

# WEEKLY FOCUS

*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.*

## **Cynthia Lee Named Certified Public Manager of the Year**



*President Irene Barnett of the Ohio Certified Public Manager Society awards Cynthia Lee with the Certified Public Manager (CPM) of the Year Award for 2014.*

I would like to congratulate Cynthia Lee, CPM, Program Administrator, Bureau of Services for the Visually Impaired (BSVI), Business Enterprise Program (BEP), for receiving the Certified Public Manager (CPM) of the Year Award, by the Ohio Certified Public Manager Society. This award is presented every year at the annual leadership conference, where individuals are selected based on their "performance of regular job duties and in extending themselves to assist other areas of government, regular application and modeling of the CPM training's core competencies, and being of high character." It is the highest honor bestowed by

the Ohio CPM Society and is awarded to any CPM in federal, state, county, township, or city public service within Ohio.

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*"BSVI and the Business Enterprise Program are fortunate to have Cynthia on our team. Her experience as a CPM and her leadership, in developing processes and other leaders are invaluable as we strive for continuous improvement."* - Melinda "Mindy" Duncan, BSVI Deputy Director

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Cynthia has dedicated six years of service to the Ohio CPM Society which supports and mentors the DAS OCPM training program and other CPMs throughout Ohio. We are very proud of Cynthia's recent accomplishment and are excited to see her continued leadership in the future.

**Congratulations, Cynthia!**

## **New Employee Orientation**



*Director Miller welcomes new employees to the agency.*

On Thursday, New Employee Orientation was held for seven new employees joining the agency. Abbie Frase, HR Training Officer; and Gwen Edwards, HR Training Specialist, led the orientation to help new employees understand the policies, procedures and culture of OOD.

The orientation sessions, which are held monthly, include a True Colors Assessment, a tool that helps individuals better understand their personality traits and behavioral tendencies; a review of Equal Employment Opportunity (EEO) and sexual harassment policies; a benefits presentation; overviews from the Bureau of Vocational Rehabilitation (BVR), the Bureau of Services for the Visually Impaired (BSVI), the Business Enterprise Program (BEP), the Division of Disability Determination (DDD); and a Disability Awareness presentation.

I always make sure to welcome new employees to the agency and take a moment to interact with them. This week, I was able to discuss the mission and vision of OOD, answer questions, and help new employees understand both agency expectations and potential growth. During these meetings, I share some of my personal stories of how I came to the agency as well as how each individual can find their purpose here at OOD. I am excited to see the progress of all our new staff and I am happy to have you on our team. Good luck in your new role!

## LeanOhio Honors Green Belt Recipients



(From left to right): Derek Willer, DDD Area Manager; Jennifer Wells, Vocational Rehabilitation Supervisor; Andrew Meador, Disability Claims Adjudicator; Jeanette Bostelman, Vocational Rehabilitation Supervisor; and Hope Sweeney, Vocational Rehabilitation Counselor.

On Tuesday, several OOD employees reported on their Lean projects and were honored with their official Green Belts through the Lean Ohio initiative. Over the past six months, these individuals adjusted their professional and personal schedules to go the extra mile and become trained leaders to improve the services we deliver to the individuals we serve (both internal and external). Thanks to the contributions of OOD staff that participated on Lean work teams and to the support and guidance of Performance and Innovation Deputy Director, Raivo



(From left to right): Christy Hauck, Performance & Reporting Manager; Katie Scheetz, Vocational Rehabilitation Program Specialist (BSVI); Fred Schindler, DDD Area Manager; and Stacy Williams, Fiscal Officer.

Murnieks and his team, we are able to celebrate this great accomplishment for several employees.

### Congratulations to the following individuals for receiving their Green Belts:

- Derek Willer, DDD Area Manager
- Jennifer Wells, VR Supervisor
- Andrew Meador, Disability Claims Adjudicator
- Jeanette Bostelman, VR Supervisor
- Hope Sweeney, VR Counselor
- Christy Hauck, Performance & Reporting Manager
- Katie Scheetz, VR Program Specialist (BSVI)
- Fred Schindler, DDD Area Manager
- Stacy Williams, Fiscal Officer

