

# FOUND THROUGHOUT STANDARDS

## CASE

**Definition:** A general term used to designate clients (including individuals, families, and groups) served by an organization for purposes of monitoring the provision of services

## CLIENT

**Definition:** The individuals, groups, organizations, or communities that use, receive, or benefit from programs and services. Clients can include consumers, patients, family members, legal guardians, advocates, public/private organizations, employers, and purchasers. All are regarded as significant stakeholders served in a variety of agencies and practice settings.

## COMMUNITY

**Definition:** A specific group of people living in the same locality, and who may share a common culture, values, and norms. Communities can also be defined by race, religion, ethnicity, age, occupation, political status, interest in particular problems or outcomes, or other common bonds. The term "community" encompasses worksites, schools, tribes, residential neighborhoods, business districts, recreational areas, and health and human service sites.

## CONSUMER

**Definition:** The individual, family, group, or community that seeks or receives services. See also [CLIENT](#).

## DIRECT SERVICE STAFF OR PERSONNEL

**Definition:** Service providers that work with the program's customers and the administrators or supervisors that oversee their work. Direct service staff may be government employees, contractors, or volunteers.

## EMPLOYEE

**Definition:** Paid member of an organization. See [PERSONNEL](#).

## FAMILY / FAMILIES

**Definition:** Two or more individuals, or a network of individuals, who assume the obligations, functions, and responsibilities essential to the health and well-being of its members. Individuals and families may define their family to include extended family members, significant others, close friends, current or former foster family, adoptive family, and others with an important role in supporting individual or family well-being.

## N/A

**Definition:** If a standard is deemed Not Applicable to an organization or program, they do not have to show adherence with that particular standard

## PARENTS

**Definition:** Parents can include: birth, foster, kinship, and adoptive parents.

## PERSONNEL

**Definition:** The body of employees that carries out the organizations tasks under the organizations administration and/or supervision.

## POLICY

**Definition:** A written statement of principles, values, or intent that provides a basis for consistent decision making and guides the actions of staff, management, and board of trustees. A policy is intentionally broad in its language and application.

## PRACTICE

**Definition:** Established actions or ways of proceeding in the regular performance of programming or organizational duties. Policies and procedures often guide practice.

## PROCEDURES

**Definition:** Written instructions that outline the steps for performing a task or operationalizing a process. A procedure can be written as a step-by-step set of instructions or as a narrative description of a process.

## RESEARCH

**Definition:** All forms of internal or external research involving persons served.

## SERVICE / SERVICES

**Definition:** One or more organization-operated programs or activities that have a common general objective and deploy the organization's material and human resources in a planned and systematic manner. An organization that publicly promotes or identifies itself in writing as offering a service assigns personnel and/or space to a service or allocates financial resources to a service is considered to offer that service.

## SERVICE RECIPIENT

**Definition:** The individuals, groups, organizations, or communities that use, receive, or benefit from programs and services.

## STAFF

**Definition:** The body of employees, contractors, and volunteers that provide a service or perform a task.

## TRAINING

**Definition:** Instruction so as to make fit, qualified, or proficient in a skill or body of knowledge.