Appendix

Glossary of Terms

Here are definitions for terms that are commonly used in everyday language, but have particular technical meaning in the context of this paper.

City: Primarily the municipal government of an urban area. This term may also include the municipal government's nonprofit and private partners in designing, funding, and implementing public services.

City leader: An elected official or appointed civil servant who works in a municipal government.

Data: Measurements or statistics that quantify an output or outcome.

Data-based: With reference to decision making, the condition of making judgments on the basis of systematically collected empirical facts or statistics rather than anecdotal stories or intuition.

Evaluation: The systematic assessment of how effectively a given program achieves its desired outcome, often conducted with a controlled experimental design.

Evidence: Research studies and evaluations that collect data in the context of a systematic and rigorous experimental design and draw conclusions regarding program effectiveness.

Evidence-based: With reference to social programs, the condition of having one or more rigorous evaluations verify that the program delivers a significant, positive, and lasting benefit for participants and that the results are attributable to the program itself rather than another factor.

Model: A detailed set of activities that follows and implements a specific intervention designed to improve one or more social outcomes.

Outcome: A measure of an enduring change in a program beneficiary or targeted area (e.g. a new attitude, improved knowledge, acquired skills, educational attainment, getting and holding employment).

Output: The products of an organization's efforts, often expressed in terms of the volume of participants served or activities completed.

Performance management: The systematic collection of data regarding program performance, which may include data on beneficiaries, outputs, outcomes, staff, costs, revenues, or other metrics relevant to the operation of a program or service.

Program: See Model.

Provider: The organization or agency that implements a social program.

Results: See Outcome.

Results orientation: An approach to operating social programs that prioritizes the use of data and evidence and continuous improvement of practice to demonstrably boost target outcomes.

What works: Refers to one or more (non-specific) programs that are evidence-based.