

## ***Oregon Performance Reporting Information System (PRISM)***

### **Proposal to Expand and Improve Workforce Data Quality (WDQI Project)**

The State of Oregon has a proven workforce longitudinal administrative system: PRISM. This system has been collecting, analyzing, and sharing statistical and demographic data for the development and reporting of workforce system performance measures. But now, PRISM is more than a decade old, and Oregon's leaders have a strong desire to develop the next version of PRISM to include more data (including UI benefits and education), more programs, more partners, and -- perhaps most importantly -- a completely new, current, flexible, user interface. As a result, the Oregon Employment Department (OED), in partnership with several state agencies, proposes the Workforce Data Quality Initiative (WDQI), to review, redesign, develop, and implement an improved workforce performance measurement system. This includes three components: (1) incorporate additional programs and data sources, including linkages to the state's educational State Longitudinal Data System, to enable workforce data to be matched with education data and other data related to publically funded programs; (2) enhance the use of longitudinal data to evaluate the performance of federally and State-supported programs; and (3) improve the ability to provide user-friendly data and interfaces.

### **1. Statement of Current Capacity**

Oregon's *Performance Reporting Information System* (PRISM) was established by Oregon Senate Bill 250 in 2003 to collect, analyze, and share statistical and demographic data for the development and reporting of workforce system performance measures. For purposes of the Data Quality Initiative SGA, PRISM is a partially-developed system. It started collecting data as of July 2000, and contains data on 1.7 million individuals, with 37 million service records.

*i. Capacity for maintaining secure data storage.* The PRISM system maintains secure data storage. Data is and will be stored in a secure AIX-based server at the State Data Center behind a firewall. Access for data maintenance is based on user-logon restricted to individual program-based data and is controlled through secure logons and static IP addresses. Data submitted from the programs to PRISM is through SFTP and is maintained behind the OED firewall.

Oregon has in place state laws and other legal requirements regarding secure data storage including Oregon Revised Statute: ORS 657.734 (5)(a); Oregon Administrative Rules: OAR 471-015-0015 and OAR 471-015-0020; and interagency agreements with entities participating in PRISM. These describe how confidentiality in research, evaluation, and performance management is maintained, and under what circumstances personally identifiable information (PII) data is made available, to whom, and to what level of specificity, to maintain confidentiality. The system also meets all federal confidentiality requirements.

No changes to Oregon’s capacity for maintaining secure data storage are proposed.

*ii. Planned and established partnerships.*

*Planned partners – Education, Bureau of Labor and Industries.* OED, as the administrator of PRISM, will establish a partnership with Oregon’s three (3) State education agencies:

- Oregon Department of Education (ODE): Pre-K-12 education;
- Community Colleges and Workforce Development (CCWD): oversees 17 state community colleges as well as workforce/WIA-funded programs; and
- Oregon University System (OUS): state system of higher education, seven universities.

The OED has existing, collaborative relationships with all three entities. The OED participates in the Oregon Department of Education’s Project ALDER, including serving on the Executive

Committee. ALDER is the US Department of Education-funded State Longitudinal Data System (SLDS) grant to include P-20W (preschool – work) data in the system. OED also provides customized UI wage record matching for individual community colleges, the Department of Community Colleges and Workforce Development, and the Oregon University System.

ODE and OUS, along with components of CCWD, will provide the linkages to the education SLDS. Please see the attached Letter of Agreement signed by all three entities.

In addition, OED is currently in discussion with Oregon’s Bureau of Labor and Industries (BOLI) regarding participation in the project in order to include Oregon’s Apprenticeship data.

*Established partners:* OED/PRISM has established partnerships with two state agencies:

- Oregon Department of Human Services (DHS); and
- Oregon Department of Community Colleges and Workforce Development (CCWD).

OED, DHS, and CCWD serve on the PRISM Steering Committee, have authority to provide data, and have been providing data to PRISM and its predecessor system for close to 20 years. Please see the attached Interagency Agreements.

*Potential Barriers:* No potential barriers to data-sharing among established and potential partner agencies have been identified. Oregon has a 20-year track record of recognizing barriers to data-sharing and overcoming them, including regarding Social Security Number (SSN) security/privacy concerns and use; secure data systems; data analysis systems; and data sharing. All these barriers have been overcome.

