

GLOSSARY OF TERMS FOR BASIC OUTCOME-BASED EVALUATION

Outcome Based Evaluation: A systematic way to assess the extent to which a program has achieved its intended results.

Outcome Statement: What has changed in the lives of individuals, families, organizations, or the community as a result of this program?

- Types:*
1. Change Statements include the increase, maintenance, or decrease in behavior, skill, knowledge or attitude.
 2. Target Statements: State specific levels of achievement.
 3. Benchmark Statements: include comparative targets, generally related to other time periods or organizations. Not interchangeable with goals or objectives.

Indicator: Detailed examples that can be seen, heard, or read that demonstrate outcomes are being met; or more specific statements that describe how outcomes are being accomplished.

Logic Model: A table used to identify each element of a program to clearly specify the program's process and outcomes.

The table consists of the following category headers:

- *Resources:* Elements or ingredients which constitute the program.
- *Activities:* Methods providing program participants services.
- *Outputs:* Service or product units.
- *Outcomes:* Changes expected in participants' lives or community or organizational change to condition.
- *Goals:* Ultimate impact statements correlating with mission and vision of organization, usually beyond what one program alone can achieve.

Theory: The systematic explanation of human behavior.

Hypothesis: The prediction about what will happen as a result.

Evaluation Plan: A table used in the funding application process with the purpose of identifying the plan for the agency's Outcome Based Evaluation Plan. Header Definitions found within Glossary.

The table consists of the following category headers:

- *Outcomes and Indicators*
- *Measurement Tool/Approach*
- *Sampling Strategy and Sample Size*
- *Frequency and Schedule of Data Collection*

Outcome Catalogue: A menu of standard quality outcomes, indicators and measurement tools listed by Services Strategy and Stages.

Strategy: The approach, activities, style, and method used to address the behavior of interest.

Service Strategy:

1. Children, Youth & Families
2. Community Mobilization
3. Employment & Education
4. Employment & Education
5. Health & Mental Health
6. Intimate Violence
7. Seniors & Disabled.
- 8 Stability—Emergency Services, Housing/Case Management Services

Outcomes Stages:

1. *Customer Services:* How the customer feels about the service or how staff treated them.
2. *Temporary Change in Condition:* Temporary change in general state of physical needs or stabilizing or maintaining basic needs.
3. *Knowledge:* Demonstrates awareness or understanding and attains a level of knowledge.
4. *Attitude:* A change in self, community or peer perception or a change in viewpoint.
5. *Skill:* A Change in the level of proficiency or ability to perform or demonstrate the skill or knowledge.
6. *Behavior:* A change in the consistency of performing a skill, application of knowledge or attempting to apply new skill or knowledge.
7. *Status:* Long-term change in condition (1 or more years), such as stabilization of basic needs.
8. *Community:* A change in the community's understanding, attitude or response to a problem.
9. *System:* A change in efficiency, effectiveness or economy of a human service system.

Validity: The degree of accuracy you can expect from a data collection tool.

Reliability: The degree of consistency a particular data collection tool provides.

Measurement Tools:

Client Perspective Tools:

1. *Client Assessment Survey:* A tool developed to test the client's knowledge or skill of the outcomes and indicators selected. The format could be: True/False, Multiple Choice, Lists or Essay. This tool is used primarily for Knowledge Outcomes.

2. *Survey*: A tool that assesses the client's perspective about the outcomes and indicators. It is a written instrument asking perception questions or statements.
3. *Interview*: Based on asking the client several written questions and documenting their responses. The added advantage of an interview tool is the ability to clarify ambiguous responses.
4. *Focus Group*: Asks a series of questions in a group setting where the participants' comments are documented. An important factor in maintaining the validity of focus group data is in having a non-biased, experienced Focus Group Facilitator for the group.

Staff or Program Perspective Tools:

1. *Observation Tool*: A first hand observation of interactions and events witnessed and documented by a staff member or volunteer.
2. *Case Record*: A documented summary of the client's case file or family plan.
3. *Official Record*: A review of existing information collected by agencies or institutions such as schools or courts.
4. *Standardized Tools*: Research-based tools that have been formulated to evaluate specific criteria (child development or self-esteem).

Sampling: A systematic method to gather data from a subset of the population receiving services.

Strategic sampling types:

1. *Simple Random Sample*: Each member of the population has an equal chance of being selected into the sample.
2. *Stratified Sample*: Separate the population into groups of similar individuals and then using a Simple Random Sample of each group.
3. *Systematic Sample*: Assign a number to each person in the population and select people at equal intervals from a random starting place.
4. *Convenience Sample*: Participants are selected based upon their availability.

Frequency and Schedule of Data Collection:

Types:

1. *Slice in Time*: The clients that you see in any given month are a representative sample of the population throughout the year.
2. *Specific Client Tracking*: Collects data on each client throughout the time period they are utilizing services.