

Building Strong Families Through Innovation

Organizational Change Management

Abe Mendoza
&
David Kilgore





Agenda



- What is Organizational Change Management?
- ADKAR Model
- Activity
- Create an OCM Team
- Questions



What is OCM?

Organizational Change Management (OCM) is an approach with a structured process and set of tools for leading the **people** side of change.



Current to Future



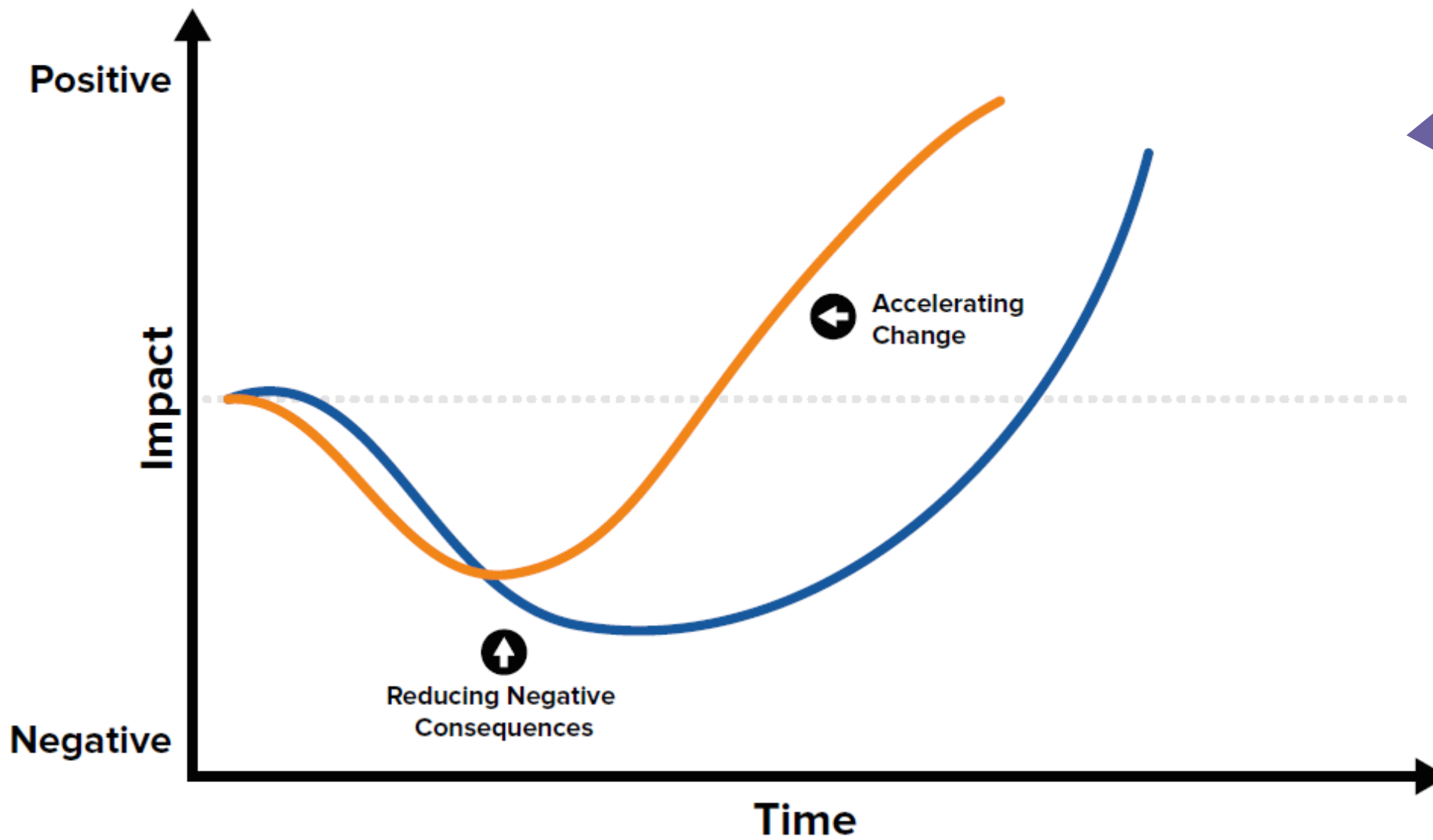
CURRENT
STATE



TRANSITION
STATE



FUTURE
STATE



■ Managed Change ■ Unmanaged Change



ADKAR



Awareness



Desire



Knowledge



Ability



Reinforcement

CA DCSS Organizational Plan



“To improve service to internal and external customers, improve efficiency and employee satisfaction”

Awareness



WHAT IS THE **NATURE** OF THE CHANGE?

