

Disclaimer

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Leading Through Change

Guiding Your Agency's Transition to CAR v3.0

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Objectives



Understand CAR v3.0 changes



Identify transition impacts



Build a Transition Plan



Manage risks and data quality



Lead people through change

Understanding the Context

- ▶ CAR v3.0 introduces **structural changes** in Services, FNPI, ACR, etc.
- ▶ **OMB approval status:**
 - ▶ CAR v3.0 received OMB **approval** (OMB No.: 0970-0492; Expires: 12/31/27).
 - ▶ CAR v3.0 will **not be mandatory** for FY25 (due 03/31/26) and FY26 (due 03/31/27) reports.
- ▶ Per **ACF-OCS-CSBG-DCL-24-06**: OCS will be issuing CAR v3.0 guidance to the Network as well as TTA and resources to follow.
- ▶ Preparation should begin now!

Transitioning to CAR v3.0 is both...

- ▶ **a technical change**

- ▶ Project Management Approach

- ▶ *Did we build the right solution?*

- ▶ Datapoints, systems, forms

- ▶ **a human change**

- ▶ Change Management Approach

- ▶ *Did the solution get used?*

- ▶ Behavior, understanding, routines

Change vs. Change Management

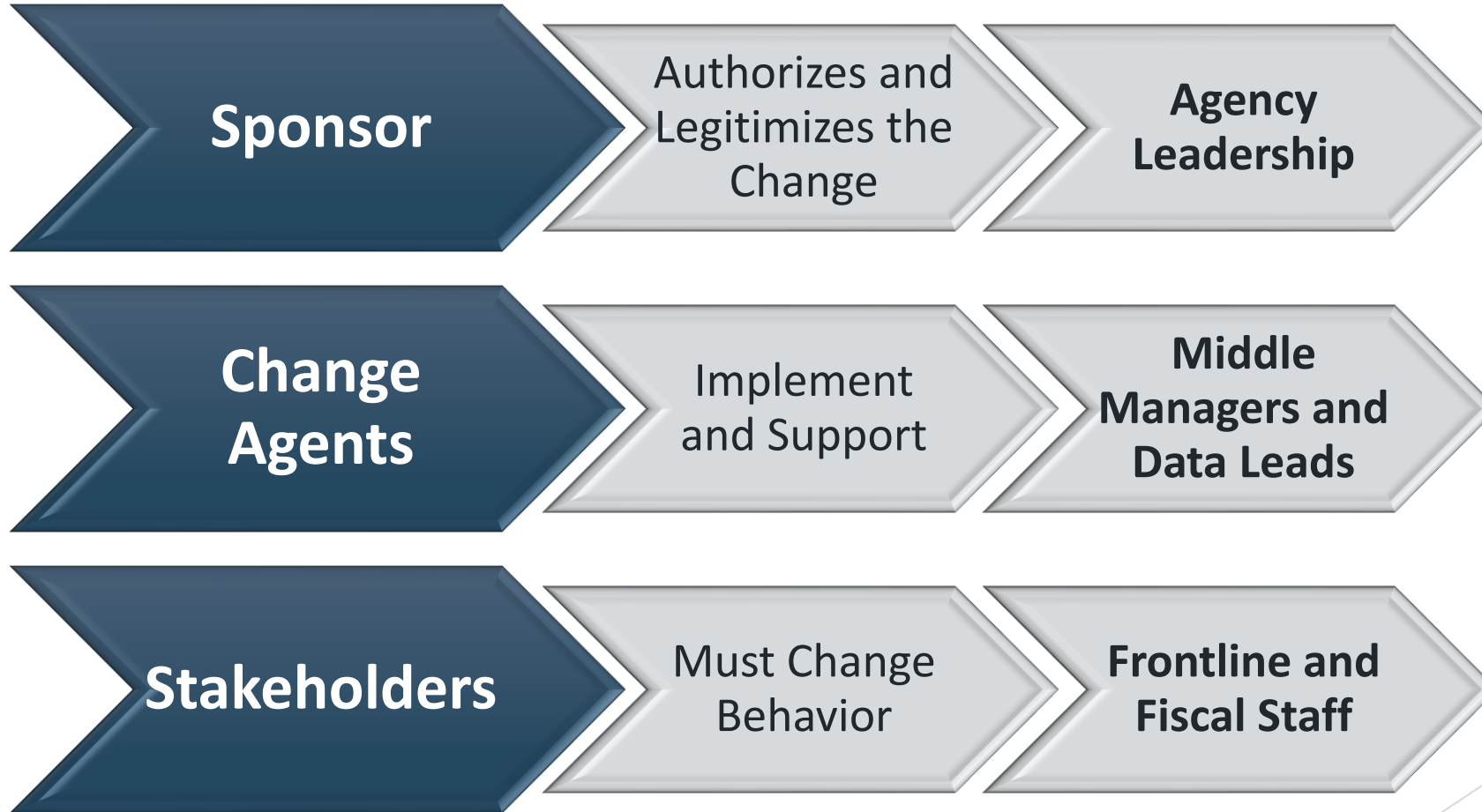
Change: the disruption or difference (new report, fields, processes)

Change management: how people are prepared, supported, and enabled to adopt change

Change that is managed well produces **opportunity** for creativity and growth.