*iii. Existing and planned data linkages.* PRISM contains 13 years of individual record data on:

- Workforce Investment Act (WIA) Title IB (*sourced from CCWD*);
- Workforce Investment Act (WIA) Title II Adult Basic Education (*sourced from CCWD*);
- Wagner-Peyser Employment Service (*sourced from OED*);
- Temporary Assistance for Needy Families (TANF) (*sourced from DHS*);
- Unemployment Insurance (UI) wage record (*sourced from OED*);
- Vocational Rehabilitation (*sourced from DHS*); and
- Career and Technical Education (*sourced from CCWD*).

*Planned Data Linkages.* The development and expansion of the existing system will include the addition of disaggregated individual data records for the following programs:

- K-12 and post-secondary data, consistent with FERPA, to be sourced from ODE, once Oregon's education SLDS is fully-developed. Through the WDQI project, the workforce and education data will be linked in a manner that supports two-way data sharing.
- Trade Adjustment Assistance to be sourced from existing OED systems;
- UI benefit data, benefit payment information, and associated demographics to be sourced from existing OED systems; and
- SNAP (Supplemental Nutritional Assistance Program) to be sourced from Oregon Department of Human Services (DHS).

*iv. Statistical analysis and reporting to inform stakeholders.* PRISM provides quarterly outcome performance reports for three employment measures:

1. Employment – The percent of customers employed in the quarter of exit or the quarter after completing services.
2. Retention – The percent of customers employed in four continuous quarters after completing services.
3. Wage Gain – Fifth quarter average hourly wages minus first quarter average hourly wages.

For each of these measures, aggregate reports are produced at the statewide, workforce region, and program level. Each report includes outcomes by gender, disability, age group, veteran, race/ethnicity, and education level. The Employment report also includes outcomes by industry.

The data are also used to produce historical trend graphs for each measure, at the statewide, workforce region, and program level, and for each program at the workforce region levels. These trend graphs display statewide program performance compared against the program performance within each region.

Each quarter, PRISM staff also produce a one-page ‘At-A-Glance’ document for each of the three measures, showing the most recent performance and indicating whether the year-over-year change is increasing or decreasing and by how much.

PRISM staff uses the workforce data to produce ‘Results & Trends’ reports. These documents, usually three-to-five pages, provide stakeholders, policy makers, and elected officials with analysis and commentary on the workforce system. Recent analyses include, *The Impact of the Recession on Oregon’s Workforce System in Region 4*, and *The Effect of the Recession on Manufacturing*. These are only a few examples of the ways the workforce data in PRISM is used to help stakeholders and policy makers make informed decisions.

*Proposed analysis and reporting.* Oregon has identified the need to have more workforce and education data available for research and analysis. During 2012, the Oregon Office of the Governor and the Oregon Workforce Investment Board increased the use of PRISM and requested significant improvements to the system. The requested improvements are for inclusion of education data as part of the performance measures, as well as adding new measures and programs. These data will be used, at the state and workforce region levels, as an important tool to help Oregon determine program effectiveness, supporting planned investments in workforce and education programs and more.

Expansion of the existing PRISM workforce reporting system will provide a much greater complement of data for reporting and analysis due to the addition of education, Trade Adjustment Assistance, and UI benefit data and benefit payment information. Examples of new analysis and reporting that will be possible include, but are not limited to: 1) analysis of the extent to which individuals served by Oregon's workforce system enroll in or return to school, as opposed to becoming employed; 2) inclusion of UI benefits as part of the analysis of individuals receiving services from Oregon's workforce system; 3) comparing the work retention rates for individuals who complete various types and levels of post-secondary education.

In addition, the linkage between workforce and education SLDS will be important for two-way data sharing, so that education and workforce entities will be able to determine outcomes for individuals as they transition back-and-forth between education and work.

*v. Partnerships with neighboring states.* Oregon strongly supports partnering with neighboring states, and, with Washington state, was the original proposer of what has become WRIS2. OED

currently sends and receives both WRIS and WRIS2 data, which are incorporated into the PRISM database. Please see the attached letter from the OED Director regarding WRIS2.

Two significant Oregon labor market areas border neighboring states: the Portland metropolitan area borders Washington, and the Ontario labor market area borders Idaho. Oregon has a data sharing agreement with Washington (see attached), and is in discussions with Idaho.

