

October 26, 2011

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| <b>DIRECTIVE:</b> <b>JOB CORPS PROGRAM INSTRUCTION NO: 11-11</b> |
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**TO:**                    ALL JOB CORPS NATIONAL OFFICE STAFF  
                         ALL JOB CORPS REGIONAL DIRECTORS  
                         ALL JOB CORPS CENTER DIRECTORS  
                         ALL JOB CORPS CENTER OPERATORS  
                         ALL NATIONAL TRAINING AND SUPPORT CONTRACTORS  
                         ALL OUTREACH, ADMISSIONS AND CTS CONTRACTORS

**FROM:**                EDNA PRIMROSE  
                         National Director  
                         Office of Job Corps

**SUBJECT:**            Requests for Access to E-mails and Files for Terminated Employees

1.     Purpose. To inform the Job Corps community of the protocol for requesting access to e-mails and files for former employees.
2.     Background. The Job Corps Data Center (JCDC) occasionally receives requests from Center Directors, Points of Contact (POC) or other designees, to allow access to files and e-mails for former employees of the center. These requests typically come to JCDC through the Help Desk, or through an e-mail or phone call to a specific staff person.

Guidance was previously issued in PI 09-07 on requesting e-mail, phone and Internet activity logs (on current and/or former staff); however, Job Corps recognizes the need to expand it to include protocol for gaining access to e-mails and files/documents for staff who are no longer employed. Job Corps recognizes that there may be legitimate business reasons for centers/contractors to request access to e-mails, documents, and folders of previous employees.

The protocol is established as follows:

- a.     If the employee was terminated within the previous 21 days, centers must seek approval from the Regional Director or Division Chief. The Regional Director or Division Chief must provide written approval to the Job Corps Data Center before the JCDC can process the request.
- b.     If the employee was terminated more than 21 days ago, National Office approval must be obtained before the request will be processed.
- c.     In no instance will staff be allowed to log in to another staff member's account. E-mail access will be granted through creation of a .pst folder that will be made accessible to the POC or designee. Similarly, documents and/or files can be

copied to a folder that can be made accessible to the POC or designee.

3. Action. Effective immediately, the National Office of Job Corps requires that all requests for access to e-mails or files of former Job Corps staff be submitted directly to the Regional Director or to the National Director as appropriate to the circumstances outlined above. This Program Instruction supersedes all previous directives regarding requests for activity logs.

Addressees are to ensure this Program Instruction notice is distributed to all appropriate staff.

4. Expiration Date. Until superseded.
5. Inquiries. Questions or comments may be e-mailed to Linda Estep at [estep.linda@dol.gov](mailto:estep.linda@dol.gov).