

Common Language for Results-Based Accountability

Description of concepts	Prior terminology	UWFC's Choice
A. THE BASICS		
1. A system or process for holding people in a geographic area responsible for the well-being of the community (total population or a defined subpopulation).		Population Accountability
2. A system or process for holding managers and workers responsible for the performance of their programs, agencies and service systems.	Logic Model & Progress Report	Performance Accountability
3. A condition of well-being for the community (defined population).	Goal	Quality of Life Goal
4. A measure that helps quantify achievement of population result.	Measure	Population Indicator
5. A measure of how well a program, agency or service system is working.	Outputs & Indicators	Performance Measures
6. A measure of the quantity of effort (how much service was delivered).	Outputs	How much did we do?
7. A measure of the quality of effort (how well the service functions were performed).		How well did we do it?
8. A measure of effect on customers' lives (quantity and quality)	(Common) Indicators	Is anyone better off?
9. A visual display of the history and forecast(s) for a measure.		Baseline
10. Doing better than the forecast.		Turning the curve
B. OTHER IMPORTANT IDEAS		
1. A desired future that is difficult but possible to attain.	Vision	Vision
2. The purpose of an organization.	Mission	Mission
3. A person (or other entity) who directly benefits from service delivery. (generic category)		Customer / Client
4. A person (or organization) with a significant interest in the performance of a program, agency or service system or population quality of life effort.		Stakeholder
5. A person (or organization) with a role to play in achieving desired ends.		Partner (Current / Potential)
6. An analysis of causes and conditions that helps explain why a baseline looks the way it does.	Drivers	Story behind the curve
7. Possible actions that could have a positive effect on a population indicator or performance measure.	SAI chart	What works? What would it take?
8. A coherent set of actions that has a reasoned chance of producing a desired effect.	SAI chart	Strategy
9. A description of proposed actions.	SAI chart	Action Plan
10. The components of an action or strategic plan.		Planned action
11. A description of why we think a set of actions will work.		Theory of Change
12. A prioritized list of where we need new or better data.		Data Development Agenda
13. A prioritized list of where we need new information or research about causes and solutions.		Information & Research Agenda
14a. Desired future level of achievement for a population indicator		Target
14b. Desired future level of achievement for a performance measure		Benchmark
15. An analysis of how well a program is working or has worked		Performance Evaluation