

Performance Reporting Information System (PRISM) Frequently Asked Questions October 17, 2016

The following Frequently Asked Questions are drafted in context of PRISM 2, Oregon's newly updated workforce performance measurement system.

Q. What is PRISM?

PRISM is an acronym for Performance Reporting Information System (PRISM). PRISM was established by Oregon Senate Bill 250 in 2003. Since the passage of the bill, PRISM has been collecting data and producing information and reports about the effectiveness of Oregon's workforce system programs and services. This performance data helps policymakers, administrators, and educators make informed program and service delivery decisions.

Q. What is PRISM 2?

PRISM is now more than a decade old. Oregon's leaders indicated a strong desire to develop the next version of PRISM. PRISM 2 is the new, updated system designed to include more data, add more partners, report on new performance measures, and provide a user-friendly web tool which will allow customers to get the information they want, easily. The original PRISM system will operate in tandem with PRISM 2 for six to twelve months after PRISM 2 is fully operational.

Q. Which agencies and programs either have or plan to submit data to PRISM 2?

- *Department of Human Services*
 - Temporary Assistance for Needy Families (TANF)
 - Supplemental Nutrition Assistance Program (SNAP)
 - Vocational Rehabilitation (VR)
- *Employment Department*
 - Employment Service
 - Unemployment Insurance
 - Trade Act
- *Higher Education Coordinating Commission*
 - Public Universities
 - Community Colleges
 - Title 1B: Youth, Adults, Dislocated Workers
 - Title II Adult Basic Education
- *Department of Education*
 - K-12

Q. What are the performance measures?

Oregon's workforce leaders adopted the Workforce Innovation and Opportunity Act (WIOA) measures and four Oregon specific measures.

The WIOA measures include:

- Employment Rate Q2 – The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program;
- Employment Rate Q4 – The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program;
- Median Earnings – The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program;
- Credential Rate – The percentage of program participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent during participation in or within one year after exit from the program;
- Measurable Skill Gain – The percentage of program participants who, during the program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment; and
- Services to Employers – The indicators of effectiveness in serving employers. (Definition pending)

The Oregon measures include:

- Entered Employment Rate Q2 – Of those individuals who are not employed at the date of participation, the percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program;
- Wage Gain – Of those who were employed during the second and third quarters prior to the date of participation, and in the second and third quarters after the exit quarter; the percentage who had higher wages after exit;
- Business Satisfaction – From a survey of employers; the percentage of survey respondents who gave favorable ratings to the overall quality of services they received, and the likelihood that they would recommend those services to others; and

- Individual Satisfaction – From a survey of individuals; the percentage of survey respondents who gave favorable ratings to the overall quality of services they received, and the likelihood that they would recommend those services to others.

Q. What data is collected?

Data for the performance measures is collected from three primary sources.

Source 1: Each quarter the partners send their data to PRISM 2 which includes demographic information, service data, and outcomes. The demographic data includes data such as the customer/student's age, gender, race, ethnicity, veteran status, etc. The service data identifies the type of service provided and duration of the service. The outcomes are the results of the services delivered. An example of outcome may include data like whether the student graduated and the degree awarded.

Source 2: The employment measures require analysis of wage data. PRISM 2 uses wage data from four sources.

1. Oregon unemployment insurance wage records
2. Out-of-state wage records
 - [Wage Record Interchange System \(WRIS\)](#) wage data from the 50 states, Washington D.C, and Puerto Rico used for employment outcomes for Title 1B and Employment Service.
 - [Wage Record Interchange System 2 \(WRIS 2\)](#) – wage data from 44 states, Washington D.C., and Puerto Rico used for employment outcomes for all PRISM partners except for Title 1B and Employment Service.
3. [Federal Employment Data Exchange System \(FEDES\)](#) – federal wages from three federal agencies:
 - Office of Personnel Management (OPM);
 - Department of Defense;
 - Defense manpower Data Center (DMDC).
4. Supplemental wage data which is self-reported through follow-up interviews with the customer. Supplemental data is only used in the absence of unemployment insurance wage data.

Source 3: Two Oregon measures (Business Satisfaction and Individual Satisfaction) use data collected through monthly surveys. The Individual Customer Satisfaction Survey includes people who registered with a workforce system program during the previous month. The Business Customer Satisfaction Survey includes employers who closed a WorkSource Oregon job listing during the previous month.