Waivers. Oregon currently operates the WIA program with a waiver of WIA regulations at 20 CFR 663.530 of the time limit on the period of initial eligibility for training providers.

Oregon does and will provide user-friendly information to consumers to help them select workforce training programs. PRISM provides information at the broad program/system level, while the eligible training provider effort provides information at the individual training provider level. Information is readily available to consumers at each American Job Center and online.

During the initial planning phases of the project, OED will work with CCWD to investigate ways the Eligible Training Provider (ETP) system can be more fully linked to and/or integrated with PRISM. This will include determining ways to implement: a) more collaboration between ETP and the broader workforce system; b) PRISM linkage/integration to the ETP; and c) ways the PRISM user interface can be consistent with or incorporate the ETP user interface.

Oregon is committed to maintaining an extensive and comprehensive list of providers. Oregon is working on a new web based application which will include a performance reporting option which will further inform consumers about performance and cost information.

Oregon commits to exploring ways to revoke the waiver. There are several problems in implementation of a subsequent eligibility process that must be solved prior to revoking the waiver, including training provider data reporting systems, Attorney General of Oregon rulings

on use of social security numbers for WIA data purposes, lag time in UI data reporting, and applicability of all students data. Several of these would likely result in providers, including community colleges and degree granting institutions, asking to be removed from the list. Oregon welcomes federal support in solving these problems to allow for revocation of the waiver.

## **2. Plan Outline**

*Oregon will build on the existing state workforce longitudinal data system, PRISM, to add new data series, new partners, new programs, and improve the ability to match data across programs, in a flexible and customizable way.*

*i. Objectives.* Oregon will accomplish the following under the WDQI project:

1. **Expand PRISM.** The project will add more programs and partner agencies (ODE, OUS, CCWD education programs, Trade Act, and potentially Bureau of Labor and Industries apprenticeships), as well as UI Benefits data.

2. **Improve the quality of workforce data:** In this case, data quality is already high; however adding additional programs will increase the value of the entire system.

3. **Match workforce and education data:** The new PRISM and education SLDS will be linked. The system will be able to provide data on whether individuals stayed in or enrolled in school/college, after they were served by the workforce system and whether individuals found jobs after graduating from education.

4. **Provide data and analysis for policy-makers:** The new PRISM will better meet requests by state and local workforce boards, Governor's office, and other policy-makers, for: a) tracking of workforce participants within individual cohorts; b) tracking of effectiveness of particular workforce services; c) comparing/contrasting performance and system data across and between workforce regions; and d) linking education and workforce data. Oregon will meet with

leadership and staff from workforce and education entities to develop a list of specific needs and requests, and develop PRISM to respond to these areas of policy analysis.

5. **Produce and disseminate performance information.** PRISM already has standard, easy-to-understand reports for all workforce regions, programs, and time periods. OED's Workforce and Economic Research Division (within which PRISM is located) is the lead agency working with state and local WIBs on their performance dashboards, each of which includes data from PRISM. This objective will continue current work.

6. **Create user-friendly portals.** PRISM was developed more than a decade ago; the world of web design/customer interface has changed greatly. Under this project, OED will: a) listen to customers, to determine exactly what they want from the new PRISM and b) develop a web interface (and possibly other interfaces) to allow customers to get what they want, easily. These customers may be policy-makers analyzing performance, or workforce/education system participants making decisions about training programs and their likely outcomes.

*ii. Status of Education SLDS.* Oregon currently has a partially-developed Statewide Longitudinal Data System which contains data stores of select early childhood data, full K-12 data, and select post-secondary data. Current collaborations stemming from the Advancing Longitudinal Data for Educational Reform (ALDER) SLDS grant will lead to the inclusion of a more robust set of early childhood data, data from community colleges, and an initial small set of workforce data. Our current SLDS is building an identity resolution layer that will support linking datasets across sectors for approved purposes. Partner agencies and entities in our current SLDS efforts include the Oregon Department of Education (ODE), Oregon University System (OUS), Community Colleges and Workforce Development (CCWD), Teacher Standards and Practices Commission

(TSPC, licensure body), the Oregon Employment Department (OED), the Governor's Office, Oregon Education Investment Board (OEIB, a state-level coordinating body), and the Oregon Student Access Commission (OSAC, financial aid). In the current phase, only ODE, OUS and CCWD have an executed memorandum of understanding (MOU) to exchange data. The other agencies and entities will be added to the MOU by December 2013. Partner agencies will contribute data to a shared Operational Data Store (ODS) (i.e., longitudinal database) to support research and evaluation activities, rather than continuing the former practice of extracting and transferring datasets annually. Workforce agencies will be able to run queries against the shared ODS to join to their own datasets when deemed inappropriate to store those data in ODS.