WHY IS CHANGE **NEEDED**?

WHAT IS THE **RISK** OF NOT CHANGING?

TOWNHALL ORG PLAN

WHEN

**March 11th
10 – 11am**

WHERE

5100

WHO

David Kilgore

**SPACE IS LIMITED AND THE EVENT
IS OPTIONAL**

**THE EVENT WILL BE RECORDED AND
MADE AVAILABLE TO ALL STAFF**

**FOR QUESTIONS, CONTACT OCM AT
OCM@DCSS.CA.GOV**



**WHAT IS THE
ORG PLAN?**

**WHY DO WE
NEED ONE?**

**WHY DO IT
NOW?**

HOSTED BY



CALIFORNIA CHILD SUPPORT SERVICES



Rancho
Cordova °F

61

Thu

97

Fri

94

Sat

94

STRONG BODY – STRONG MIND
COMING THIS FALL

Healthier U



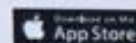
PHYSICAL ACTIVITY CHALLENGE

September 2, 2019 - October 25, 2019

Being physically active is good for your body and mind. It can relieve stress, improve your mood and sleep, and make you feel energized. This

fall, we're planning a Strong Body—Strong Mind physical activity challenge, kicking off in September. Your goal will be to achieve 30 minutes of activity at least 5 days per week—whether that is from biking, hiking, swimming gardening or some other activity, the choice is yours.

To enjoy easy access to our wellness resources, download the My StayWell mobile app from the Apple App Store or Google Play today!



GET READY TO EXPERIENCE A BETTER SENSE OF WELL-BEING
WWW.CALHRWELLNESS.COM

Desire



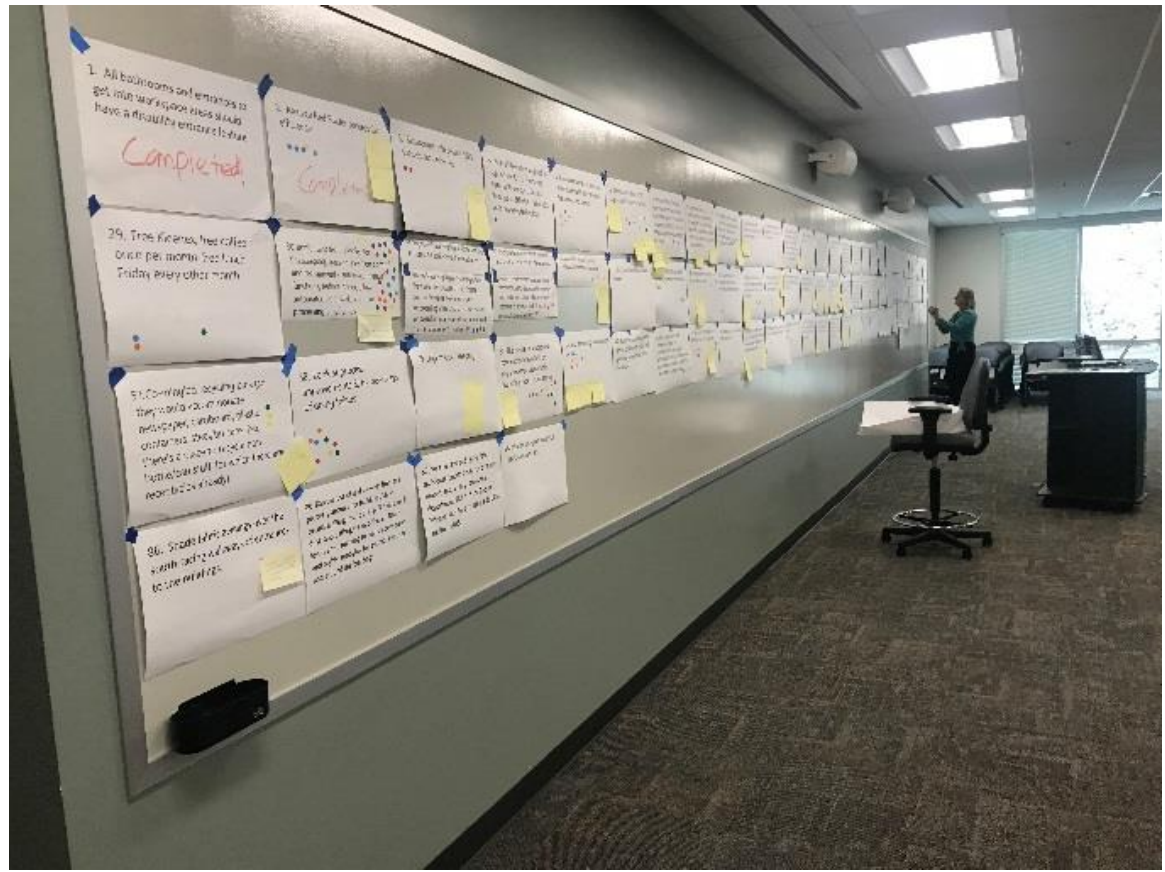
WHAT'S IN IT FOR ME?

