The change lens checklist

Community

- ◯ Builds strong relationships with people served
- ◯ Draws upon a deep understanding of the local context
- ◯ Gives the community ownership of decisions

Competition

- ☐ Allows multiple providers to vie for users
- ☐ Provides high-quality information to users
- ☐ Gives providers incentives for improvement and success

Performance

- ◇ Empowers strong leaders to make decisions
- ◇ Sets rigorous standards for success
- ◇ Holds parties accountable for results

Pluralism

- ⬡ Allows for multiple, unique pathways to success
- ⬡ Encourages all groups to join
- ⬡ Embraces diversity and differences