*iii. Sustaining PRISM.* PRISM will be sustained through its current (and long-standing) funding mechanism, which is sufficient to operate the PRISM system, but not to make major improvements or changes. Oregon has a 20-year history of funding, supporting, and sustaining a workforce performance-related longitudinal database. For its entire history, PRISM has been jointly funded by the three primary partner agencies: DHS, OED, and CCWD. All agencies agree that the base funding for PRISM will continue into the future. PRISM costs are identified early in the state's biennial budget development cycle; OED and partner agencies negotiate and agree on actual PRISM funding levels and agency contribution levels as part of the routine budget process; PRISM costs are imbedded in each individual agency's budget proposals. Oregon has never had PRISM funding denied or questioned; this is expected to continue.

### **3. Description of Partnership Strategies**

Oregon's workforce agencies have a long history of partnering together, including over 20 years of data sharing. Through these efforts OED has implemented a long-term strategy for developing and maintaining relationships within and outside of the workforce system, in the context of the longitudinal data system and other activities. This strategy has been, and will continue to be:

- Tireless communication and collaboration with workforce boards, policy-makers, elected officials, agency heads, partner agencies. This includes presentations at boards and meetings of key policy-makers, as well as being responsive to requests from key partners and policy-makers. Examples of this responsiveness include the many improvements made to PRISM in the past year, primarily at the request of the Governor's Office, and with the blessing of the PRISM Steering Committee.
- Making it easy for partner agencies to participate in PRISM: collaborative development of agreements; tight controls on PRISM costs; OED performing background work so the effort needed from partner agencies is as small as possible.
- Being responsive to custom requests from partner agencies, such as special requests for legislative hearings, etc. This demonstrates to partners the value of their participation in PRISM.
- Serving on joint committees, including the ALDER Executive Committee, demonstrating the Employment Department's commitment to the broad workforce-education systems. Oregon's Labor Market Information Director, which is the same division where PRISM is housed, is involved in state and local Workforce Investment Board, Governor's Office, and other workforce policy-maker discussion forums.

*i. Partnerships within State Workforce Systems.* As described above, Oregon has strong, existing partnerships with the state's workforce system partners as documented by the attached Interagency Agreements. The proposed WDQI project will improve sharing of workforce data through (1) improved user interface, allowing workforce partners to more readily analyze data and create reports they need; (2) the addition of education and other data which will allow workforce partners to connect education and workforce activities and outcomes at the participant level; and (3) the ability to supply additional data elements and reports for policy analysis.

Workforce partners will provide data elements as described above in *Section I iii. Existing and planned data linkages*, including participant demographic data, program participation data and outcome data.

*ii. Partnerships with State Education Agencies.* OED is actively partnering with ODE as the entity leading ALDER, the education SLDS initiative, including serving on the grant's Executive Committee. The proposed WDQI project will create the capacity to link data between the education and workforce databases, consistent with FERPA, to support longitudinal data analysis and provide performance information from secondary and post-secondary training providers to the workforce system and consumers. OED also actively partners with CCWD and OUS on a wide variety of projects, including wage record matching and performance measurement analysis. Please see the attached letter of agreement that details the proposed arrangements with the three state education agencies (ODE, OUS and CCWD-community colleges).

Education partners will provide data elements as described above in *Section I iii. Existing and planned data linkages*, including participant demographic data, program participation data and outcome data.

*iii. Partnerships with Research Universities or Other Research Entities.* OED has the internal capacity to operate the longitudinal data system, including collection, maintenance, analysis and reporting of data. Oregon legislation supports data-sharing between State agencies. As a result, an alternative data storing or data analysis intermediary is not required or necessary.

*iv. Partnerships with Additional State Agencies.* Oregon is in the midst of adding Trade Act data to PRISM, as well as Supplemental Nutrition Assistance Program (SNAP) data, and is in negotiation with Oregon Commission for the Blind for inclusion in PRISM.

