

SECTION 14 – DATA MANAGEMENT AND REPORTING CONTROLS

14.1 Purpose

The New River/Mount Rogers Workforce Development Board requires accurate, timely, and verifiable data reporting to ensure program integrity, support federal performance accountability, and maintain compliance with federal and state reporting requirements.

This section establishes standards governing workforce data management, reporting controls, and internal validation procedures for all workforce programs administered or overseen by the Workforce Development Board.

Data management practices must align with:

- Workforce Innovation and Opportunity Act (WIOA)
- Uniform Guidance (2 CFR Part 200)
- U.S. Department of Labor reporting guidance
- Virginia Works reporting requirements

Data reporting must be supported by documentation standards outlined in Section 3 – Case Management and Participant File Documentation and must support performance reporting requirements described in Section 8 – Performance, Data Reporting, and Accountability.

14.2 Systems of Record

The Workforce Development Board utilizes designated systems of record to document participant services, activities, and outcomes.

Virginia Workforce Connection (VaWC) serves as the official system of record for programs funded under the Workforce Innovation and Opportunity Act (WIOA).

B2B Engage serves as the system of record for programs administered directly by the Workforce Development Board that are not required to utilize VaWC.

All services reported within a system of record must be supported by verifiable documentation maintained within the participant case file in accordance with Section 3 – Case Management and Participant File Documentation.

Data entered into official systems must:

- Accurately reflect services delivered
- Match case file documentation
- Reflect correct service dates and program activities
- Be entered by authorized staff

Access to systems containing participant information must comply with confidentiality and data protection standards outlined in Section 9 – Privacy, Confidentiality, and Records Protection.

14.3 Documentation Requirements

Program operators must maintain documentation sufficient to support:

- Participant eligibility
- Services provided
- Training activities
- Measurable skill gains
- Credential attainment
- Employment outcomes
- Wage verification
- Program exit determinations

Documentation requirements must align with service delivery standards established in:

- Section 3 – Case Management and Participant File Documentation
- Section 4 – Training Services
- Section 6 – Supportive Services
- Section 7 – Follow-Up and Retention Services

Documentation must be maintained in accordance with federal and state record retention requirements and must be readily available for monitoring or audit review.

Documentation must also be sufficient to support reportable data elements required under federal and state reporting frameworks, including those defined within the Workforce Innovation and Opportunity Act Participant Individual Record Layout (PIRL).

Failure to maintain adequate documentation may result in data correction, performance disallowance, or monitoring findings.

14.4 Data Entry Timeliness

Program operators must ensure that participant services and outcomes are entered into the appropriate system of record in a timely manner consistent with state reporting timelines and internal program standards.

Services should be entered as close to the date of service as possible to ensure data accuracy.

Delays in data entry that could impact:

- Performance reporting
- Monitoring reviews
- Grant compliance

are prohibited.

Timely data entry supports performance accountability requirements described in Section 8 – Performance, Data Reporting, and Accountability.

14.5 Data Validation and Internal Review

To ensure reporting accuracy, the Workforce Development Board requires regular data validation procedures.

Data validation activities may include:

- Verification of reported services against case file documentation
- Confirmation of outcome documentation
- Validation of wage records and employment verification
- Review of measurable skill gain documentation
- Cross-check of system data against source documentation

Data validation processes support internal monitoring requirements described in Section 12 – Internal Monitoring and Quality Assurance.

Internal reviews may include both automated system checks and manual file verification.

14.6 Data Integrity Standards

All workforce data must meet the following standards:

- Accurate
- Complete
- Timely
- Verifiable
- Consistent with source documentation

Data entered into official reporting systems must reflect actual services delivered and outcomes achieved.

Submission of knowingly inaccurate data is prohibited.

14.7 Supervisory Oversight

Supervisory staff are responsible for ensuring:

- Data entry accuracy
- Documentation completeness
- Timely correction of identified errors
- Compliance with reporting requirements

Supervisory staff may conduct periodic reviews of participant records and reporting system entries to ensure data accuracy and compliance.

Oversight activities may be incorporated into the monitoring framework described in Section 12 – Internal Monitoring and Quality Assurance.

14.8 Data Correction Procedures

If errors or discrepancies are identified in an official reporting system:

- Corrections must be made promptly
- Case notes should document the correction when appropriate
- Supporting documentation must be retained
- Supervisory staff must review significant corrections affecting performance outcomes

Repeated data inaccuracies may result in additional monitoring, corrective action, or staff retraining.

14.9 Monitoring and Continuous Improvement

Data management practices are subject to periodic review through:

- Internal monitoring
- State monitoring reviews
- Federal oversight

Monitoring procedures must align with Section 12 – Internal Monitoring and Quality Assurance.

Program operators must cooperate fully with monitoring activities and must address any identified findings within required corrective action timelines.

Monitoring results may be used to strengthen reporting procedures, improve documentation practices, and support continuous program improvement.

14.10 Data Certification and Accountability

The Workforce Development Board requires periodic internal review of reported data to ensure accuracy, completeness, and consistency with supporting documentation.

Supervisory staff may conduct periodic certification of program data, which may include:

- Review of reported performance outcomes
- Verification that reported services are supported by documentation
- Confirmation that reported credentials, employment outcomes, and measurable skill gains meet applicable reporting definitions
- Review of data entered into official reporting systems against participant case files

Data certification supports internal control requirements established under 2 CFR §200.303 and reinforces the documentation and monitoring standards outlined in:

- Section 3 – Case Management and Participant File Documentation
- Section 8 – Performance, Data Reporting, and Accountability
- Section 12 – Internal Monitoring and Quality Assurance

Where discrepancies are identified, corrective action must be taken promptly to ensure the integrity of reported data.