



# Oregon Workforce System Workforce System Performance Measures Charter

<b>Project Name</b>	Workforce System Performance Measures
<b>Sponsors</b>	Governor's Office, Oregon Workforce Investment Board, Oregon Employment Department
<b>Project Lead</b>	Graham Slater, Oregon Employment Department
<b>Problem Statement</b>	<p>Oregon has had workforce performance measures since the early 1990's. However, as the state embarks on its process of workforce system redesign, it has become clear that the measures used historically are not sufficient to meet the policy, planning, and program needs of the future workforce system. In addition, the current PRISM does not include enough workforce partners and programs, nor does it have the capability to provide and display performance data in a user-defined, customer-focused, web-based manner. In short, it does not meet the state needs, nor does it allow for analysis by populations. So, new performance measures – and a new, improved method of presenting those measures – are needed.</p>
<b>Project Purpose &amp; Scope</b>	<p>The purpose of this project is to identify, compute, and publish new workforce performance measures that are relevant for Oregon's redesigned workforce system and useful for relevant policy-makers, workforce leaders, and program managers.</p> <p>This project relates to two OWIB recommendations currently combined under a heading of "balanced scorecard".</p> <p>The project has four main phases:</p> <ol style="list-style-type: none"><li>1. Identify and define the workforce performance measures that will be developed and used. This phase will involve significant communication with workforce policy makers, agency heads, state and local Workforce Investment Boards, and program leaders.</li><li>2. Develop and implement data, survey, and other systems to collect and analyze the necessary performance data. This phase will be completed in collaboration with program and IT staff in state and local agencies, organizations, and workforce boards.</li><li>3. Develop and implement a web-based information system giving all relevant audiences the ability to view performance measures based on their customized selections based on geography, program, demographics, etc.</li><li>4. Bring progress reports and draft proposals for the performance system to the Workforce Policy Implementation Workgroup for input.</li></ol>
<b>Project Milestones</b>	<ul style="list-style-type: none"><li>• Identify and define (conceptually) the (nine) performance measures which will be used for Oregon's workforce system. (Completed by January 31, 2014.)</li><li>• Identify the workforce agencies and programs that will be part of the new PRISM. (By April 30, 2014.)</li><li>• Develop detailed definitions and data collection methods for each of the nine measures. (By June 30, 2014; may take longer for the targeted sectors and cost analysis measures.)</li><li>• Present update to OWIB in July 2014.</li><li>• Develop capability to collect, combine, and analyze all data. (By June 30, 2015.)</li><li>• Begin sharing performance data in structured reports. (By June 30, 2015.)</li></ul>



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- - Start providing some performance data to OWIB in July 2015.
  - Develop and release full electronic, customized-query web/electronic performance measures system. (By June 30, 2016.)
  - Present new performance measures system to OWIB in July 2016.
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## **Project Stakeholders**

Stakeholders for this project include:

- The Governor's Office
  - Directors, Administrators, and other executive leadership of workforce agencies and entities
  - Oregon Workforce Investment Board
  - Local Workforce Investment Boards
  - State and local workforce program managers
  - The Employment Department's Research Division
  - Policy makers, elected officials, the public, with an interest in workforce development topics
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## **Expected Outcomes**

1. We will have reliable, regular data on nine statewide workforce-related performance measures. These measures are (as of 4/28/14):
    - a. Entered Employment Rate
    - b. Employment Retention Rate
    - c. Average Earnings
    - d. Wage Gain
    - e. Skill Gain
    - f. Business Satisfaction
    - g. Job Seeker Satisfaction
    - h. Targeted Sector Effectiveness
    - i. Cost Analysis
  2. Data on these measures will also be available by geography (in particular, Oregon's newly-defined Local Workforce Investment Board areas), program, and participant demographics.
  3. Performance information (measures and analysis) will be available in a publicly-accessible, customer-friendly, customized-query-offering web site.
  4. Workforce policy makers and program managers will use these data to analyze past performance and guide future policy and program decisions.
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**Funding and Resources**

This project will have three primary funding sources:

1. Existing partner funding for the current version of PRISM.
2. A \$1.2 million, three-year federal Department of Labor *Workforce Data Quality Initiative* grant. (This grant will pay much of the cost of the identification of new measures, the development of the wage-record related measures – numbers 1-4, and possibly #5, the development of the wage-record data systems, and the development of the website.)
3. Other Employment Department funds and Research staff, as needed.

**Major Project Risks**

- The 2014/2015 timelines are very tight and may not be feasible. (They would likely be feasible if all relevant participants were focused only on this project, but for almost all of them, that is not the case.)
- OED will be dependent on cooperation from other agencies and workforce entities for the development of the new system.
- OED will be dependent on partner agencies for timely submission of appropriately formatted data.
- The project requires significant contributions from the Employment Department's IT section, at a time when that section is still going through significant change and restructuring, and when that section's staff have numerous other assignments. (Note though, that the IT section is fully involved and providing excellent project management leadership and technical guidance.)

**Sponsor Approval Signatures**

Governor's Office: \_\_\_\_\_

OED: *Lisa Munnif*      OWIB: *W. Phil*

CCWD: *Kerissa Caldwell*

DHS: *Carl*

OBDD: *Jared J. Gosden*

OWP: *Judana Barclay*

Amendments to Charter	Version #	Short Description	Date Amended



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<i>0.1</i>	<i>Draft</i>	<i>3/14/14</i>
<i>0.2</i>	<i>Draft</i>	<i>05/05/14</i>
<i>0.3</i>	<i>Final draft</i>	<i>05/07/14</i>
<i>0.4</i>	<i>Final draft—revision 2</i>	<i>05/09/14</i>