Employment Security Department
WASHINGTON STATE

WorkSource System Policy
Employment System Administration and Policy

Washington envisions a nationally recognized fully integrated One-Stop system with enhanced customer access to program services, improved long-term employment outcomes for job seekers and consistent, high quality services to business customers. In order to achieve this vision, Employment System Administration and Policy sets a common direction and standards for Washington's WorkSource system through the development of WorkSource system policies, information memoranda, and technical assistance.

Policy Number:	1021
To:	Washington WorkSource System
Effective Date:	December 15, 2015

Subject: WorkSource Integrated Technology (WIT) Data Sharing, Disclosure, and Security Administration

1. Purpose:

To communicate Employment Security Department (ESD) and WorkSource system partner roles and responsibilities related to data sharing, data disclosure, and security administration related to the WorkSource Integrated Technology (WIT) system that is replacing the Services, Knowledge and Information Exchange System (SKIES).

2. Background:

ESD is responsible for (1) providing direction for WIT data sharing, data disclosure and administration of system security; (2) defining requirements for access to WIT data; (3) defining roles and responsibilities for WIT data sharing, disclosure, and security administration; and (4) ensuring compliance with applicable laws, rules and policies that govern WIT data, which is required to be held private and confidential pursuant to RCW 50.13 and other applicable federal and state laws, rules, and guidance. Access to the WIT system and data must be limited to individuals whose currently-assigned job duties justify a business need for access and those with access to WIT data must only share private and confidential information as specified in the following procedures and applicable terms of the WIT Data Sharing Contract.

3. Policy:

a. Minimum Requirements for WIT Access

WIT Data Recipients may have access to WIT even though they may work in a satellite office or a remote location. The access will be predicated on individuals meeting the criteria, not on where they are located. Another method of access to WIT is through a contract for services that LWDBs or the state may have for WIOA service delivery, evaluation, and/or research

purposes. Data confidentiality must be included as a condition of the WIT data sharing contract. The following conditions must be met for all WIT users:

  i. The user's agency or organization is a recognized WorkSource Partner Agency as evidenced by a signed WorkSource Memorandum of Understanding with an LWDB or has a contract with an LWDB or ESD to provide WIOA services;
  ii. The user's agency or organization has a signed WIT data sharing contract with ESD; and
  iii. The user has completed WIT training.

b. "Opt Out" Requirements

The "Opt Out" provisions of RCW 50.13.060(11)(b) apply to any agency or organization that enters client information into the WIT system. As an alternative to entering client data into WIT for clients who choose to exercise the "opt out" option, other methods including "paper" records will be used. When "paper" records are used by a non-ESD WIT Data Recipient for the purpose of honoring an "opt out" request, the paper record will be shared with an ESD employee who enters the record into the WIT system as necessary to meet federal and state reporting requirements.

c. WIT Data Sharing Contracts

Each WIT Data Recipient is required to have a WIT Data Sharing Contract with ESD before access is granted to its employees. The data sharing contract must specify the business case for access to the WIT system and must include all of the provisions noted below.

d. General Provisions to be Included in All WIT Data Sharing Contracts

The ESD WIT Data Sharing Contract boilerplate must be used for all WIT data sharing contracts between WIT Data Recipient(s) and ESD. Contracts are subject to approval by the State WIT Security Administrator and the ESD Contracts Office. The State WIT Security Administrator must obtain signed approval from the owning Division's designated Data Owner(s) before approving Data Sharing Contracts.

e. Requests for Access to WIT Records

All requests from the public or subpoenas received by WIT Data Recipient for access to WIT records in accordance with RCW 42.56 or RCW 50.13 must be immediately reported to the State WIT Security Administrator. The WIT Data Recipient must instruct the requestor to submit the request in writing to:

Employment Security Department
Records Disclosure Unit
PO Box 9046
Olympia, WA 98507-9046

The request will be processed by the ESD Records Disclosure Unit in accordance with published rules for release of information.

f. WIT Security Administrator

The WIT Security Administrator, appointed by the Workforce and Career Development Division (WCDD) Director, has authority to authorize WIT access to ESD Central Office staff and designated access approvers for field staff. The State WIT Security Administrator also has the following responsibilities:

  i.   Enforce the provisions of this policy at the local and state level.
  ii.   Monitor local level security administration and data sharing/disclosure requirements.
  iii. Provide general local area oversight, support and technical assistance on security, data sharing and disclosure issues.

g. System Access Approvers

Only designated System Access Approvers, who are generally administrators or supervisors, have authority to submit a request to have a WIT user added, deleted or modified (See "Procedure to Add/Delete/Modify User Access" below). System Access Approvers will submit WIT user access requests for both ESD and non-ESD agency employees within the Workforce Development Area (WDA). Upon submitting a request to add a new user, the System Access Approver will certify that the following conditions have been met: (1) the user has completed required training and (2) the user profile and office assignment requested is appropriate and based on business needs.

h. ESD Responsibilities – Security Administration

ESD's Information Technology and Business Integration (ITBI) Division has the following responsibilities for ESD and non-ESD agency employees:

  i.   Process local requests for user access.
  ii.   Assign user logon Ids and remove users from the system on receipt of complete and duly authorized requests from System Access Approvers.
  iii. Ensure that valid WIT Data Sharing Contracts are in place for every agency or organization that has WIT users.
  iv.   Ensure that WIT access is immediately revoked for users at such time that the data sharing contract for their agency or organization expires.
  v.   Ensure that WIT access is granted only to users who work for an agency or organization that is party to a WorkSource Memorandum of Agreement (WorkSource Partner) or is an LWDB or ESD contractor for services under WIOA.
  vi.   Ensure that the type of access granted and office assigned is justified and approved by the user's supervisor.
  vii. Verify employment status of ESD employees.

