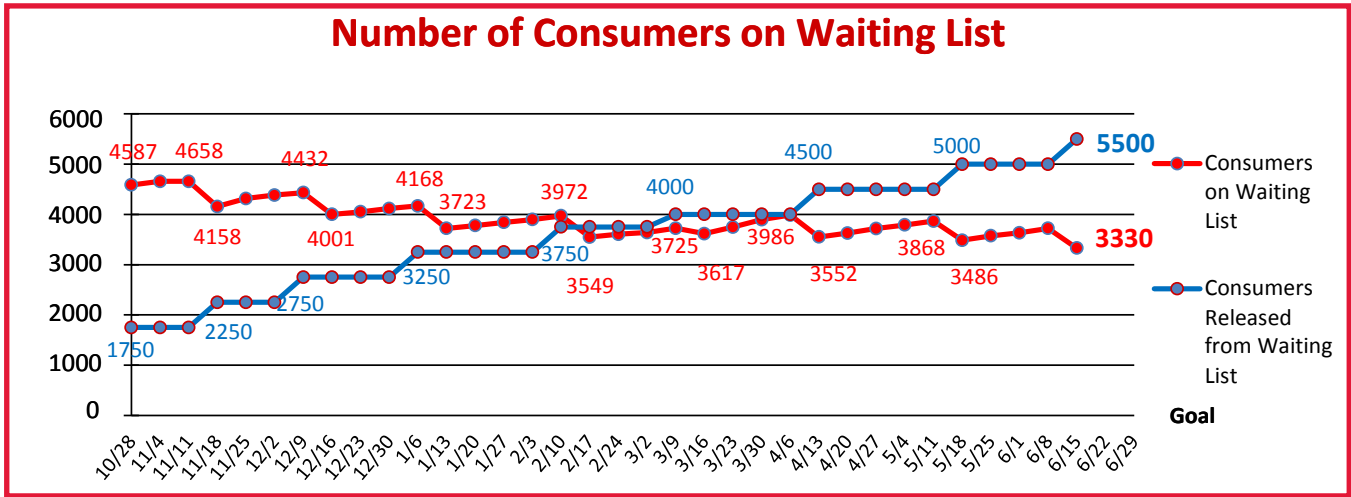




The mission of the Ohio Rehabilitation Services Commission is to ensure individuals with disabilities achieve quality employment, independence and disability determination outcomes through integrated services, partnerships and innovation.



Everything is Connected

Efficient is a word we all strive to be associated with. There is no organization, from the mightiest corporation or government agency to the smallest non-profit, that does not value highly efficient employees. **Effective** organizations absolutely require the productivity that stems from efficient employees.

Our weekly chart on the Waiting List for RSC service shows a massive productivity improvement, as another 500 consumers were released this week bringing the cumulative total since we made this an RSC priority up to **5,500 consumers!** It was exciting in April to see our chart show more people released from the waiting list than those who remain on the list, and it gets better every month as the gap between those served and the waiting line grows wider.

The Vocational Rehabilitation (VR) statistics through the end of May were even more heartening as evidence that we are in the midst of a service upgrade at RSC. In just two-thirds of the Federal Fiscal year, our counselors have already written more employment plans for consumers than they did all of last year.

Obviously, releasing consumers from the Waiting List requires that we create more plans, so that explains some of the jump from 6,467 plans all of last year to

6,656 plans in just 8 months this year. But, our ability to develop plans more quickly is also a factor in the continuing decline of the Waiting List.

Kaizen Helped

The Kaizen process we have detailed in prior Weekly Focus articles was devoted to cutting the Waiting List by speeding eligibility determinations so the connection to processing employment plans is far from obvious. But by acting upon the input of counselors who know that eligibility determination and planning efficiency are closely related, we have produced a system that both speeds up service delivery and improves the service delivered.

Because the VR counselor now makes an eligibility decision and writes the employment plan, the process is compressed. In the real world of RSC, working on an employment plan for a consumer you have interviewed recently is much easier than searching for a file on a consumer you spoke to 90 days earlier. Naturally, finding needed documents is easier and recollections are much sharper shortly after a meeting instead of months later. This simple but profound change allows our counselors to write a better employment plan in less time.

Our counselors are pleased with this process because they helped create the program. Improvements that start with ownership by the people who have to make the new order work have a significantly better outcome than plans launched to indifference by those at the implementation stage.

Happy Father's Day

Parenthood is the hardest and most important job any of us will ever have. Sunday is Father's Day, and Dads all know someone who is watching and learning from our example. I hope you all have a Happy Father's Day.

We Also Need Partners

When we discuss all the progress at RSC, partnerships quickly come into the picture. There have been so many stories in the Weekly Focus on so many of the great programs in the communities that we help fund that I won't even try to list them all. I will simply point out that when RSC improves operationally, we become a more valuable partner in every one of these working relationships.

Just as I strive to keep a feedback loop open with RSC staff, we also court open communication with all of our partners. This week I met with Ann Gazelle and Marc Guthrie of the American Council of the Blind of Ohio. We discussed the Comprehensive Statewide Needs Assessment and what that tells us about our service needs for the visually impaired, and we discussed our staff configuration and how we have managed resources to direct service to the consumers we share.

I conclude as I began; all of our efforts are connected and they are beginning to show great results.

Sweet Treats Beat Hunger

RSC employees raised \$353.25 for Operation Feed, through a cake and cupcake contest and a pie contest. I always thought the \$3.69 cents in federal match we can draw for each dollar taken in at RSC was a great show of financial leverage, but Operation Feed gets \$8 dollars for every dollar they raise. That means RSC volunteer bakers whipped up \$2,826 for Operation Feed.

Fifteen cake category entries and 7 pies will produce 1,060 meals for the hungry of central Ohio as the 8 to 1 financial leverage allows Operation Feed to produce three meals for every dollar they collect.

Congratulations to Jenny Jones for "Garden Party," the winning cake entry and to Kelly Hall for a Smores pie which won the pie category. As you will see in the photo montage created by Louise Czatt, winning a bake-off at RSC is worth bragging about because our pies and cakes looked great and tasted even better.

For more information or questions on stories in this publication please call Shirley Marchi, Community Relations Liaison, at 614.438.1477.

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Judges Karen Benson , Human Resources, and Ernest Randall, DDD Call Center, contemplating a delicious pie entry.



A lovely bouquet of flowers.



Anyone for some spaghetti?



Judge Michelle Cunningham, DDD Unit 5C, tasting some pie.



Above: Garden Party, the winning cake/ cupcake entry.



Above: Kelly Hall, DDD Unit 4E, the baker of the winning Smoes pie accepts her award from Mary Koening of Human Resources.



Below: Judge Deborah Parker-Shaheed, DDD Unit 2H, cleanses her palette while Judge Mike Esker of Human Resources, expounds on the pie he just tasted.



The "Girl Scout" box at left was a creation of one of the contestants who made the Somoas cupcakes above.