OED is currently in active discussion with Oregon’s Bureau of Labor and Industries (BOLI) regarding participation in the WDQI project. Oregon will continue to build on the outreach with Oregon’s Bureau of Labor and Industries, in regard to incorporating data from their apprenticeship programs. OED will also work with the US Department of Labor, to determine whether it would be advantageous to incorporate apprenticeship data from national programs.

#### **4. Description of Database Design, Data Quality Assurance, Proposed Uses**

Through the WDQI project, Oregon’s PRISM system will be expanded and fully implemented, in order to include or link with education and other data, enable significant analysis and research, and provide an improved user-friendly interface.

The following provides a broad timeline of WDQI database design and implementation:

<b>WDQI Project Implementation Timeline</b>	
<b>Months 1-12</b>	
	Convene work group(s) consisting of policy-makers, agency heads (or their designees), program managers, state and local workforce board officials, partners, program and IT subject matter experts
	Identify what is working well within the current PRISM

Identify what could/should be improved from the current PRISM
Review and identify best practices in other states for workforce performance systems
Work with partners in the education system to identify processes and agreements for linkage with education data
Develop specifications for new PRISM
<b>Months 7-30 (this work starts while the previous phase is still underway)</b>
Research and IT staff work collaboratively to develop the new PRISM
<b>Month 31</b>
Release the new PRISM in test
<b>Months 30-34</b>
Continue refining the new PRISM, based on staff and customer feedback
Provide statewide training on new PRISM
<b>Month 35</b>
Release final version of new PRISM
<b>Month 36</b>
Wrap up grant close-out activities

Important to the process is the initial work group activities. OED will convene policy-makers, workforce and education partners, workforce program staff, and information technology staff to identify improvements needed, possibly including but not limited to: changes to the existing measures; addition of new programs or partners; links to education data (mandatory); upgrading/modernization of data system; development of a more user-friendly user interface. The input of the work group will assure that the full range of potential needed improvements are identified and that the improvements that are made respond to and are valuable for Oregon’s workforce, education and human service delivery system.

*i. Personal identifiers.* The WDQI project will use the existing PRISM database protocols for using social security numbers and unique personal identifiers. Currently, data submitted to PRISM by all partners includes the social security number (SSN) for those individuals who have provided the SSN either voluntarily or as a condition of receiving services e.g., TANF or Vocational Rehabilitation. The SSN is assigned a unique subject identifier or pseudo number.

The SSN is only used to match against the UI wage record data, otherwise the unique subject identifier is used when conducting analysis in order to preserve the security and confidentiality of the records. All linking of SSN to unique identifiers will be consistent with FERPA requirements.

*ii. Data quality measures.* PRISM has a current structure in place to ensure data quality.

Currently and in the future, data from external programs will be transmitted to a secured FTP server using the SFTP protocol. Each program (e.g. WIA, TANF, etc.) is assigned an SFTP folder for delivery of flat file structures. These are then extracted by an automated process and transmitted to the PRISM server for validation and integration into the PRISM database.

Data which fails validation testing is stored in suspense tables within the PRISM database, where it is corrected and resubmitted to the validation process. Currently, this is done by program staff via an Oracle forms application; during the WDQI project, this will be replaced with a more current Oracle-based toolset.

Once validated, the data is inserted into the core PRISM tables which drive reporting and creation of the public-facing PDF's. These components will also be replaced with a more current web-based Oracle-based toolset.

The WDQI project will implement four main improvements to quality of workforce data:

1. **Automate the delivery data summary and validation report.** Currently, reports are run manually by IT staff for each partner and data submission. Generation and distribution via email of these reports will be automated as a deliverable of the grant project. Reports include the number of submitted, successful, and suspended transactions for the intake, outcomes, services, and goals. They also provide a breakdown of suspended transactions by error type.

2. **Develop automated alerts.** To assist partners in managing review and remediation of suspended transactions, alerts will be emailed to partners at designated intervals.

3. **Implement working sessions with programs to identify data improvement opportunities.** A staff from each PRISM partner with a working knowledge of the agency information systems and data collection activities will serve on a data elements committee that will identify new and existing data sources, resolve data mismatch conflicts, correct changes to data provided, and review current data elements for the purpose of data quality and improvement.

4. **Develop a global data validation report** to identify data error trends. The report will also provide a breakdown by partner of identified errors. This will allow for rapid development of a practical remediation plan to allow for timely resubmission of data.

