

## Glossary of Selected Outcome Measurement Terms

**Inputs** are resources a program uses to achieve program objectives. Examples are staff, equipment, money's facilities, and other resources that are used to support activities.

**Activities** are what a program does with its inputs- the services it provides -to fulfill its mission. Examples are multi-disciplinary treatment planning team, the types of therapy or specific groups or services that result in the outputs.

**Outputs** are products of a program's activities. Examples may be the number and frequency of groups, staff FTEs mileage accrued in transportation services. Another term for "outputs" is "units of service". A program's outputs should produce desired outcomes for the program's participants.

**Outcomes** are benefits for participants, they may relate to knowledge, skills, attitudes, values, behavior, conditions, or status. Benefits identified must be measurable from reliable data collection. Examples would be, as a result of completion of addiction treatment the client will have increased family income, improved health, decreased arrest due to criminal activities, increased number of days worked or improved school grades. For a particular program, there can be various "levels" of outcomes, with initial outcomes leading to longer-term ones. Improved reduction in relapse episodes severity, might result in improved school or work performance that may lead to increased income resulting in improved family financial stability.

**Outcome indicators** are the specific items of information that track a program's success on outcomes. They describe observable, measurable characteristics or changes that represent achievement of an outcome. For example clients will report a 85% decrease in sick days taken in the workplace over the next 6 mo. after completion of treatment.

**Outcome targets** are numerical objectives for a program's level of achievement on its outcomes. With experience in measuring outcomes, a program can use its findings to set targets for the next reporting period.

**Benchmarks** are performance data that are used for comparative purposes. A program can use its own data as a baseline benchmark against which to compare future performance. It can also use established statewide or national data or data from another program as a benchmark

**Data Sources** are the specific pieces of data that are used to track progress toward outcomes. Data sources should line up with the Outcome indicators and tie directly to the outcomes.

**Methods of Data Collection** will outline how the data used to measure outcomes is collected and by whom that data is collected.

<b>OUTCOME INDICATORS</b>	<b>OUTCOME BENCHMARKS</b>	<b>OUTCOME TARGETS</b>	<b>DATA SOURCES</b>	<b>DATA COLLECTION METHODS</b>

<b>INPUTS</b>	<b>ACTIVITIES</b>	<b>OUTPUTS</b>	<b>BENCHMARKS</b>

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<p><b>STEP 1</b> The process begins by listing all of the resources a program uses to achieve program objectives. This is like an inventory of assets, and liabilities. It allows the agency to see if it has the needed resources to achieve the <b>ACTIVITIES</b> that will produce the <b>OUTPUTS</b> (units of services) to achieve the desired <b>OUTCOME</b></p>	<p><b>STEP 2</b> Now list all the deliverable services that are implemented by the agency as it utilize the available <b>INPUTS</b>.</p> <p>This allows you to evaluate if more <b>INPUTS</b> are needed to generate the desired <b>ACTIVITIES</b> or if additional <b>ACTIVITIES</b> can be generated from the current <b>INPUTS</b> to develop desired <b>ACTIVITIES</b>.</p>	<p><b>STEP 5</b> Now you must develop a hypothesis of how the desired outcome can be accomplished. This should be research based .</p> <p><b>STEP 6</b> Having now developed an hypothesis of cause and effect, you identify the specific <b>OUTPUTS</b> (units of service) that will be delivered to produce the <b>OUTCOME</b>. At this time you may have to revisit Steps 1 and 2 to evaluate if additions have to occur for the <b>OUTPUTS</b> ( units of service ) to be delivered.</p>	<p><b>STEP 7</b> Now you establish the baseline that success or failure will be measured against. This may be from the previous years <b>OUTCOMES</b>, research, or baselines established by other programs delivering similar services. This will be stated as a numerical value that can be used in comparison with the <b>TARGETS</b> . The <b>BENCHMARKS</b> are identified from the various <b>INDICATORS</b> established in Step 4.</p>

Follow the identified **STEPS** in sequence as you complete this process.

OUTCOMES	OUTCOME INDICATORS	OUTCOME TARGETS	DATA SOURCE	DATA COLLECTION METHOD
<p><b>STEP 3</b> Now it is time to select what OUTCOME you wish to measure. Select OUTCOMES that are measurable, observable and have a direct behavioral effect on the client.</p> <p>Remember that you are not using the OUTCOME for CQI of the OUTPUTS(units of service). You are utilizing the OUTCOME study to evaluate the effectiveness of your agencies' utilization of it IMPUTS, and ACTIVITIES, and OUTPUTS to affect the desired change/behavior of the recipient of the services.</p>	<p><b>STEP 4</b> Once the desired OUTCOME has been chosen you must now identify what you are going to measure to see if the OUTCOME is being produced. This is a process of defining what constitutes the definition of your OUTCOME. There are most likely several components of the OUTCOME that can be measured to see if the desired change is occurring.</p>	<p><b>STEP 8</b> This is where you define the level of success you hope to accomplish. Review the BENCHMARKS from Step 7 and establish your identified numerical measurement of the TARGET.</p>	<p><b>STEP 9</b> Now review what you identified as INDICATORS in STEP 4 and establish the sources from which you will be able to gather the data to measure each INDICATOR. as well as identifying any influencing factors that may effect the accuracy of the data.</p>	<p><b>STEP 10</b> having completed STEP 9 you now must select the data collection method or instrument that will be used to collect and evaluate your desired data as well as establishing the process, or procedures that will be followed to maintain the integrity of the data.</p>

\* As outcomes are reviewed and the measured results are known You will revisit STEPS 1,2, 5 and 6 to see what may be Added or deleted or modified to effect the outcome Result you desire.