

April 19, 2016

DIRECTIVE: JOB CORPS PROGRAM INSTRUCTION NO. 15-16

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: LENITA JACOBS-SIMMONS
 National Director
 Office of Job Corps

SUBJECT: New Procedure for Personal Identifiable Information (PII) Incident
 Corrective Action Plan

1. Purpose. To inform the Job Corps community of a new procedural requirement following incidents of PII loss or breach.
2. Background. Securing Job Corps PII is an urgent matter, and PII losses have been and continue to increase at an alarming rate. When student PII is lost, it could result in harm to the student, and it is a liability to the contractor, Job Corps and the Department of Labor. The purpose of this notice is to raise awareness, and make the Job Corps community knowledgeable of a new formalized protocol.

As incidents continue to arise, additional measures have to be taken to increase the awareness of safeguarding PII. In the past 4 months alone, there have been five incidents where PII has been lost or compromised due to mishandling by Job Corps staff:

- Stolen, unencrypted flash drive containing names, dates of birth for 24 students
- SIRs notifications e-mailed to a non-Job Corps e-mail address for 12 students
- Mismatched FedEx package containing five applicant folders containing all applicant information (name, date of birth, medical history).
- Fed Ex packages mailed to wrong address and opened by non-Job Corps employee
- Lost health file that included all applicant information (name, date of birth, medical history).

3. Action. In the past, the regions have been responsible for following up with contractors to ensure that corrective actions are taken. However, this process is now being made official.

Upon every confirmed loss/breach of PII, the responsible contracting agency will be required to submit the attached Corrective Action Plan to their Regional Directors, and the Regional Director will review/submit the plan to the National Office and Job Corps Data Center using the following e-mail account CorrectivePIIPlan@jobcorps.org. The contractor will also submit a final Corrective Action Plan once all the actions have been taken, along with signatures and the dates completed.

The Corrective Action Plan template includes the following items:

- Contracting manager
- Lessons learned
- Planned corrective actions
- Planned completion date
- Actual actions taken
- Actual completion date
- Signature blocks for planned and completed submissions

By formalizing the requirement to submit a Corrective Action Plan and take corrective actions after every incidence of loss/breach of PII, Job Corps will ensure that the proper protocol is followed, and Job Corps student PII is being protected to the greatest extent possible.

4. Expiration. Until superseded.

5. Inquiries. Inquiries should be directed to Sandra Steves at (888) 886-1303 x7236, or steves.sandra@jobcorps.org; or Linda Estep at (888) 886-1303 x7212, or estep.linda@dol.gov.

Attachment
Corrective Action Plan Template