

Technical Assistance Guidance

TAG 12-2017

Issued Date: **July 10, 2017**

Subject: Protection of Personally Identifiable Information

Purpose

This TAG provides sub-recipients with a helpful tool to improve quality of service, effective management practices and ensure compliance with Federal, State and local regulations.

Background

As part of WIOA activities, service providers will have in their possession large quantities of personal identifiable information (PII) for program participants. This information is generally found in participant files and other sources. Service providers are required to take aggressive measures to mitigate the risks associated with the collection, storage dissemination of sensitive data including PII. Examples of protected PII include, but are not limited to, social security numbers, birthdates, marital status, spouse names, educational history, medical history, and financial information.

References

TEGL 39-11

WC Policy Admin-010-04

Guidance

Appropriate efforts must be taken to protect the confidentiality of personal information that is attributable to any specific individual (e.g., address, social security number, telephone number, etc.). It is WC's policy to ensure that PII is collected, used, and stored in a manner that will not be accessible to unauthorized personnel.

WIOA and its associated regulations requires that all PII is properly stored and remains confidential. All PII documents must be stored in locked cabinets and service providers must ensure that they do not leave PII documents open and unattended.

Service providers must ensure that PII is not transmitted to unauthorized users, all PII and other sensitive data transmitted via email or stored on CDs, DVDs, flash drives, etc., must be encrypted per requirements indicated in TEGL 39-11.

Action

Please share this information with all WIOA Title I staff and other interested parties.

WC will continue to provide technical assistance to support the workforce system. For more information and/or updates, please contact your contract administrator at your earliest convenience.

Technical Assistance

Available upon request.