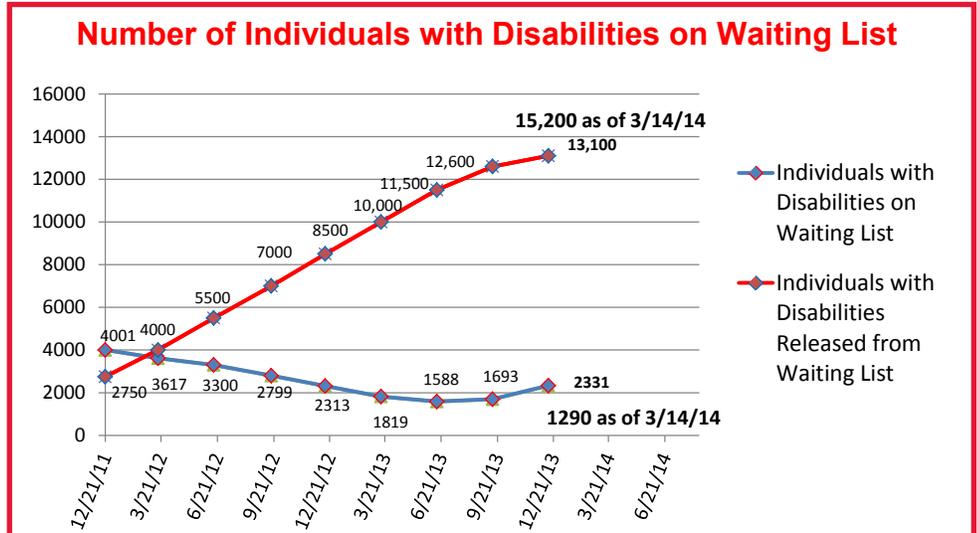
On Monday Bill Bishilany joined OOD as Assistant Executive Director bringing fifteen years of service in local government and eighteen years' experience as a small business owner. Mr. Bishilany was most recently Economic Development Director for the City of Streetsboro. He is a former Deputy State Treasurer and State Economic Development Director, a former Seven Hills Director of Public Works and a five-term Seven Hills City Council member and Council president.

Welcome, Bill, to OOD!

Waiting List Release

We continue to make progress on eliminating the Waiting List. On Monday we released another 700 individuals with significant disabilities (SD). These individuals are now listed as eligible for services and will be contacted by a VR staff or contractor to move forward. 15,200 individuals with disabilities have now been released from the Waiting List since we started the process in April 2011. 1,200 individuals with disabilities (509 SD and 691 Other Eligible) remain on the Waiting List.

Also worth noting is our continued improvement on the average wait time for those on the Waiting List. We have reduced the average wait time from 18 months in April of 2011 to 4.3 months for this latest group that was released. I know we can bring that number even lower, but I appreciate all of the hard work involved in the progress we have made.



For more information or questions on stories in this publication, please call the Office of Communications at 614.438.1476.

Produced by the Office of Communications, March 14, 2014.

