

**Join Hands for Children**  
**Advisory Committee on Outcomes and Evaluation Issues**  
*Glossary of Common Terms and Phrases*

**Baseline** – This is a statistical reference point that indicates how an agency is performing at a given point in time. A baseline typically refers to a historical level of performance prior to the introduction of an intervention or treatment.

**CSFR** – The *Child and Family Services Review* is a Federal review process to ascertain the degree of a state’s conformity with Federal child welfare requirements. States are judged in seven areas that fall under overarching categories of *Safety, Permanency, and Family and Child Well-Being*. If states are found to “not have achieved substantial conformity in all the areas assessed,” then states must craft a plan to address these areas. If improvements are not made, then states may have to pay penalties.

**Domain** – The Advisory Committee on Outcomes and Evaluation Issues has identified three preliminary categories of outcomes, or *domains*, that encompass specific areas of performance concerns for the child welfare system: Safety, Permanency and Stability, and Well-Being.

**GMAP** – The *Government Management Accountability & Performance* program helps Washington State agencies measure and improve their performance. In regard to child safety, GMAP continuously monitors: the size of social worker caseload; the speed at which we respond to CPS referrals; the rates of repeat maltreatment; and the percent of caseworkers that make monthly visits.

**Indicator** – See *Performance Indicator*

**National Youth in Transition Database** – A collection of case-level information on youth in care that includes information on services paid for or provided by state agencies that administer the Chafee Foster Care Independence Program, as well as outcomes information on youth who are in or have aged out of foster care.

**Performance Indicator** – These measurable statements are commonly used to help an organization define and evaluate how successful it is, typically in terms of making progress toward its long-term organizational goals. Performance indicators are quantifiable so it is possible to measure change in performance over time.

**Performance Measure** – See *Performance Indicator*

**Performance Monitoring** – A continuous process that engages all stakeholders in a set of structured activities whereby the stakeholders develop a real feel for what the agency does well and what the agency could do better.

**Performance Standard** – A standard of performance for which both state and private agencies are held accountable. In simpler terms, it is a performance *goal*, not an indicator of performance.

**Process of Care** – The phrase refers to the steps followed during the time family members/children receive services. The steps are the services, activities or events that form the service path through the child welfare system.

**Quality of Care** – The extent to which the manner of service delivery adheres to desired levels of excellence or craftsmanship. Essentially, “how well one does what one does?”