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COMMONWEALTH OF VIRGINIA
VIRGINIA COMMUNITY COLLEGE SYSTEM

WORKFORCE INNOVATION AND OPPORTUNITY ACT

VIRGINIA WORKFORCE LETTER (VWL) No. 20-05

TO: Local Workforce Development Boards

FROM: George Taratsas
Director, WIOA Administration and Compliance

SUBJECT: Local Workforce Development Areas System Administrator Roles and Responsibilities

EFFECTIVE DATE: August 17, 2020

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PURPOSE: This workforce letter has been developed to provide Local Workforce Development Areas (LWDAs) and their service providers with guidance regarding the use of Virginia Workforce Connection (VaWC) and the role of the LWDA System Administrator.   This document provides guidance for maintaining correct and accurate data within the VaWC as well as providing the appropriate staff access to the VaWC.

REFERENCES:
- Public Law (Pub. L) 113-128 Workforce Innovation and Opportunity Act (WIOA) of 2014
- 20 Code of Federal Regulations (CFR), WIOA Final Rules and Regulations
- U.S. Department of Labor (USDOL) Training and Employment Guidance Letter (TEGL) 10-16, Change 1 Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III, and Title IV Core Programs
- U.S. Department of Labor (USDOL) Training and Employment Guidance Letter (TEGL) 39-11, Guidance on the Handling and Protection of Personally Identifiable Information (PII)
- E-Government Act of 2002
- Government Paperwork Elimination Act of 1998
- Paperwork Reduction Act of 1995
- VWL 20-04: VaWC WIOA Title I Data Change Requests

DEFINITIONS:

Virginia Workforce Connection (VaWC), is the management system of record used for all data collection and reporting in Virginia.

BACKGROUND:

The VaWC is the system of record for the Workforce Innovation and Opportunity Act (WIOA) Title I Programs and Services in the Commonwealth of Virginia, therefore, it is important that system security and data integrity is maintained.

Only authorized users should be granted access to the VaWC. Users are limited to specific roles and levels of access privilege. System access control is achieved through user IDs that are unique to each individual user and which provide individual accountability. Staff are prohibited from sharing or distributing their assigned VaWC system login or password information.

WIOA State System Administration:

State System Administrative functions shall be maintained through the Virginia Community Colleges System (VCCS) office in Richmond, Virginia. Only the State System Administrators have access to create new WIOA staff users in the system. The State System Administrators serve as the point of contact for VaWC questions and issues.   The State System Administrators address questions and assist in making data corrections that the LWDA System Administrators and WIOA Title I field staff are unable to complete. The State System Administrators shall also communicate system needs, requirements and corrections with the software vendor, Geographic Solutions. The State System Administrators will meet periodically with the LWDA System Administrators to communicate system issues and improvements, as well as obtain feedback about system needs.

> The current VaWC State System WIOA Administrators:
> Brian Long – blong@vccs.edu – 804-819-1688
> Melanie MacDonald - mmacdonald@vccs.edu – 804-819-3331

LWDA Responsibility:

Each LWDA must identify at least one employee that shall serve as a LWDA System Administrator for the Area.   It is recommended that this person be knowledgeable of various aspects of the WIOA Title I program as well as having a strong understanding of the navigation and function of the VaWC. In order to maintain a high level of security, it is also recommended that the LWDA assign this responsibility to only a few staff within the Area.

Role of the LWDA VaWC System Administrator

The LWDA System Administrators have the highest level of VaWC System access for their specific LWDA. This group can enter, add, and update WIOA Title I data for program participants in their LWDA. The LWDA System Administrators can correct most errors made by staff and they are not bound by the 21-day system data entry limitation.   The LWDA System Administrators cannot delete any data from the

system, but they do have the ability to void the status of services that were keyed in error.   Any error that the LWDA System Administrators cannot correct should be immediately communicated to and reviewed with the State System Administrators.

The LWDA System Administrators are also responsible for submitting new WIOA Title I staff user forms to initiate VaWC system access, as well as advising the State System Administrators when LWDA staff system access needs to be activated, modified, or revoked.

GUIDANCE:

New WIOA staff access to the system:

Only the State System Administrators can create staff user accounts.   The LWDA System Administrator will initiate this process by having the new staff member complete the most recent version of the system access form (the most recent form was updated April, 2019).   The staff will complete the form, review and sign the Information Systems Security Access Acknowledgement Agreement. This form must also be reviewed and signed by the staff member's supervisor and LWDA System Administrator. The completed form is then submitted to the State System Administrator for processing. The form may be submitted by mail, faxed, or scanned and e-mailed.   It is recommended that a copy of these forms be retained by the LWDA and these forms be kept in a locked and secure location. The State System Administrators will establish the WIOA Title I staff user account and retain a copy of the access form. These forms shall be kept and maintained in accordance with the standard WIOA documentation requirements.

Once the new staff user account has been established, the user account and temporary password will be communicated to the LWDA System Administrator. The LWDA System Administrator will share this information with the new staff member and insure they have the required information to access to the system. Upon successful login, the system will require the staff member to create a unique and secure password.   The password must be at least 8 characters and should contain at least one uppercase letter, one lowercase letter and one number.

User login information and password information must not be listed together in any documents and password information is not to be e-mailed.

WIOA Staff account modification or inactivation:

When a WIOA Title I staff account needs to be modified or terminated, the LWDA System Administrator must communicate this need immediately to the State System Administrator.   This includes conditions where staff roles and responsibilities change as well as when employment is terminated. The LWDA System Administrator will contact the State System Administrator immediately when a WIOA staff member's employment is terminated.   The State System Administrator will make the necessary changes to the WIOA staff account and contact the LWDA System Administrator to advise them of the change.

The State System Administrator shall conduct a quarterly review of all active accounts with each LWDA System Administrator to ensure that only authorized staff has access to the system.   The State System Administrator will send a report to each LWDA System Administrator. This report will include a list of all the WIOA Title I staff within the LWDA that have access to the system, their access level and the date on which they last accessed the system. The LWDA System Administrator will review the report; confirm the staff are attached to the appropriate access level and that they still require access to the system. The LWDA System Administrator will return the report to the State System Administrator along with any

details related to findings or required account changes, such as account inactivation or change in access level.   The State System Administrator also shall review the access level of all WIOA Title I staff that have access to the system.   Any staff account that has not been accessed within a 90-day period shall be automatically inactivated.

Data Corrections

Local WIOA staff will communicate the need for any data correction they are unable to complete with their specific LWDA System Administrator.   Any corrections that cannot be completed by the LWDA System Administrator should be communicated to the State System Administrator for review.   The State System Administrator shall review the validity of the correction and communicate the appropriate action and/or outcome with the LWDA System Administrator.

Most information can be communicated through e-mail; however, it is extremely critical that secure information, such as Social Security Numbers, not be listed in e-mailed communications.   When identifying clients in e-mail communications, staff should identify the clients by their system-generated State Identification number.   Please see VaWC WIOA Title I Data Change Request VWL and the most recent Data Change Request Form for the process and details.

INQUIRIES:

Please submit inquiries related to this VWL to the State System Administrators in the VCCS System Office, Workforce Development Services:

> The current VaWC State WIOA System Administrators:
> Brian Long – blong@vccs.edu – 804-819-1688
> Melanie MacDonald - mmacdonald@vccs.edu – 804-819-3331
> Workforce Development Services
> Virginia Community College System
> Arboretum III
> 300 Arboretum Place, Suite 200
> Richmond, VA 23236