



*Bridging Bright
Futures for Families*

**ERICSA
2024**

Grand Rapids

**ERICSA 61ST ANNUAL
TRAINING CONFERENCE & EXPOSITION
APRIL 7-11, 2024**

Speakers

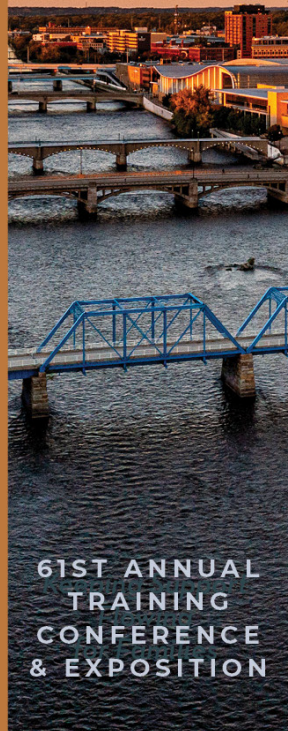
- Surrena Little – Planner 3, GA DCSS
- Patricia Green-Gandy – Planner 3, GA DCSS
- Patrick Robertson – Division Director of Business Initiatives, IN CSB

Moderator: Diane Potts, Director & Child Support Practice Lead, CGI



Effectively Managing Legislation and Policy Changes

Changes in legislation cause ripple effects to state policies and procedures. How does your office incorporate change management techniques to develop the skillset of child support staff when these changes occur? Join this workshop to discover innovative and results-based techniques to effectively implement strategies to enhance your office's roadmap to success. This workshop will discuss useful ways to garner support and buy-in from change-resistant individuals in times of major policy and legislation changes.

