Community Action Definitions

Caseload is the amount of work a social worker, in terms of number of persons or households the social worker is actively engaging in an ongoing relationship and sustained effort that has the purpose of securing the outcome intended by the program for that household.

Equity is the guarantee of fair treatment, access, opportunity, and advancement while at the same time striving to identify and eliminate barriers that have prevented the full participation of some groups. The principle of equity acknowledges that there are historically underserved and underrepresented populations, and that fairness regarding these unbalanced conditions is needed to assist equality in the provision of effective opportunities to all groups.
Source: Equity in the Center

Inclusion is the act of creating environments in which any individual or group can be and feel welcome, respected, supported, and valued to fully participate to bring their full, authentic selves to work. An inclusive and welcoming climate embraces the differences and offers respect in the words/actions/thoughts of all people.
Source: Equity in the Center

Systems of Care are public residential facilities or programs that may exit people into homelessness. The following prior residence categories are considered systems of care:

- Foster care home or foster care group home
- Hospital or other residential medical facility
- Jail, prison, or juvenile detention facility
- Psychiatric hospital or other psychiatric facility
- Substance abuse treatment facility or detox center

Source: WA Department of Commerce CHG Guidelines

Outputs are the direct and measurable products of a program's activities or services, often expressed in terms of units (hours, number of people or completed actions). Outputs refer to the activities you will conduct and the people you hope to reach. Note: More than one OUTPUT is necessary to produce a final OUTCOME.

Output examples from a Housing Program:

- Number of case management hours
- Number of clients served
- Number of referrals provided
- Number of households housed
- Number of people who access mental health services

Source: National Community Action Partnership

Outcomes are the results or impact of these activities or services, often expressed in terms of an increase in understanding, and improvements in desired behaviors or attitudes of participants. Note: A single OUTCOME is often the result of multiple OUTPUTS.

Outcome examples from a Housing Program:

- Number of households with an increased income
- Percent of households stably housed three months after exit.
- Reduced system re-users
- Length of time homeless.

Source: National Community Action Partnership