



REAL Change Themes & Accomplishments

Alignment of Initiatives with the Organization's Strategic Plan and REAL Change Mission & Objectives

- Embedded REAL Change into the culture of CLEC
- Clear mission and objectives were established and communicated
- Measures of success for the pilots were aligned with the goals of REAL Change



A Focus on Evaluation and Knowledge



- Shifted to "How might we..." mindset
- Methodology for generating, piloting, and evaluating innovative ideas was embraced
- Results and learnings of the pilots influenced permanent change

Embraced Innovation and Action

- Each pilot flexed their workplans in response to current challenges and realities, resulting in timely and meaningful REAL Changes to supports and services
- Information learned will fuel future success and shape further change
- Equipped with new knowledge, ready to exchange successful practices