The State WIT Security Administrator shall be responsible for ensuring compliance with all applicable statutes, laws, rules and policies related to data sharing, disclosure and WIT security administration.

i. LWDB Responsibilities – Security Administration

    i. Designate System Access Approvers who have authority to authorize user access to WIT application data.
    ii. Ensure that all users complete appropriate WIT training.
    iii. Provide local level oversight, support and technical assistance relating to data sharing and disclosure.
    iv. Enforce security rules and policy at the local level.
    v. Report system abuse and security breaches to the State WIT Security Administrator.
    vi. Ensure that "Opt Out" requirements under RCW 50.13.060(11)(b) are properly administered within the local area.
    vii. Notify ITBI through the on-line request form (see "Procedure to Add/Delete/Modify User Access" below) when users need to be deactivated.

j. Procedure to Add/Delete/Modify User Access

ITBI will provide an access request form that can be accessed by any designated Authorized Approver. This form will be used to transmit all information needed to process a request to add, delete or modify a WIT user. ITBI will process these requests. Each request will be checked to verify that all conditions for WIT access have been satisfied. Upon approval of the request, the user will be added, deleted or modified in WIT as requested, and the Authorized Approver and user will receive notification of the action taken.

k. Monitoring and Audit

The WIT system, its data, and security administration procedures at the local level are subject to audit by ESD's Internal Audit Unit and monitoring by duly authorized representatives of ESD and the State Auditor's Office.

l. Sanctions

Violation of this policy may result in revocation of access to the WIT system in accordance with the Termination of Access provision in the WIT Data Sharing Contract. Misuse or unauthorized release of records or information considered private and confidential by any person or organization will subject the individual or organization to a civil penalty of five thousand dollars and other applicable sanctions under state and federal law.

4. Definitions:

WorkSource Integrated Technology (WIT) – The automated client tracking, accountability and reporting system used by the WorkSource service delivery system to support the delivery and

management of employment and training services provided in the State of Washington under authority of the Workforce Innovation and Opportunities Act.

WorkSource Partner – An entity that is a party to a WorkSource Partnership Memorandum of Understanding and is performing WorkSource services and includes that entity's officers, directors, officials, trustees, employees and/or agents including students and volunteers unless otherwise stated in the WIT Data Sharing Contract.

Local Workforce Development Board (LWDB) – An entity in the State of Washington authorized under WIOA and includes that entity's officers, directors, officials, trustees, employees and/or agents including students and volunteers unless otherwise stated in the WIT Data Sharing Contract.

WIOA Contractor – An entity that has a contract to provide WIOA employment and training services and includes the Contractor's officers, directors, officials, trustees, employees and/or agents including students and volunteers unless otherwise stated in the WIT Data Sharing Contract.

WIT Data Recipient – A WorkSource partner (including ESD), LWDB, or WIOA contractor who is authorized to have access to or receives WIT data.

WIT Security Administrator – An individual appointed by ESD's WCDD Director to enforce the provisions of this policy and carry out other responsibilities identified below.

System Access Approver – An individual designated by an LWDB authority to submit a request to ESD's ITBI Division to have a WIT user added, deleted or modified.

5. **References:**

- [RCW 50.13 - Records and Information - Privacy and Confidentiality](#)
- [RCW 50.13.060 - Access to records or information by governmental agencies](#)
- [RCW 42.56.070 – Documents and indexes to be made public](#)
- Public Law 113-128, [Workforce Innovation and Opportunity Act](#) of 2014
- [Governor's Executive Order 003 on Public Record Privacy Protection](#)
- [Privacy Act of 1974](#)
- [Social Security Act](#)

6. **Supersedes:**

ESD Administrative Policy 0030 - SKIES Data Sharing, Data Disclosure, and Security Administration

7. **Website:**

http://wpc.wa.gov/adm/policy

8. **Action:**

   LWDBs and their contractors, as well as Employment Security Regional Directors, should distribute this policy broadly throughout the system to ensure that WorkSource System staff are familiar with its content and requirements.

9. **Attachments:**

   None.

Direct Inquiries To:

State WIT Security Administrator
Employment Security Department
PO Box 9046
Olympia, WA 98507-9046
(360) 407-1387
jracek@esd.wa.gov

Direct Other Inquiries To:

Employment System Administration and Policy Unit
Employment System Policy Division
Employment Security Department
PO Box 9046
Olympia, WA 98507-9046
(360) 902-9666
SystemPolicy@esd.wa.gov