

Example of Language Diagnosis

(67 possible words or word variations to label 5 ideas)

Results (population)

Results
Strategic Goals
Community Outcomes

Indicators (population)

Indicators

Performance measures (program/agency/service system)

How much did we do?
How well did we do it?
Is anyone better off?

City goals and outcomes
DSS goals and outcomes
Program goals and outcomes

Input
Output
Efficiency
Service quality
Outcome

Benchmark
Goal
Objective
Outcome
Outcome indicator
Proxy measure
Desired result
Target

Client Outcomes
Organizational outcomes

Types of outcomes (45):

3 short term
intermediate
long term
5 thriving
safe
stable
vulnerable
in crisis
3 positive
neutral
negative