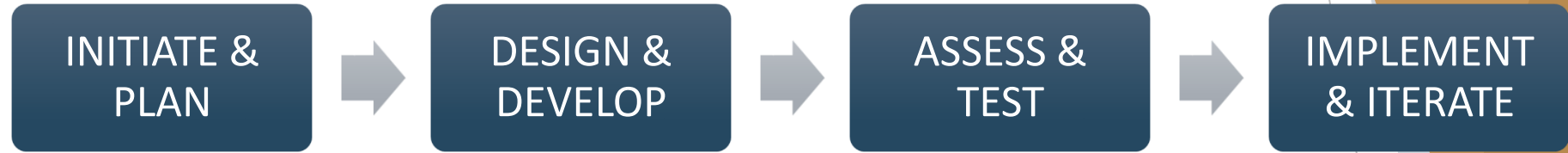
Implementing change starts at the top with **leadership** competency.

The Three Roles in Change Management

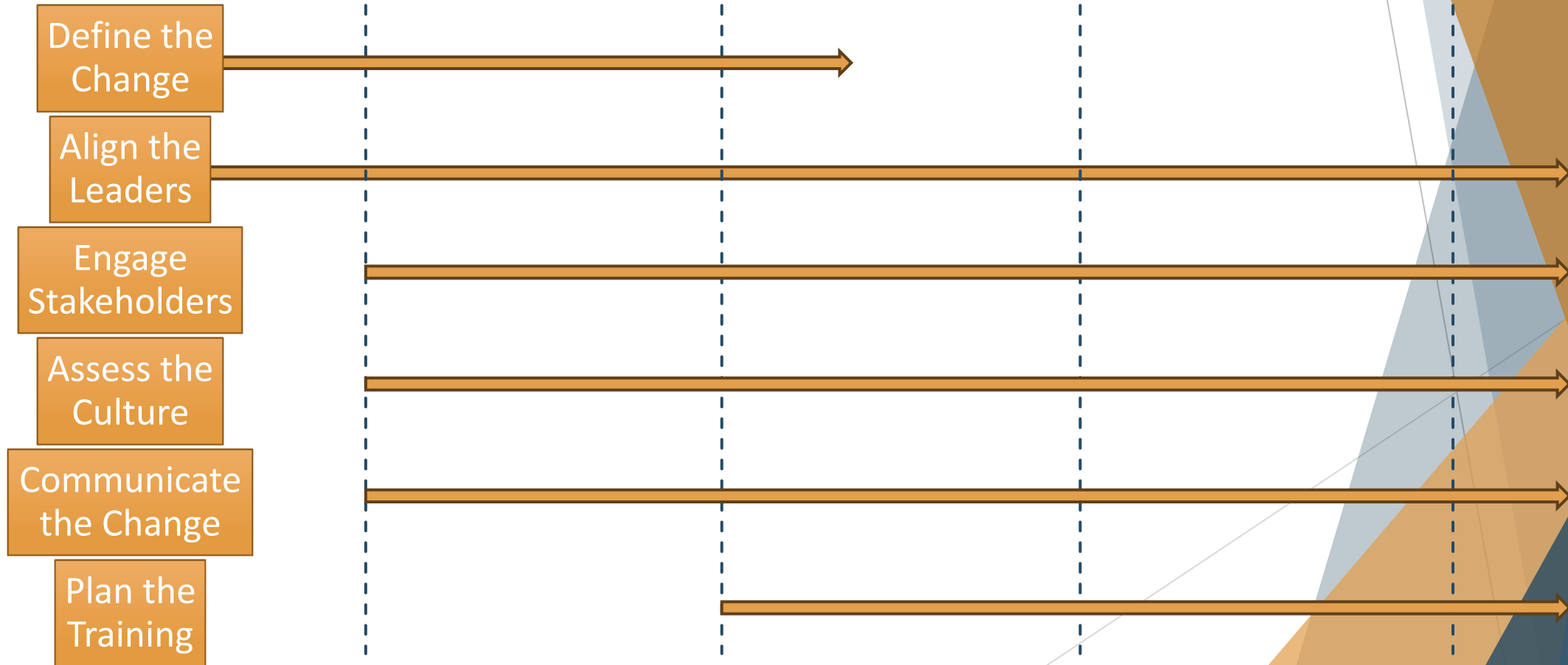


Integrate Change Management into Project Plans

Project Management (Technical)



Change Management (Human)



INITIATE & PLAN pt. 1

Project Management: *Technical Solution*



Build a Comparison Document with Datapoint Changes



Create a Sponsorship Plan

Change Management: *Human Solution*



Define Case for Change



Align Leaders



Identify Stakeholders

INITIATE & PLAN pt. 2

Project Management: *Technical Solution*



Develop Project Plan



Set Clear Goals



Define Scope

Change Management: *Human Solution*



Engage Stakeholders



Develop Stakeholder
Engagement Plan



Develop Communication
Plan

DESIGN & DEVELOP

Project Management:
Technical Solution



Develop Action Plans



Design the Technical
Solutions

Change Management:
Human Solution



Engage Stakeholders



Develop the Training

ASSESS & TEST

Project Management:
Technical Solution



Assess Risks



Plan Mitigation Strategies

Change Management:
Human Solution



Assess Culture



Identify and Manage
Resistance

IMPLEMENT & LAUNCH

Project Management:

