



Bay Consortium Workforce Development Board

Policy Number: 11-01

Revised Date: May 5, 2017

Effective Date: November 9, 2001

Title: WIOA Confidentiality Policy

Purpose

This policy is to define and communicate the Bay Consortium Workforce Development Board's (BCWDB) commitment to protecting the confidentiality of Workforce Innovation & Opportunity Act (WIOA) participants.

Policy Statement

It is the policy of the BCWDB to protect the confidentiality of all WIOA participant information.

Maintenance and Release of Data: WIOA Service Providers must collect data in order to document eligibility and provide services for WIOA programs. The BCWDB, WIOA Service Providers and subcontractors will make every effort to collect and store data in a manner that ensures it will not be accessible to anyone without authorized access. Data collected will only be used to document eligibility or provide a WIOA service. Any other use of customer data will require written consent from the customer or customer's parent/legal guardian. Upon request, data can be released to the subject of the information.

Access to Data: Upon request, WIOA Service Providers shall make available to the BCWDB designated agents, the Virginia Community College System (VCCS) and its designated agents, as well as to government authorities and its designated agents, access to all documents and working papers. Access includes the right of designated agents to obtain copies of working documents, as is reasonable and necessary to determine compliance with and ensure enforcement of the provisions of the Workforce Innovation & Opportunity Act.

Disclosure of Individual Identity: The identity of any individual who furnishes information relating to an investigation, compliance review, or customer satisfaction survey, including the identity of any individual who files a complaint, must be kept confidential to the extent possible, consistent with a fair determination of the issue. If it is deemed necessary to disclose an individual's identity, this individual must be protected from retaliation.