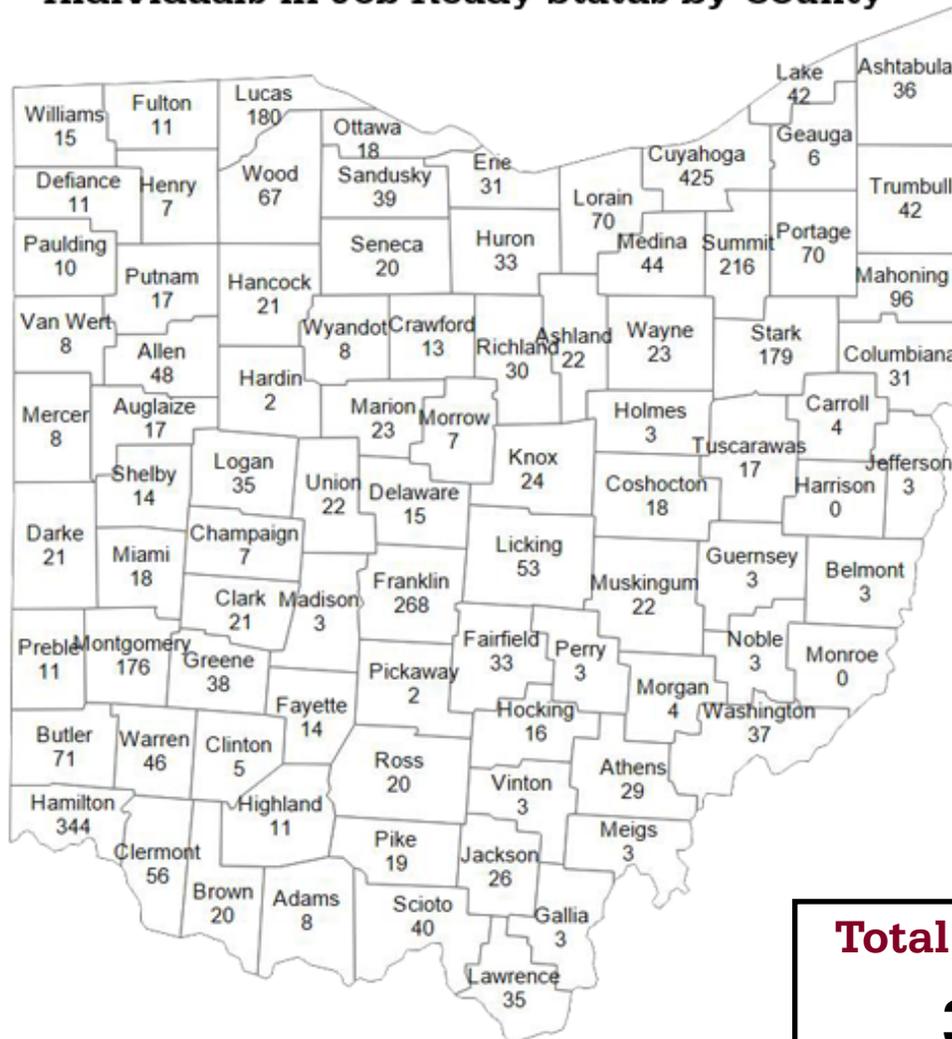
Each group was assigned to different projects during their training. Derek Willer, Jennifer Wells, Andrew Meador, Jeanette Bostelman, and Hope Sweeney were assigned a project to facilitate a team to develop a standardized and efficient VR Case Balancing and Assignment process. Christy Hauck, Katie Scheetz, Fred Schindler, and Stacy Williams were assigned a project to facilitate a team to improve Invoice Processing for contracts and administrative invoices.

After two weeks of training and applying their new skills to plan for and facilitate multiple day-long mapping sessions (not to mention their on-going team meetings and communication with their sponsors), they have successfully facilitated work teams to design and ultimately deliver streamlined processes, that will reduce delays in processing invoices. It positions the VR program to enhance the already improved front door process for jobseekers, as well as better positioning the VR program to meet new federally required timeframes

for writing plans within 90-days. All of these are focused on Jobs, Accountability, Cost-effectiveness, and Efficiency. Once again, thank you to the contributions of the work team members and congratulations to all those who received their official Green Belts this past week!

To learn more about the purpose of LeanOhio and different levels of Lean Six-Sigma certification, please take a few minutes to view the following presentation at <http://lean.ohio.gov/mission.aspx>.

## Individuals in Job Ready Status by County



**Total Statewide:**  
**3,596**

\* Job Ready Status Individuals have received Vocational Rehabilitation services and are ready and seeking employment.

For more information or questions on stories in this publication, please call the Office of Communications at 614.438.1474.

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