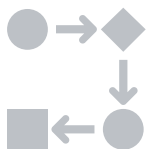
Technical Solution



TRAIN



EVALUATE



ITERATE

Change Management:

Human Solution



COMMUNICATE



The Right Message *to...*



The Right Audience *at...*



The Right Time *from...*



The Right Source

Interactive Application

▶ Reflection Exercise

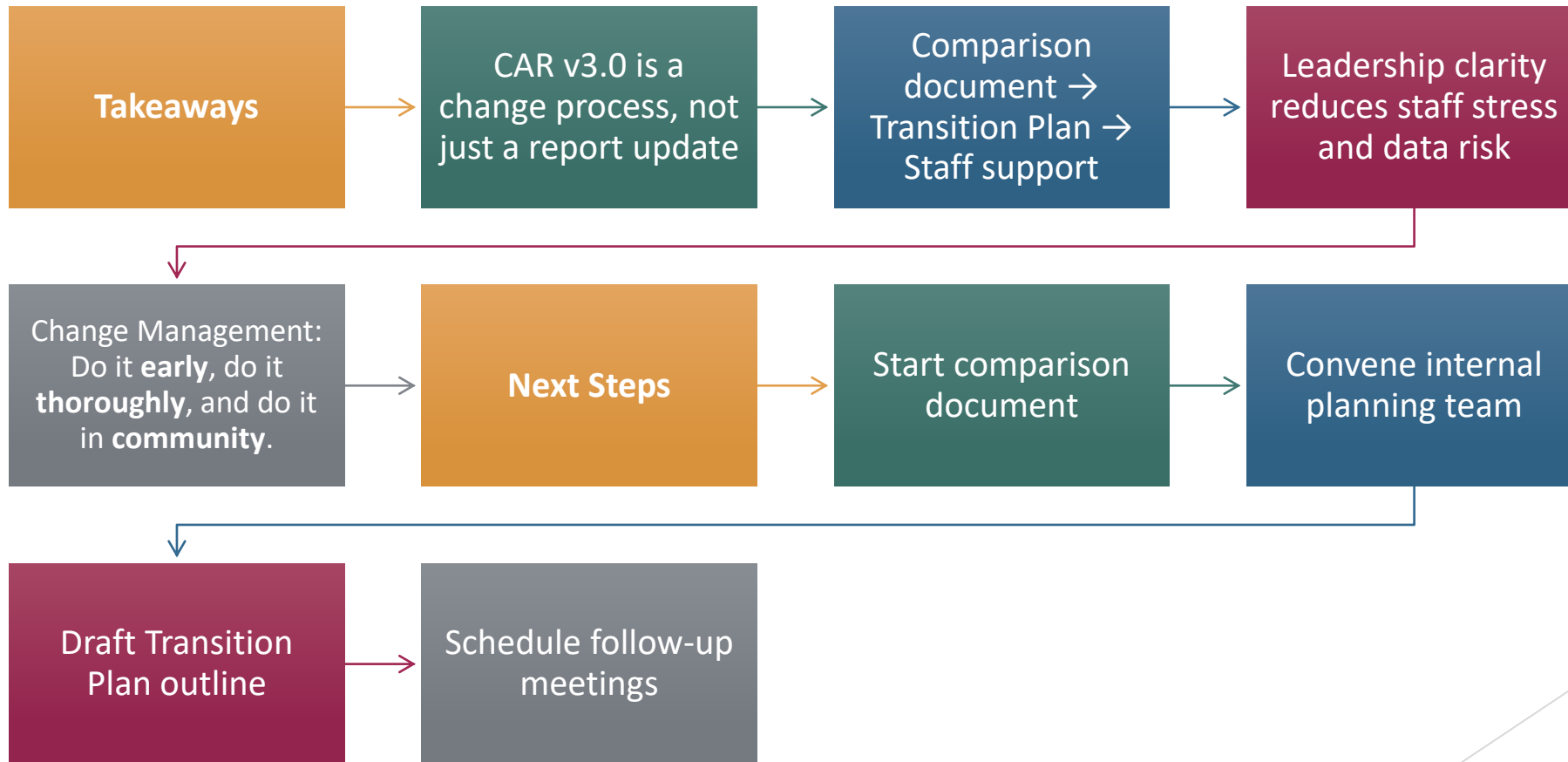
- ❖ What is your biggest anticipated challenge?
- ❖ Where do you feel least prepared?

▶ Transition Planning

▶ Identify:

- ❖ One major system change
- ❖ One staffing/training concern
- ❖ One risk
- ❖ One resistance

Key Takeaways & Next Steps





Q&A



THANK YOU