



BUSINESS GLOSSARY SAMPLE TERMS

GUIDEBOOK

A business glossary is a centralized repository of business terms, definitions, calculation rules, and term owners that establishes a common language within and across agencies. For state agencies, which often operate complex systems with interdepartmental dependencies and serve diverse stakeholder groups, a well-maintained business glossary is essential for ensuring data consistency, improving communication, and supporting data-driven decision-making.

Glossary Term	Business Definition	Usage Context	Calculation Rules	Related Terms	Owner
Benefits Eligibility Determination	A formal assessment of an individual's or family's qualification for public assistance programs based on established criteria	Benefits administration, application processing, program enrollment	Factors assessed: <ul style="list-style-type: none">Household incomeFamily size and compositionResources/assetsCitizenship/residency status Compared against program thresholds Recertified at specified intervals (typically 3-12 months) May include categorical eligibility provisions	Income Verification, Household Composition, Program Enrollment, Benefit Calculation	Benefits Program Director
Case Service Plan	Formal documented strategy outlining client goals, required services, and intervention approach	Case management, service delivery, progress monitoring	Updated minimum every 90 days Requires client participation in development Must include: <ul style="list-style-type: none">Measurable goalsSpecific action stepsTimeline for completionSuccess metrics Mandates supervisory approval	Treatment Plan, Client Goals, Service Coordination, Progress Assessment	Family Services Director
Incident Response Time	The duration between initial call receipt and officer arrival at incident scene	Performance metrics, resource allocation, service level reporting	Start time: Dispatcher receives and logs initial call End time: First officer arrival on scene Measured in minutes and seconds Excludes cancelled calls Categorized by priority level (1-4)	Dispatch Time, Travel Time, Service Coverage, Response Priority	VSP Operations Division
Criminal Investigation Case	A documented inquiry into potential criminal activity requiring formal investigation procedures	Case management, resource allocation, crime statistics	Opened upon determination of credible criminal allegation Assigned priority level (1-5) Status classifications: <ul style="list-style-type: none">OpenActiveSuspendedClosed	Case File, Evidence Tracking, Investigation Protocol, Case Resolution	VSP Criminal Investigation Division

Contact ODGA's Data Protection and Governance Team for assistance.



Glossary Term	Business Definition	Usage Context	Calculation Rules	Related Terms	Owner
Closed only with supervisory approval					
Available Bed Capacity	Number of beds currently available for new admissions in a facility	Admission planning, resource management, facility operations	Licensed beds minus occupied beds Minus beds held for pending admissions Minus beds offline for maintenance	Bed Census, Occupancy Rate, Admission Capacity	Facility Operations Director
Active Client	An individual who has received at least one service from a DBHDS facility or CSB within the last 90 days	Performance metrics, capacity planning, federal reporting	90-day period is calculated from the last service date Excludes cancelled appointments	Client Status, Service Episode	Clinical Services Director
Driver License Status	Current standing of an individual's legal authorization to operate a motor vehicle	License issuance, law enforcement, insurance verification	Status categories: <ul style="list-style-type: none"> Valid Expired Suspended Revoked Restricted Changes based on: <ul style="list-style-type: none"> Renewal compliance Traffic violations Medical restrictions Court orders Requires formal process for status reinstatement	License Issuance, Driving Privilege, Compliance, Suspension Order	Driver Services Director
Customer Wait Time	Duration between a customer's check-in at a DMV facility and their service delivery commencement	Performance metrics, resource allocation, customer service improvement	Start time: Customer check-in timestamp End time: Service initiation timestamp Measured in minutes Segmented by: <ul style="list-style-type: none"> Service type Office location Time of day Day of week Excludes customers who leave before service	Customer Flow, Service Efficiency, Peak Demand, Resource Allocation	Customer Service Director