

WEEKLY FOCUS

Ohio | Opportunities for Ohioans
with Disabilities

Kevin L. Miller, Executive Director

August 15, 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.

BSVI Statewide Meeting



Elizabeth Sammons, BSVI Program Administrator, facilitating the Q&A panel discussion.

Bureau of Services for the Visually Impaired (BSVI) held a biannual statewide meeting for staff and partners on Tuesday. As usual, topics ranged widely, but all were tailored to professionals serving in the blindness arena. Dr. Sarah Yoest, back by popular demand from her presentation last winter, was the opening speaker. Yoest, an optometrist specializing in low vision rehabilitation and optometry, spoke in greater depth on types of vision loss, correction and side effects. An afternoon panel including both certified Braille teachers and two adult Braille learners, discussed the greater independence, organization and empowerment Braille has provided to them. They stressed the degree of motivation as a major factor in most adults' ability to learn the tactile writing system.

Additionally, staff received updates on some technology emerging for students, pedestrians, and bus riders. Cynthia Lee, Training Manager, was introduced as a new colleague in the Business Enterprise (BE) program, and additional BE developments were announced. Finally, BSVI counselors Kim Chaffin and Lise Seavers covered some technical in's and out's of the Home Maker program. Topics for future BSVI trainings are welcome by emailing Elizabeth.sammons@ood.ohio.gov

These statewide meetings are an important way for staff to stay up-to-date on issues in their field and to communicate and collaborate as a team. Thanks to the BSVI staff for the work they do and for taking the time to attend.

Haugland Celebrates Ten Year Anniversary

On Wednesday, I had the opportunity to join Haugland Learning Center (HLC) as they celebrated their ten year anniversary. HLC is an educational program focused on helping students diagnosed with Autism Spectrum Disorders (ASD) and other developmental disabilities. HLC currently operates classroom-based programs in the Columbus, Lancaster, Sandusky, and Ironton communities. In addition, HLC provides home-based programs and support services to students in private school settings throughout Ohio.



Director Miller presenting Dr. Haugland with proclamation.

Dr. Morten Haugland, the Haugland Learning Center's founder and CEO, also announced plans for expansion including a 25,000 sq. ft. vocational training center.

This new space will provide vocational and transition programs starting in Fall 2015. HLC currently has more than 250 students enrolled for the 2014-2015 school year.



Director Miller speaking with parents at Haugland Learning Center.

I was honored to represent Governor Kasich in acknowledging Dr. Haugland and the Haugland Learning Center staff for their leadership and contributions to individuals with disabilities and present them with a proclamation.

It is exciting to see the great work that HLC is doing and the difference they are making in people's lives. We wish them many more years of success.

OOD Excellence in Service Award

Nominations are once again open for the OOD Excellence in Service Awards which recognize and reward OOD individuals and groups who have performed above and beyond in their efforts to improve customer satisfaction and job performance, as well as encourage creativity, innovation and initiative.

Employees or groups can be nominated by other employees or themselves. Up to six individuals or groups may be selected to receive an award.

Award recipients will receive one day off (8 hours) with pay and a \$25.00 gift card.

The OOD Fall Excellence in Service Awards Ceremony is planned for October 2014. Please submit your nominations to Kathy Boss at Kathleen.Boss@ood.ohio.gov no later than September 5, 2014.

This Award was designed in coordination with the Division of Disability Determination (DDD), the Bureau of Vocation Rehabilitation (BVR) and Bureau of Services for the Visually Impaired (BSVI) Director's Advisory Groups. The Selection Committee is comprised of members from BVR/BSVI, DDD, Support Divisions and our Unions.

If you have any questions please contact Kathy Boss at Kathleen.Boss@ood.ohio.gov or at 614-438-1247.

OOD Commissioners Awards

The OOD Commissioners are pleased to announce the winners of two annual awards that are presented to honor the service of individuals who significantly contribute to assisting individuals with disabilities.

At their August 6-7 Retreat, the Commissioners selected Chris Moranda as the 2014 Ben Bonanno Disability Advocate Award winner and Pamela McCuiston as the 2014 Denise Joanne Weisenborn Service Award winner.

OOD has established the Ben Bonanno Disability Advocate Award to honor outstanding advocacy accomplishments by non-employees of OOD. Ben Bonanno was a former OOD Commissioner and an unwavering advocate. The Ben Bonanno Disability Advocate Award, recognizes a person whose advocacy efforts have significantly improved the employment possibilities of Ohioans with disabilities, in a manner that is consistent with OOD's mission.

Chris Moranda is the President of the Ohio Business Leadership Network (OHBLN) and works for OhioHealth. As the founding President, she has grown the OHBLN from five corporate members to nearly 50 corporate members in just a few years.

The Denise Joanne Weisenborn Service Award, honors non-employees of OOD, who provide outstanding services to Ohioans with disabilities to make their participation in society more meaningful. This award has been established in memory of Denise Weisenborn, who served as an OOD Commissioner from 1997 to 2006.

Pamela McCuiston is a dedicated and passionate job coach who works with OOD consumers in the Dayton area and surrounding counties. Consumers, counselors, and employers agree that Pam goes above and beyond to ensure that the individuals she works with are able to learn their job duties and works diligently with businesses to guarantee that their needs are being met.

Both of these individuals will be recognized at the October 15, 2014 Commission meeting.

Congratulations to Chris and Pam!

Lean Six Sigma Process Improvement Teams Making Progress

On August 13, BVR and BSVI supervisors, counselors, and caseload assistants from across the state convened as a team, to identify the current processes for how internal OODVR cases are assigned. With the elimination of the SD waiting list and focus on improving service delivery from application to closure, this workgroup will meet again in October to design a future state VR case assignment model. The team facilitators are Jeannette Bostelman, BVR Supervisor; Andrew Meador, DDD Claims Adjudicator; Hope Sweeney, BSVI Counselor; Jennifer Wells, BVR Supervisor and Derek Willer, DDD Area Manager.



Supervisors, Counselors, and Caseload Assistants actively collaborate and engage at a Lean Six Sigma Meeting.

Additional three lean six sigma process improvement initiatives are as follows:

- Agency Invoice Handling – focuses on the internal processing and payment of administrative and contract invoices (excluding VR case services and payment card purchases). The goals of this

workgroup are to increase the percentage of invoices paid within 30 days to at least 96% (industry standard); develop a standardized procedure for invoice processing and reduce time staff spent in the processing of invoices. Future state mapping is scheduled for August 21.

- Case Services Invoice Payments – focuses on the processing of VR case services invoices that are processed through the AWARE case management system. Phase one future state mapping process is completed; phase two future state mapping is scheduled for August 21.
- Disability Hearings – goals of this team are to identify waste and delays in the hearings process, reduce the time from assignment to decision, and to reduce and eliminate variation to increase the number of completed hearings. The future state mapping process is scheduled to occur by early September.

Visit LEAN.ohio.gov for information on how to help make state government services simpler, faster, better and less costly.

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

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