Q. How much historical data will be available?

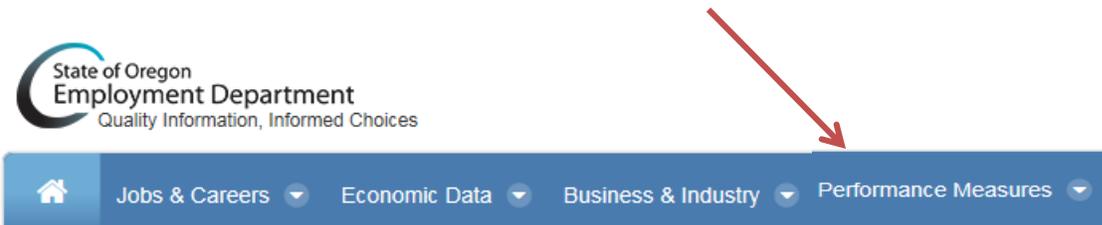
The amount of data available for reporting will depend upon the partner and how much data is available in their system and shared with PRISM. A few partners have new data systems which will limit the amount of historical data available for the performance reporting.

Q. When will the performance reports be available?

Reports for Business and Individual Satisfaction measures are available now. Reports for the WIOA measure Employment Rate Q2 are planned for release in November 2016. Reports for each of the remaining six measures are planned for release at a rate of about one per month between December 2016 and June 2017.

Q. Where can I find the performance reports?

The performance reports will be available to the public on QualityInfo.org. In the menu across the top of the page look for 'Performance Measures'.



Under the menu item 'Performance Measures', each measure will be listed as reports become available e.g., Employment Rate Q2, Employment Rate Q4, etc. Currently, Individual and Business Satisfaction performance reports are available by clicking on 'Customer Satisfaction Measure'.

Q. What information will be available on the performance reports?

Reports display statewide and workforce area performance data/results. Customers have the option to filter by time period, e.g., month (Individual and Business Satisfaction measures), quarter, or program year. Additional filtering is available for gender, disability status, age, veteran status, race, ethnicity, and highest grade completed.

Q. Are all programs and agencies included in the customer satisfaction measures?

Included in the Individual Customer Satisfaction Survey are people served by:

- Oregon Employment Department
 - Unemployment Insurance
 - Employment Service (Wagner-Peyser)
 - Trade Act
- Higher Education Coordinating Commission
 - Title 1B Youth, Adults, and Dislocated Workers

Additional workforce system customer groups will be added to the survey in the future.

Q. Which businesses are included in the Business Customer Satisfaction Survey?

The Business Customer Satisfaction Survey includes employers who closed a WorkSource Oregon job listing during the previous month.

Q. Where can I find more information about the customer satisfaction measure?

More information about the customer satisfaction measure can be obtained by visiting [Definitions & Methods](#) on Qualityinfo.org.

Q. Will all programs be included in the first release of the employment reports?

We are working with agencies to help collect their program data in as timely a manner as possible. If an agency / program(s) are not included in the reports, the data has not yet been submitted to the system.

Q. Will employment reports be available for each Oregon community college and public university?

Yes, users will be able to view employment reports for each Oregon community college and public university. Performance reports will also be available by CIP (classification of instructional programs).

Q. Will reports include employment outcomes by occupation?

Unemployment insurance wage data provided by the employer does not include occupation. There is no plan to collect occupation data at this time.

Q. Are organizations on the Eligible Training Provider List submitting data to PRISM?

PRISM will be receiving data on the Eligible Training Providers from the Higher Education Coordinating Commission. This data will be used to produce employment, earnings, and credentials obtained by individuals in the program of study eligible to received funding under the adult and dislocated worker programs under Title 1 of WIOA.

Q. Private career schools receive training funds from Title 1B are included on the Eligible Training Provider List. Will PRISM be receiving data from the private career schools too?

Yes, PRISM will be reporting performance outcomes for those private career schools on the Eligible Training Provider List.

Q. When will the Eligible Training Provider performance reports be available?

Eligible Training Provider performance reports will be available late spring or early summer 2017.

Q. Where can I get more information?

Additional questions can be directed via email to John Glen, john.l.glen@oregon.gov, or Phoebe Colman, phoebe.k.colman@oregon.gov.