

December 12, 2016

DIRECTIVE: JOB CORPS PROGRAM INSTRUCTION NO. 16-26
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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: LENITA JACOBS-SIMMONS
 National Director
 Office of Job Corps

SUBJECT: Requirements for Shipping Personally Identifiable Information

1. Purpose. To inform the Job Corps Community about requirements on shipping and handling students' Personally Identifiable Information (PII).
2. Background. Job Corps has a critical responsibility to protect the personal information that it collects from students. Loss or unnecessary sharing of a student's personal information could result in harm (e.g., identity theft or harassment) to the student, and it is a liability to Job Corps and the Department of Labor.

In the past 6 months, there have been 15 reports of lost PII. Here are some examples:

- In one case, one student got a check intended for another. The two had similar names; the name on the identification provided did not match exactly.
- On two occasions, staff left PII in unattended vehicles and it was stolen (one case was in a Job Corps center parking lot, and another case was in a well-lighted area in front of a Starbucks). PII should never be left unattended (keep it on your possession at all times). Leaving it for even 5 minutes runs the risk of it being stolen.
- In six incidents, packages were mailed to an incorrect address, left at an address with no signature required, or dropped off for pickup but never scanned in.

The majority of the PII incidents in the past 6 months have been shipping-related incidents.

3. Action. PII may include any information that *distinguishes* an individual (e.g., first/last name, social security number, date of birth, photo/biometric, etc.), and any information that may be *linked* to an individual (e.g., educational, medical, financial, address/phone number, background records, employment-related information, etc.).

Follow these guidelines when shipping any Job Corps PII:

- **SENDER**
 - **Mark “Signature Required”**
When shipping a package that contains PII, make sure the package is trackable and marked for “signature required.”
 - **Send a “Be on the Look Out” Notification**
Send an e-mail to the recipient with the tracking number and list of the contents in the package (including related individual’s name and Student ID number) on the day the package is sent.
 - **Actively Monitor the Shipment Progress**
Actively monitor the tracking information for the packages you send until delivery is confirmed by the shipping company. When the tracking information says the package was delivered, contact the recipient and ensure that the package was received.
- **RECIPIENT**
 - **Plan to Receive Package**
As soon as the “Be-on-the-Look-Out” notification is received, look up the tracking number, review the destination address and the anticipated arrival date. Have a plan to ensure the package is received safely. If there are any issues with the address or date, immediately follow-up with the sender to have it corrected.
 - **Send “Package-and-Contents-Received” Acknowledgement**
As soon as a package is received, verify the contents, and then send a “Package-and-Contents-Received” acknowledgement e-mail in reply to the sender’s “Be-on-the-Look-Out” notification. If you don’t receive the package with the expected contents, immediately follow-up with the sender.

Communication between sender and recipient is critical in order to ensure that packages containing PII are not lost in transit, and to ensure that any potential mishandling of the shipping company is recognized and corrected as soon as 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.