

Performance Reporting Information System (PRISM)
Frequently Asked Questions
April 22, 2024

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.

In 2017, PRISM was updated to include more data, add more partners, report on new performance measures, and provide a user-friendly web tool which allow customers to get the information they want, easily.

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

- *Department of Human Services*
 - Temporary Assistance for Needy Families (TANF)
 - Supplemental Nutrition Assistance Program (SNAP)
 - Vocational Rehabilitation (VR)
- *Employment Department*
 - Unemployment Insurance
 - Trade Act
- *WorkSource Oregon*
 - Employment Services
- *Higher Education Coordinating Commission*
 - Public Universities
 - Community Colleges
 - Title 1B: Youth, Adults, Dislocated Workers
 - Future Ready Oregon
- *Department of Education*
 - K-12
- *Bureau of Labor and Industries*
 - Apprenticeships

Q. What are the performance measures?

Oregon's workforce leaders adopted Workforce Innovation and Opportunity Act (WIOA) measures and Oregon specific measures, and added time periods following exit to evaluate performance for three of those measures.

1. Employment Rate* – The percentage of program participants who are in unsubsidized employment after exit from the program.
2. Median Earnings* – The median earnings of program participants who are in unsubsidized employment after exit from the program.
3. Entered Employment Rate* – Of those individuals who are not employed at the date of participation, the percentage of program participants who are in unsubsidized employment after exit from the program.
4. 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.
5. 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.
6. 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.

**Performance Measures are available for 2, 4, 8, 16 and 24 quarters after exit.*

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 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 such as whether an apprentice received their certificate.

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

1. Oregon unemployment insurance wage records

2. Out-of-state wage records
 - [State Wage Interchange System](#) – wage data from 50 states, Puerto Rico and Washington, DC used for employment outcomes for all PRISM partners beginning in 2017Qtr4.
3. 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. Is historical data available?

The amount of data available for reporting depends 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. Where can I find the performance reports?

The performance reports are available on QualityInfo.org under 'Tools', and then 'Workforce System Performance Measures'.

Under the menu item 'Performance Measures', each measure is listed. Individual and Business Satisfaction performance reports are available by clicking on 'Customer Satisfaction Measure'.

Q. What information is available on the performance reports?

Reports display statewide, workforce area and ODHS District 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)

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. 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. Where can I get more information?

Additional questions can be directed via email to Brenda Turner, brenda.p.turner@employ.oregon.gov.