A PERSONAL CHOICE

DECISION TO ENGAGE AND PARTICIPATE



Suggestion Sessions



Hello DCSS Leaders,

In your next team meeting or your next one-on-one please encourage your staff to attend next Wednesday's suggestion session. Alternatively, send them an email encouraging your staff to provide important feedback for the Org Plan efforts. Below is a draft email that you may use with your name on the bottom.

Email for your staff

Hello Team,

Thank you to all you have taken the time to place dots on suggestions that resonate with you and write the why describing how the idea could improve our work. If you were not able to stop by during the last three sessions you'll have another opportunity next **Wednesday, March 27 from 9-1 p.m. in Room 5100**. I want to encourage you to take a few minutes to participate in this effort. The vision of the org plan is to improve service to internal and external customers, improve efficiency and employee satisfaction. These sessions are helping to shape DCSS's future with both short-term and long-term goals. If you are not able to attend please review the items listed on the [Organizational Plan Work Group site](#) to submit items that resonate with you.

I hope to see you there!

Thank you for your participation and support.

BE PART OF THE ORG PLAN! –LAST CHANCE–

How | Spend a few minutes placing dots on **ALL** categories

Where | Room 5100

When | Friday, March 29
Stop by between 10 a.m. - 1 p.m.



Come add
and/or
identify
items that
resonate
with **YOU**



Hi DCSS,

As many of you know, in March 2019 staff provided over 200 suggestions to improve customer service, improve efficiency, and employee satisfaction. (If you are new to DCSS - Welcome! You can still get involved by filling out the surveys below.) Over 150 staff participated by placing over 5,000 dots on items that resonated with them.

Some items received many dots yet are slightly vague or warrant additional clarity. The surveys below will gather more information about some of the Top 20 items that received the most dots so there is a greater understanding of how to implement the suggestion.

Please take the time to complete one or all, of the surveys in the following categories:

- [Wellness Center](#)
- [Managers: Lead by example, trust staff, and respect staff](#)
- [Internal/External Training Professional Development](#)
- [Job Shadowing](#)
- [Job Swapping](#)
- [Establish an IT Business Apprenticeship Program](#)

Each survey will take approximately 3-5 minutes. The survey will be open until July 18, 2019. Should you have any questions, please contact us at OCM@dcss.ca.gov.

SAVE THE DATE: A volunteer fair to join a workgroup or sprint will take place on Thursday, July 25, 2019 from 10:30-11:30 a.m. in DCSS Room 2248. Keep an eye out for more information!

System Notifications

There are currently no active announcements.

[\(More Announcements...\)](#)

Upcoming Events

- 7/25/2019 10:00 AM [Building Resilience for Well-Being & Stress Management by WHA](#)
- 7/25/2019 10:30 AM [Org Plan Volunteer Fair](#)
- 7/26/2019 10:00 AM [Secrets of Interviewing Success](#)
- 7/31/2019 10:00 AM [Manager/Supervisor Workshop: Bullying and Harassment -The Workplace Responds](#)
- 8/8/2019 8:00 AM [Blood Drive](#)

[\(More Events...\)](#)

 [Add new event](#)