In addition, for new data to be included in PRISM as a result of the WDQI project, the process to assure data quality includes:

- Establish data edit criteria for each field;
- Establish relational edits between related fields;
- Provide data validation reports to each program;
- Implement ability for programs to correct suspended data; and
- Develop global data validation report.

*iii. Scope of longitudinal data:*

- WIA Title IB: already included, already being matched through longitudinal data system.
- Wagner-Peyser Act: already included, already being matched.
- DHS TANF and Vocational Rehabilitation: already included and being matched.

- Trade Adjustment Assistance and Trade Readjustment Allowances program data: will be included (currently underway), will be matched.
- UI wage record information from quarter to quarter measuring employment and income earning gains: already included, is the source for the matching.
- UI benefit claims and demographic data: will be included, will be matched.
- Federal employment data (available through DOL's Federal Employment Data Exchange System): will be included, will be matched.
- State education agency data (including early childhood, K-12, and postsecondary education student demographic data, test scores, teachers, graduation rates and transcripts): will be matched through linkage with the education SLDS.

In addition, Oregon's PRISM system will have a data-sharing partnership with

- Oregon DHS for Supplemental Nutrition Assistance Program.

All included data will be able to be matched with other data within the PRISM database, as well as with education data through the linkage with the education SLDS.

The types of analysis and research projects that will be conducted with the workforce longitudinal database to improve program performance and enhance customer choice are described under *v. Planned reports/deliverables* below.

*iv. Security measures.* The PRISM staff will maintain computer security on the PRISM server(s), which house all unit record level data. This will include physical, hardware, operating systems and software security measures, which allow only authorized personnel access to the PRISM computer system.

PRISM security measures shall include, but are not limited to: firewalls and Internet Protocol (IP) filtering to prevent unauthorized access through the Internet; monitoring and logging of system access; appropriate file permissions set on files; and maintaining physical security to meet IRS security protocol requirements. PRISM staff remain current on the changing requirements for maintaining system security.

All data is transmitted to PRISM via SFTP by user secure logon to a program specific destination. Data is transmitted from the SFTP server by an automated process to a secured database behind a firewall. Database access is restricted through use of static IP with conjunction. User access to programs is restricted by use of user logons, passwords, and static IP addresses.

PRISM reports are always aggregated summaries which cannot be used to identify individuals. Reporting never includes unique identifiers, such as SSN. For any report criteria selecting less than 3 individuals, data is suppressed from display but counted in overall totals.

*Planned data files.* The WDQI planning team will work to develop and/or expand the capacity to match workforce and education data. Specific steps include developing protocol to:

- a. Retrieve and validate data received from education entities
- b. Identify key fields to establish a reliable matching process between data sources
- c. Establish a process for error detection and reconciliation.

<b>Planned data files contained in PRISM</b>	
Intake	For each individual served who provided their SSN Data: SSN, the assigned agency code, the start date of the record, basic demographic including age, gender, disability, ethnicity, last grade completed and veteran status.
Service	Data: SSN, assigned agency code, service date, program code, service code, exit code (reason for exit), field office providing the service, and the service completion date
Goals	Data: SSN, assigned agency code, start date of the record, the goal code, goal status code (whether the goal code is active, abandoned, attained, or not

	attained), goal established date, and goal status date.
	Goal types: employment, increase in basic skills, demonstrated competency workforce readiness skills, completion of occupational skills training, enrollment post-secondary education or training, or completion of an educational degree or certificate
	The PRISM employment measure requires a goal of employment in order to qualify an individual for inclusion in the measurement.
Outcomes	When an outcome record is submitted by the program, which includes an outcome date as a part of the record, the outcome date signals the system to begin tracking employment performance for an individual
	Data: SSN, assigned agency code, the outcome date (the date of last service), exit code (reason for exit i.e., employment, enter school, etc.), field office, and the start date of the record.
Education	Details of adding education records to the PRISM and/or linking PRISM records to the education SLDS will be worked out with education agencies, as part of this grant's implementation.
Oregon's UI wage record	Quarterly unemployment Insurance (UI) wage record data for approximately 90-95 percent of all workers in Oregon
	SSN; Firm identification number; Year and quarter worked; Wage; Hours worked; and Industry code - NAICS (North American Industry Classification Code)
Wage Record Interchange System (WRIS)	WRIS wage data is obtained from all 50 states, District of Columbia and Puerto Rico that have signed the WRIS Data Sharing Agreement Data: SSN; NAICS; Wage amount; Employer name; Employer address; FEIN (Federal Employment Identification Number); Year; Quarter; and State.
Wage Record Interchange System 2 (WRIS2).	WRIS2 wage data is obtained from 27 states and one territory that have signed the WRIS2 Data Sharing Agreement. Data: SSN; NAICS; Wage amount; Employer name; Employer address; FEIN (Federal Employment Identification Number); Year; Quarter; and State.
FEDES	The Federal Employment Data Exchange System (FEDES) provides a convenient and secure way for a participating state to receive federal civilian employee, postal service and active duty military employment and earnings data. Oregon has a signed MOU with the State of Maryland Department of Labor Licensing and Regulation to receive federal wage data.

