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| Types of Change  Column 1 | Description  Column 2 | Activities  Column 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 |
| 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. |
| 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. |
| 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. |
| 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. |