Announcements

[Volunteer Fair Reminder](#)
by  Bunch, Claire@DCSS

7/19/2019 11

ORG PLAN | TOP 20 ITEMS

VOLUNTEER FAIR

BE PART OF THE ORG PLAN BY JOINING
A SPRINT OR A WORKGROUP

MEET THE SPONSORS, ASK QUESTIONS, AND SIGN-UP
JULY 25 | 10:30-11:30 A.M. | ROOM 2248

TOPICS: WELLNESS CENTER, APPRENTICESHIP PROGRAM,
MANAGERS, TRAINING, JOB SHADOWING
AND JOB SWAPPING



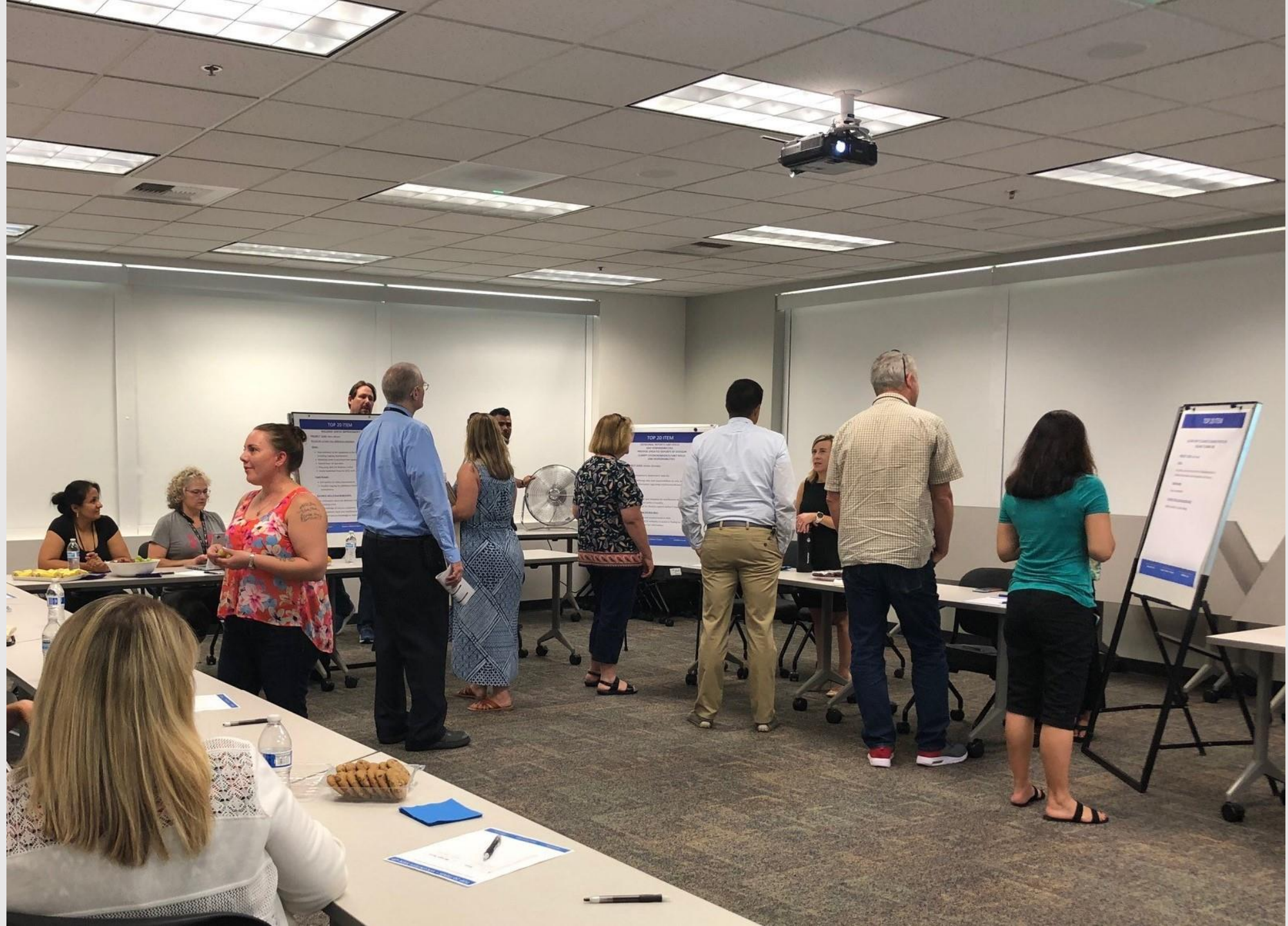
DCSS Supervisors and Managers,

On Thursday, July 25th, OCM will host a volunteer fair to solicit volunteers for some of the Top 20 items that are ready to move forward. Volunteers will participate in a business sprint or a workgroup.

In our communication to all staff tomorrow, we are informing staff that supervisor/manager approval is required before signing-up to be a volunteer. OCM will confirm with the supervisor/manager to confirm staff have approval to participate.