*v. Planned reports/deliverables.* The new PRISM will be designed to provide a much more customer-friendly, interactive web interface, allowing policy-makers, program leaders, and the public to quickly find performance information on a wide range of program, geographic, and demographic groups. As part of the workgroup process during the first year, the project partners will focus on the following three reporting/deliverable outcomes:

**(1) Using data for analysis** – refine/finalize the policy questions that the State seeks to answer, and how the system will support answering those questions:

- assess and refine existing measures for relevance to current and anticipated policy goals
- add appropriate measures to meet evolving policy goals
- enhance the database, user screens, and reporting capabilities to utilize the measures to support data analysis to determine impact of services on employment, retention, and wages

**(2) Producing/disseminating workforce training provider performance information**

- create scorecards that depict defined workforce measures
- web enable delivery of canned scorecards for public access
- web enable secure ad hoc capability for programs access to their data

**(3) Creating user-friendly portals** to publicize the data in ways that help consumers choose between different education and training programs

- develop additional reporting capabilities based on results using the predefined measures
- develop a public facing portal with drill down capability to for customized information and performance queries

The policy questions to be answered, and the associated research and analysis products will include but are not limited to:

a) Development and publication of workforce-related performance measures, as determined by Oregon’s state and local Workforce Investment Boards, the Governor’s Office, and other policy-makers.

- b) Analysis of the extent to which Oregon’s workforce partner agencies and programs are integrated and are jointly serving customers.
- c) Analysis of performance results associated with different types of services provided. (i.e. Which services seem to be most effective in helping job seekers and other customers find jobs?)
- d) Analysis of individual cohorts of workforce customers, tracking them over time, in terms of their employment and/or enrollment in school, employment retention, wages, wage gain.
- e) Analysis of performance success for different demographic (gender, age, race/ethnicity, disability, education level) categories.
- f) Any other analyses identified by key workforce partners/policy-makers during the developmental part of the grant or at a later time.
- g) Improvement of existing performance information on various workforce programs, through the implementation of a “current technology” web user interface. Specifically, PRISM will move from the development of a large number of pre-prepared tables to allowing customers of all types to perform customized analyses, in a “point-and-click, select options” environment.

Regularly scheduled, standardized reports will be maintained and improved as follows:

Current: Quarterly reports reflecting the measures in a PDF format posted to the web, such as Employment report by workforce region, employment report by program.

Planned: Web based reports, scorecards, and portals with secure drilldown capability to reflect enhanced and additional measures.

Ultimately, the policy questions to be answered center around how state programs are helping Oregonians find jobs more quickly, the impacts of education, and how state programs are

meeting their goals. Further, the provision of user-friendly data is one of the primary purposes for this grant application. Oregon policy-makers, including workforce boards and the Governor's Office, have requested a more user-friendly data interface.

Reports and materials will be disseminated to the general public through a variety of means. The primary means is through online access, including the ability for the public to create customized reports, as well as to access prepared reports and analysis through the OED website. Partner programs will also be able to prepare and disseminate information from PRISM to include in their agency reporting and dissemination activities.

## **5. Staffing Capacity**

*i. Project Manager.* The Project Manager will be responsible for the overall direction, coordination, implementation, execution, control and completion of the project ensuring consistency with the agency strategy, commitments and goals. The Project Manager will have extensive experience in project management, contract management, applications management, and project management experience with large longitudinal databases.