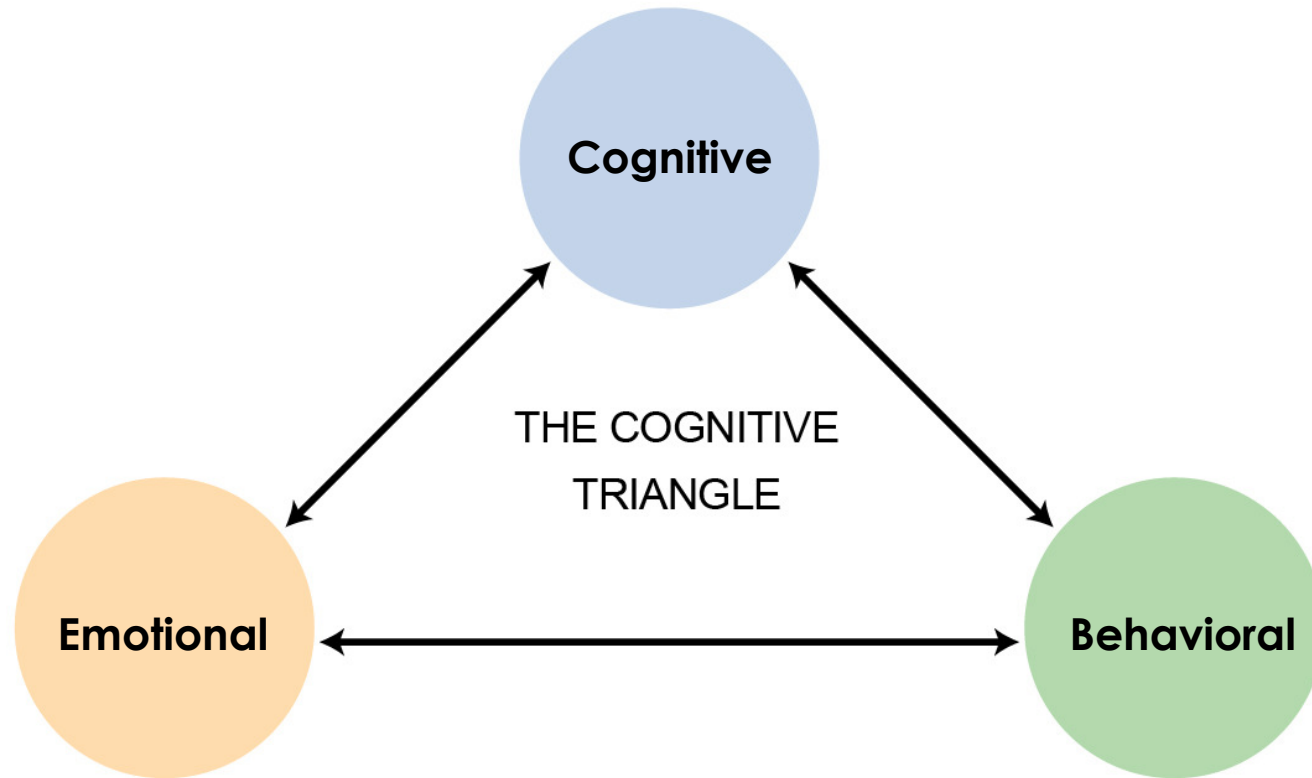


Change Participation

- Participation is closely related to an individual's reaction to change.
- Resistance is minimized when the perception of change is aligned with participant expectations.
- Multiple factors play a role in participant reactions to change:
 - psychological
 - social
 - emotional
 - cultural



3 Primary Axes



The Role of Leadership in Change



- Take steps early in the change process to prevent negative reactions from taking root.
- Communication is critical throughout the change process.
- Leadership style plays a major role in participants adopting change.

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Leadership Style

- **Transactional**

- Focuses on exchange of skills, knowledge, resources, or effort.
- Prioritizes individual interests and outside feedback to obtain desired outcome.

- **Transformational**

- An approach that causes a change to individuals and social systems.
- Creates valuable and positive change in follower.
- End goal to develop followers into leaders.



Change Management Principles



Foster Change
Capable Culture



Communicate to
Increase Readiness



Coach to support
change journeys



Develop future
state talent



Solution through
change



Turn resistance into
commitment

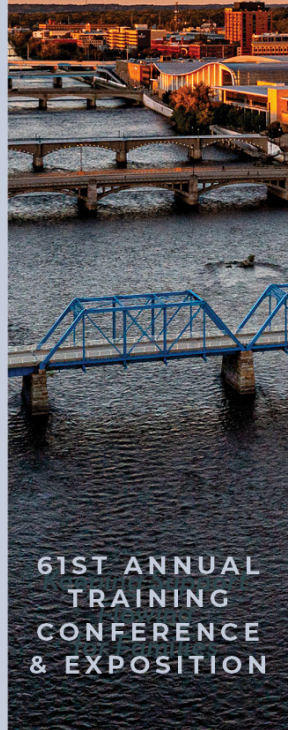


Communicating Change to Staff

- Employee Reference Guide (ERGs)
- Standard Operating Procedures (SOPs)
- Policy Pointers
- Paternity Points



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Staff Communicate to Leadership



- Policy Inquiries
- Policy Inbox
- DCSS Counts

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How We Cultivate Change

- Statewide Training
- Power Hours
- Workgroups



About Indiana



- Administered by the Department of Child Services Child Support Bureau
- In collaboration with Prosecutors and Clerks in 92 counties
- Due to declining caseloads, CSB created an outreach unit that is now Business Initiatives
- New policies & initiatives generally go through stakeholder review and/or pilot
- All communications go through a 1- or 2-day committee review period prior to publication

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Example Initiatives & Stakeholder Involvement

- **Medical Support Order Coding Updates**
 - Committee of Stakeholders → Comment Period → Statewide Training
- **Behavioral Interventions in Child Support**
 - Multiple Pilot Phases with Volunteers → Statewide Rollout
- **Cases Eligible for Closure Business Process Updates**
 - Workgroup of Volunteers → Communications → CSB Process Updates
- **Weighted Child Support Data Report**
 - Workgroup of Volunteers → Communications → Statewide Prosecutor Report
- **Policy Manual Review**
 - Workgroup of Volunteers → Comment Period → Public Posting



Tips for Leading a Workgroup



Begin with trust
building



Agree on
boundaries &
vision



Start visions with
common
ground/desired
outcome



Be transparent
about how
feedback will
be used



Must have a
communicated
schedule and
agenda



Provide training
on change and
conflict
management



Hands-On Activity



- Scenario: You receive an Action Transmittal (AT) with a quickly approaching deadline to implement a new final rule that updates demographic reporting requirements to include an e-mail address for all Custodial Parents.



Report Out



- How many questions were you able to answer?
- What was the toughest question to answer?



Final Q&A



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