A description of each item, the goal, timeframe/commitment and desired skill set/background will be made available on SharePoint to all staff ahead of the volunteer fair on Friday, 7/12/19.

During your division, branch, and/or team meetings, we ask that you encourage staff to attend and volunteer to participate in the business sprints or workgroups. If staff would like to sign up but cannot attend the volunteer fair, they should contact OCM. Also, there will be future opportunities for staff to participate.





Organizational Plan Status

We hope most of you were able to attend or watch the Discussion with David on 6/19/19 to hear about the Org Plan and other things that are going on in the department. If you were unable to attend, click here to view the recording. This Org Plan publication will keep you up-to-date on the research, implementation, volunteer needs, and overall progress of the Org Plan items. You, the staff at DCSS, had a lot of great suggestions and we will need to work together as an organization to make some of these suggestions a reality. To start this process, we are having a volunteer fair on 7/25/19, from 10:30-11:30 a.m., Room 2248. To view a description of the items and the goals, time frames and desired skills and background requested, visit the Organizational Plan News SharePoint site.

What's been happening with the top 20 items that resonate most with you? The following pages list the top 20 items with the leader and a brief description of each item.

Completed Items

As we move forward with the Org Plan, we want to keep you informed of items that are in progress, pending and what items have been completed. Below is a list of items that have been completed to date.

- Creation of the Centralized Communications Unit to improve transparency throughout the department and provide updates on DCSS initiatives, priorities, strategies and plans.
- Development of a Research and Data team. RADAR has been formed to develop a CA DCSS infrastructure that implements a standardized approach to research data and accurately assess policy decision impacts to the Child Support Program.
- Cross-Communication (formerly Broad Performance) is now open to all managers to aid in improving communication and networking.
- 2018 Federal Self-Assessment is complete.
- All bathrooms and major entrances have a disability feature.
- Quarterly Town Halls (Discussions with David) have started and will continue to take place.
- The ability to respond to customer inquiries submitted through the Child Support public website.

As progress is made on other these items, we will let you know!

Knowledge



UNDERSTANDING HOW TO CHANGE

TRAINING ON NEW PROCESSES AND TOOLS

LEARNING NEW SKILLS



Expanded E-Filing in CSE

This course is designed to provide a review of the enhanced functionality of expanded e-filing in CSE including e-filing attachments, scan/upload/e-file functionality, and e-signature application as a result of Assembly Bill 976. This course includes several recordings.

Expanded E-Filing in CSE High-Level Overview

These 7 should be watched in sequential order after the Overview.

1. Available Form Sets for E-Filing
2. E-Filing Form Set List Page
3. Electronic Signature
4. E-Filing Scanned and Uploaded Documents
5. E-Filing with Attachments
6. E-Filing Defaults
7. LGL-201 Reports

Ability



DEMONSTRATED **CAPABILITY** TO CHANGE

ACHIEVING THE DESIRED CHANGE
IN **PERFORMANCE OR BEHAVIOR**

Reinforcement



ACTIONS TO **INCREASE** LIKLIHOOD CHANGE WILL STICK

RECOGNITION AND AWARDS TO **SUSTAIN** CHANGE

FORMS MODERNIZATION



CELEBRATION



Activity



Individually – 10 minutes

- Identify an organizational change you are going through or want to accomplish
- Complete the **ADKAR Worksheet** for this change

Group – 10 minutes

- Pick one of the changes to discuss
- As you consider the change, discuss your barrier points and what you can do to raise your low scores
- Identify a spokesperson to report out highlights from your discussion



Recap

Element	Definition	What you hear	Triggers for building
A Awareness	Of the need to change	"I understand why..."	Why and why now? What if we don't? Communicate 5-7 times
D Desire	To support the change	"I have decided to..."	WIIFM Personal motivators
K Knowledge	On how to change	"I know how to..."	Within context Need to know during Need to know after
A Ability	To implement required skills and behaviors	"I am able to..."	Barriers/Capacity Practice/Coaching
R Reinforcement	To sustain the change	"I will continue to..."	Mechanisms Measurements Sustainment

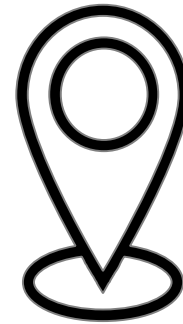


Creating an OCM Team

- OCM Project
- Pilot methodology and adapt
- Executive sponsorship
- Cultural change
- Hire the right staff
- Train and certify



Contact Us



916.464.3869



OCM@dcss.ca.gov



<https://childsupport.ca.gov/>