



NEMO WORKFORCE DEVELOPMENT BOARD

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NEMO WDB Issuance 15-2017

Issued: APRIL 18, 2018
Effective: APRIL 18, 2018

To: All Program Operators

From: Diane Simbro, Executive Director

Subject: **Confidentiality and Information Security Plan for the Workforce Development Statewide Electronic Case Management System**

1. Purpose: This Issuance communicates the NEMO Workforce Development Board's updated Confidentiality and Information Security Plan, including protocols for breaches of data, to all appropriate data users and their supervisors. The attached Plan includes a required attestation form all must sign prior to becoming authorized users.

2. Background:

The Northeast Missouri Workforce Development Board (NEMO WDB) will adhere to The Missouri Department of Economic Development (DED) "Acceptable Computer Use Policy" which governs the use of State systems and applies to all DED & DWD employees and **all DED system users (which include NEMO WDB staff and sub recipients' and staff)**.

The updated DWD "Workforce Development System Confidentiality and Information Security Plan" reflects new terminology as well as statutory, regulatory, and procedural revisions necessitated by the Workforce Innovation and Opportunity Act (WIOA). Joint federal regulations implementing WIOA expand the allowable information exchanges and records matching between workforce and education agencies. Federal guidance on the handling and protection of Personally Identifiable Information (PII) has been updated and is referenced below.

3. Substance: DWD's updated "Workforce Development System Confidentiality and Information Security Plan" describes:
 - Sources of confidential information and user authorization;
 - Privacy obligations and training requirements for authorized users, as well as attestation requirements before authorization is given;
 - Procedures for the storage and sharing of confidential information;
 - Data breach reporting, assessment, and mitigation procedures;
 - Proportional responses and corrective actions for internal breaches;
 - Procedures for permissible disclosures to third parties; and
 - Legal references affecting privacy, confidentiality, disclosure, and security.
 - Probation if the policy is not followed and a corrective action is necessary.

Any corrective actions affecting employment described in this Plan specifically refer to actions taken by the State regarding State employees. Nevertheless, the decision to grant access or to suspend access, for any user on any system administered by the State, is reserved to the State.

4. Action: This Issuance is effective immediately.
5. Attachments: ATTACHMENT 1: Confidential Information User Attestation Form
6. Reference
- ▶ Workforce Development System Confidentiality and Information Security Plan
 - ▶ Missouri Department of Economic Development, “Acceptable Computer Use Policy,” July 7, 2017.
 - ▶ 20 CFR Part 603 “Part 603—Federal-State Unemployment Compensation (UC) Program; Confidentiality and Disclosure of State UC Information” (as amended by the WIOA Final Rules).
 - ▶ U.S. Department of Labor, Employment and Training Administration, Training and Employment Guidance Letter (TEGL) No. 39-11, “Guidance on the Handling and Protection of Personally Identifiable Information (PII),” June 28, 2012.
 - ▶ DWD Issuance 13-2016



Diane Simbro
Executive Director

NEMO WDB has designated the Executive Director as the Local WDBs custodian of the Local Workforce Development Area Confidential Information Authorized Users List. The Executive Director will maintain a current list of Authorized Users and synchronize updates to that list with the DWD Technical Support Unit (TSU).

The Executive Director or designee will ensure all potential data users and supervisors among the NEMO WDB staff and sub recipients and staff reads and understands the DWD procedure, “Workforce Development System Confidentiality and Information Security Plan”, and completes the required testing. The Executive Director will sign and submit the request for access and results of the testing to the DWD Technical Support Unit for processing.

If a NEMO WDB staff or sub recipient staff is found to be in violation to this policy NEMO WDB will follow the Personnel Policy Item 9. Disciplinary Reprimands and Probation.

This policy can also be found in the NEMO WDB Local Plan and future Memorandums of Understanding Agreements.



CONFIDENTIAL INFORMATION USER ATTESTATION FORM

I understand that in the course of my employment with the Missouri Division of Workforce Development, Local Workforce Development Board, subrecipient, or partner agency, I will receive or become aware of information that is sensitive or confidential. This information may be written, electronic, or verbal, and come from a variety of sources. I understand that I am not to access sensitive or confidential information unless it is necessary in order for me to complete my job responsibilities. I further understand that the Missouri Division of Workforce Development's policy on Confidentiality and Information Security applies to information I may inadvertently hear or see that does not directly involve me in an official capacity. I acknowledge that I must protect all sensitive or confidential information.

I understand that in the performance of my duties I may be requested to provide sensitive or confidential information to others. I agree to hold in confidence and not to disclose any sensitive or confidential information to any person, including employees of state, federal, or local governments, except to those who have an official business reason for the information. Should I have questions regarding the proper handling and disclosure of confidential or sensitive information, I will immediately notify my supervisor for further clarification and direction prior to releasing the information.

If I willfully and knowingly disclose such information in any manner to any person or agency not entitled to receive information, I understand that I may be subject to adverse action, including corrective or disciplinary action, or possibly, civil or criminal personal liability.

I acknowledge that I have received the mandatory training, passed the exam, and have read, understand, and will adhere to the Missouri Division of Workforce Development's Confidentiality and Information Security Plan and the above requirements.

Signature _____

Print Name _____

Employer of Record _____

Date Signed _____