

OPENING & ORGANIZING Illinois Child Welfare for Reform

The Illinois Department of Children and Family Services (DCFS) is responsible for ensuring the placement safety, wellbeing, and permanency planning of vulnerable children in its care.

The proposed model illuminates a new organizational structure designed to improved socio-technical system functioning for the multiple stakeholder groups within the DCFS. This can serve as a case study of what behavior change infrastructure might look like within the larger context of the Illinois State Government.

KEY CONCEPTS

ORGANIZATIONAL KNOWLEDGE is the knowledge streamlined into an organization's processes, practices, policies, and employees both directly (explicit) and indirectly (tacit). Over time, this organizational knowledge contributes to unique organizational culture.

USERS' COMMUNITY KNOWLEDGE is the knowledge that users or consumers accumulate on social, physical, and emotional levels in relationship a product, system, or service. Example activities that enable access to users' community knowledge include: human factors studies, behavioral studies, participatory observation, and behavioral prototypes.

KNOWLEDGE INTEGRATOR facilitates the mediation of knowledge across domains, levels of abstraction, and capabilities. It encourages a flow of information, know-how and accommodation.

PEER PRODUCTION is the cooperative creation of culture, information, and products that are open to and for everyone. Unlike industrial production, there is no proprietary ownership, rather, concept development is cooperatively shared. This breaks down the foundation of an industrial market-based economy.

ALGORITHM is a series of steps that computationally changes an input into an output.

TECHNICAL AGENCY refers to a user's (in)ability to understand and modify the use of technology.

SOCIAL PHYSICS refers to the study of human behavior (e.g. social learning and social dynamics) through big data within hyperconnected networks.

ORGANIZATIONAL CULTURE REFORM refers to a group of thought leaders examining how to improve the culture and shared purpose of organizations.

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TECHNOLOGY BROKER

Department of Innovation and Technology

Know-How

Algorithmic matching
Software development
Data Science
STS Design
Strategic Relationships

Engine

Hack-a-thons
University Lab partnerships
Incubation of new startups to feed into system
Employ contractors, interns, & designers-in-residence

DCFS Upcoming Priorities

Information continuity across placements
Peer to peer connections (user to user & communities of practice)
Matchmaking foster kids and foster families
Court transparency to foster parents

USER AND ORGANIZATIONAL CULTURE CHANGE BROKER

Behavioral Prototyping Unit

Know-How

User Research, Insights, and Synthesis
Organizational Change
Design Policy
Behavioral Prototypes
Expert Relationships
Assets Mapping
Organization of networks
Social Physics
Human Dynamics
Knowledge Integration

Engine

Partnerships with research universities
State employed team of professional behavioral scientists, organizers, and strategists
Talent pipeline of Fellows, Scholars in residence, Interns

Upcoming priorities

Court to court relationships
Agency to Agency sharing of best practices
State to state sharing
Working with DoIT to meaningfully track user experience and improve system functionality as a result