*ii. Data Analyst.* *The data analyst's duties will be shared between the Business Sponsor and the Business Analyst.* Responsibility of the data analysts includes providing data validation, analysis, and reports of the data. The analysts also provide a variety of trend graphs and charts for each program area and region within the state.

*iii. Proposed staff positions.*

### **Staff to be added for the grant project include:**

**Developer:** *Skills:* PL/SQL, web-based application development with Oracle toolsets, application design and testing, SFTP, data migration. *Responsibilities:* design, develop, test, and

deploy application components, public-facing scorecards, data migration/transformation, and automated job processes. Contributions to data sharing partnerships: transform business requirements to technical design; provide prototypes and mockups for program staff review; interact with program staff to validate data migration (to add new structures); data validation processes, reports, and scorecards.

**Quality Assurance Tester:** Skills: Quality assurance testing, test plan and cases, business requirements, technical writing, understanding of relational databases and interactions with transactional screens. Responsibilities: participate in requirements identification, review prototypes and specifications, develop and execute detailed QA test plans and cases, assist users with development of user test plans and cases, coordinate and oversee user testing, validate development/delivery of training materials. Contributions: ensure components meet approved specifications through rigorous testing exercises.

**Project Manager:** Skills: Project management, contract management, applications management; 10 years' experience with longitudinal databases in public entities. Responsibilities: manage project budget, resources, tasks, communications, and schedule; oversee all activity paths during planning, design, development, and closeout phases including requirements, prototypes and mockups, specifications, development, unit/QA/user testing, user documentation, technical support documentation, implementation, training, data migration, and closeout. Contributions: Primary liaison between OED business owner and ITS and coordination between ITS and programs via business owner.

**Existing PRISM support staff to participate in grant-funded enhancement of system:**

**Executive Sponsor:** Skills: customer relationship management, policy and program management, strategic planning, grant administration. Responsibilities: primary liaison between

grant project and OED executive management committee. *Contributions*: represent grant project to executive committee, ensure strategic alignment with program and departmental goals.

**Business Sponsor:** *Skills*: business requirements, customer relationship management, policy and program management, strategic planning, grant administration. *Responsibilities*: primary liaison between OED and programs, policy alignment, administer grant, executive reporting. *Contributions*: ensure alignment of grant project deliverables with program and departmental goals, ensure communications and interactions between executive sponsor and project team as appropriate, ensure integration and alignment of program partners and project team; validate alignment between grant project goals and defined project deliverables.

**Business Analyst:** *Skills*: data validation, data analysis, report writing, performance analysis, customer relationship management. *Responsibilities*: participate in requirements identification, review prototypes and specifications, user testing, participate in development of user documentation, identify needs for user training and participate in development/delivery of training materials. *Contributions*: PRISM business subject matter expert.

**Database Administrator:** *Skills*: database design and development, data security, Oracle environment administration, performance tuning. *Responsibilities*: administer PRISM data, tune performance, establish internal Oracle security, periodic patching, version upgrades, capacity management. *Contributions*: ensure integrity, security, performance, and capacity of PRISM database environment.

**Developer:** *Skills*: data design and integration, data validation, report design and development, scorecards design and development, and 12 years' experience with longitudinal databases. *Responsibilities*: participate in data analysis and design of PRISM database, business requirements gathering, report and scorecard design and development, unit testing, development

of production support documentation, and development of user documentation. Contributions: provide prototypes and mockups for program staff review; interact with program staff to validate data migration (to add new structures); data validation processes, reports, and scorecards.

**Research Management:** Skills: grant administration; budget analysis. Responsibilities: monitor monthly budget and expenditure reports; provide guidance for contract administration. Contributions: liaison between the grant project and OED administrative services functions.

*iv. Contributions to data-sharing.* The contributions of each staff to the data sharing partnerships are described above for each staff position. Staff under this grant will be required to sign the agency ‘Commitment to Confidentiality’ form which stipulates that any employee who divulges or uses the information for any purpose other than authorized disclosure is subject to dismissal and from holding any employment with a state agency. Staff are required to participate in a web based confidentiality training held each year.

*v. Employer.* OED will be the employer of all employees covered by this grant.

## **6. Bonus Points**

Oregon includes additional sources of data in PRISM, as described above, including Vocational Rehabilitation program information, Adult Education program data, TANF records, and Career and Technical Education information. Oregon will be including information from SNAP and may include information from Registered Apprenticeship programs.

Oregon does not have a performance waiver.