April 10, 2013

Dear Colleagues,

All of us at OYA are engaged in finding ways to improve outcomes for youth. This is true whether we work directly with youth or support those who do. For the past two years, as the OYA Performance Management System has rolled out, work units throughout this agency have identified ways we can improve outcomes and operations.

We greatly appreciate the knowledge, skills, and creativity so many of you have shown as you have suggested ways in which OYA can better achieve our mission. Work teams continue to review and implement ideas to streamline decision-making processes, enhance treatment programs, better align staffing with youth needs, create safer work and living environments, and save taxpayer money. These changes can be challenging, but they will make a positive difference in our work with youth.

As we move forward, we want to assure you of our ongoing support for OYA’s core values of integrity, professionalism, accountability and respect. These values, which were selected and defined by teams of OYA employees, help guide all of the decisions we make about how we do our work, how we interact with each other, and how we serve youth and their families. These values also serve as the foundation for the many process improvement changes under way throughout OYA.

We will continue to seek your participation in decisions that impact your work. We value your knowledge and experience, and we recognize that you know best how to balance the many competing needs within your jobs and between your work and personal lives. With your help, we can continue to identify barriers to achieving more efficient and cost-effective results, and help you remove those barriers. We want you to be successful, and we are here to help make that possible.

Next month marks the ninth Quarterly Target Review, when managers will report the most recent process performance measures for their areas. If you have ideas about improving processes, achieving better outcomes for youth, creating safer work environments, or saving time and money, please share those ideas with your supervisor, your local quality assurance specialist, or Sharon Pette, OYA’s Program Evaluation and Process Improvement Coordinator. We will ensure your ideas are heard and considered.

You can catch up on the many employee-driven projects under way on the Process Improvement page of OYANet. The range of projects and number of you who are actively involved in creating change is truly impressive. We thank you for your continued commitment to building better lives for youth, and we encourage you to remain an active participant in decisions about OYA’s future.
INTEGRITY * PROFESSIONALISM * ACCOUNTABILITY * RESPECT