

OFFICE OF THE CHIEF OF STAFF

Change Management

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Policy

The Department of Children and Families shall have an Office of Change Management which shall manage the practice and policy change process and assure that changes are fully and accurately implemented and operationalized throughout DCF.

DCF's Change Management Committee shall serve as the governing body to fully vet new and changing policies proposed through designated Communities of Practice (COPs) to determine practice implications and how best to ensure full implementation.

The primary communication responsibility of the Change Management Committee shall be to accurately describe the guidance and parameters recommended by the COPs to senior administration and routinely update senior administration about the status of pending practice and policy changes.

Cross-reference: DCF Policy 4-7, "Official Policy Development."

Duties of the Program Director

The duties of the Program Director of Change Management shall be to:

- collaborate with the Office of Legal Affairs and the Academy for Workforce Development to consider, draft and implement new and revised DCF policies and Practice Guides;
 - provide the COPs with guidance and technical assistance in the drafting and implementation of new and revised DCF policies and Practice Guides;
 - coordinate statewide change initiatives to ensure effective and consistent implementation in all Regions, facilities and the Central Office;
 - attend the Senior Administrators Meeting (SAM) as an active member;
 - coordinate monthly COP meetings; and
 - coordinate monthly Change Management Committee meetings.
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Communities of Practice

The DCF Communities of Practice are groups of DCF employees with subject-matter expertise or interest that convene to learn together, identify needs and challenges, and share practice issues, challenges and successes.

COPs shall be vehicles for advancing practice improvement and supporting the strategic direction of DCF. Each COP shall be responsible for developing a charter that describes the COP and the parameters of its work.

Members of the COPs shall be appointed by senior Administrators. Their Co-chairs shall be appointed by the Executive Team. Administrators shall establish a process by which their designated members effectively communicate with their respective chains of command at Central Office, Regional leadership teams or DCF facilities.
