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