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| Types of ChangeColumn 1 | DescriptionColumn 2 | ActivitiesColumn 3 |
| Policy and program changes | Policies that affect organizations (for example, state or provider agencies) and operations. Procedures that guide the everyday work of people working in a system and/or parts of a system or community.  | This may include changes to:* Laws
* Regulations
* Policies
* Procedures

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| Service design and delivery | Processes that guide program content and formal communication. The way people working in systems (e.g., teachers, support professionals, etc.) think about interacting with, and providing services for people with ID/DD. | This may include changes to:* Design delivery
* Capacity (increasing knowledge and expectations about people with ID/DD)
* Outreach
* Advertising
* How services are organized to meet needs
* How services meet the expected outcomes of people with ID/DD and their families.
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| Infrastructure | The basic framework of a system or organization. In other words, resource distribution and organizational structure.  | This may include changes to:* Funding
* Personnel
* Equipment
* Space (where a system operates)
* Partnerships and collaborations
* The number of services.
* The amount of money to provide the services.
* The number of services used by people with ID/DD and their families.
* How services and supports are organized, prioritized, and used.
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| Attitudes, experiences, and expectations of people with ID/DD | The expected outcomes and experiences of people with ID/DD who use services and providers.  | This may include changes to:* People with ID/DD and their families being active participants in the effort.
* Active learning, or assistance in sharing expectations.
* Documented integrated, sustainable changes in the expectations of people with ID/DD and their families.
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| Engagement and support of people with ID/DD and their families | Active, and meaningful participation in decision-making. | This may include changes to:* People with ID/DD and families serving in elected, appointed, or other official capacities.
* People with ID/DD participating on advisory and planning boards.
* People with ID/DD and families participating in leadership development activities.
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