

Glossary of Terms

Term	Definition
Average	The sum of a set of numbers divided by the number of numbers in the set. A measure of central tendency, one of several statistics that together describe the way a set of numbers are distributed.
Benchmarking	The use of performance information from industry leaders to establish performance expectation(s).
Context Measure	A number or measure that gives information about the environment in which events are taking place. <u>Example:</u> The unemployment rate is a measure of the overall employment status of the community in which re-employment activities are taking place.
Contract	A term of reference describing a unit of trade (service or product). Also, the actual bilateral agreement between the purchaser and provider of a transaction as defined by an exchange of funds, resources, or services. <u>Example:</u> MOUs, ITA agreements, One-Stop Operator Agreements, and agreements for provision of specific services.
Cost Measure	Any measure involving comparisons of costs to services, outcomes, or programs or costs to costs. <u>Example:</u> “Cost per” measures are one common category. Another comparison using costs to costs would be WIA dollars used for services compared to partner dollars used for those same services.
Data	Groups of observations that may be quantitative or qualitative in nature.
Goal	A broad statement about the direction to be taken and end states to be achieved. Sometimes they are measurable but often too broad for direct measurement (see objective).
Impact Measures	A numeric expression of the result experienced by the outcomes, often experienced in a broader context. <u>Example:</u> An outcome would be obtaining a job, the impact would be a reduction in the level of poverty on a community or societal level.
Indicator	A measure that is used to inform the audience of the underlying status of a person, process, organization, or system. <u>Example:</u> The percentage of One-Stop members going on to intensive services indicates something of the balance of service provision in the system.
Input	Resources expended to generate one or more actions, activities, or products. <u>Example:</u> The number of hours of staff time available to provide case management.

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Objective	An actionable direction or end-state to be achieved; usually linked with several other objectives to a broader goal statement. Objectives should be directly measurable.
Outcome Measure	A numeric expression of the result experienced by one or more individuals from one or more actions, activities, or products. <u>Example</u> : The percentage of people provided some set of services who also obtain a job after those services have ended.
Output	Actions, activities, or products resulting from the expending of resources. <u>Example</u> : The number of individuals provided a case management session in a given period of time.
Performance Evaluation	Sometimes used in place of the term, “Performance Monitoring.” It is more specifically used to refer to a more in-depth process of data collection and analysis to answer more comprehensive questions about program quality than are addressed in Performance Monitoring.
Performance Management	This is the overall term used to define the act of using information to manage results in a program, organization or system.
Performance Monitoring	The use of information to regularly assess the degree to which a particular program, organization or system is functioning according to plans and expectations.
Performance Target	The expected level of achievement for a particular indicator.
Population	A set of persons, things, or events about which there are questions. <u>Example</u> : We want to know what happened to all of the people who went to training last year.
Process Measure	A numeric expression that quantifies a particular characteristic of an activity or action. <u>Example</u> : The average number of minutes someone waits in line before being given a service. The number quantifies one characteristic of a service process as it affects the individual involved.
Qualitative Data	Data in the form of words. <u>Example</u> : “The services were <u>everything I could have asked for.</u> ”
Quantitative Data	Data in the form of numbers. <u>Example</u> : The service quality was rated <u>3.8</u> on a four-point scale by the 55 customers who answered the question.
Random Process	A procedure for selecting a sample from a population that gives everyone in a population an equal chance of being selected.
Registered Member	A member who has received an in-depth assessment, has a case manager, and contributes to core performance indicators.
System Progress Measure	This type of indicator measures the degree to which the system’s desired features are being implemented and the degree to which those features are sustained.

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Sample (probability sample)	A group of cases selected from a population by a random process. Every member of the population should have the same chance of being selected. <u>Example</u> : From the population of all who went to training last year, we will randomly select 25% of them so that each person has a 1 in 4 chance of being selected.
Survey	A systematic, standardized approach to collecting information on individuals, households, or larger organized entities. <u>Example</u> : A series of questions administered to customers asking them to describe their experience during their current visit to the One-Stop center.
Trend line	A line on a graph that indicates the direction an indicator has take over time that suggests future direction. <u>Example</u> : The line recording the declining unemployment rate over five years that suggests that unemployment will continue to decline.
Workload Measure	A ratio indicating the amount of work to be done compared to the resources to do the work. <u>Example</u> : The number of One-Stop customers over the total number of full time staff.