INDIANA
WORKFORCE
DEVELOPMENT
AND ITS WorkOne CENTERS

TO: Indiana's Workforce Investment System

FROM: Teresa L. Voors
Commissioner, Indiana Department of Workforce Development

THROUGH: Dustin Stohler
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DATE: June 27, 2008

SUBJECT: DWD Policy 2007-46
Guidance on the Proper Handling of Social Security Numbers

Purpose
To provide guidance to all WorkOne staff and Indiana Department of Workforce Development (DWD) Administrative office staff on the proper handling of Social Security numbers (SSNs) to prevent unauthorized access, disclosure, and possible misuse or abuse of SSNs.

Rescission
None

Contents
In the normal practice of conducting business, each WorkOne office and the DWD Administrative office collect and maintain SSNs through a variety of electronic and paper information resources. This policy applies to a SSN whether maintained, used or displayed wholly or in part, and in any data format, including but not limited to oral or written words, screen display, electronic transmission, stored media, printed material, facsimile or any other medium.

Definition of Social Security Number
The number of a particular individual's Social Security account which may be interpreted to also be defined as a Taxpayer Identity Number (TIN).

Requirements for the Protection of Social Security Numbers

- Full SSNs shall be removed from all paper forms and faxes unless required by law or when dissemination is crucial to conducting WorkOne or Department business.
- Employees shall not disclose Social Security numbers to unauthorized persons or entities.
- Employees shall not seek out, sell or use Social Security numbers relating to others for their own interest or advantage.
- Employees shall not leave voicemail messages that contain full SSNs.
- Employees shall immediately report to their supervisors any inappropriate disclosure of Social Security numbers.
- Employees shall make every effort to ensure that documents containing SSNs are secured.
- Computer applications requiring SSNs must be stored on a secure network server.
- Employee notes and documents containing SSNs, which are not subject to the record retention policy, must be shredded.
- All documents and employee notes containing SSNs must not be left on desks, fax machines, printers or photocopiers unattended. All documents must be securely and properly filed or stored to prevent inappropriate disclosure of information when not in active use.
- All WorkOne staff and Administrative office staff shall abide by the provisions of this policy and shall act to ensure the security of Social Security numbers.

Legal Ramifications for Disclosure of SSNs

An employee of a state agency who negligently discloses a Social Security number commits a Class A infraction. IC § 4-1-10-10. However, an employee of a state agency who knowingly, intentionally, or recklessly discloses a Social Security number commits a Class D felony. IC §4-1-10-8.

Confidential and Privileged Information Use Policy

The Indiana Department of Workforce Development has issued a policy on the Requirements Pertaining to Confidential and Privileged Information (DWD Policy 2007-45) to guide WorkOne staff and Department employees on the appropriate use and storage of confidential and privileged information. This policy is subject to the restrictions set forth in that policy.

Effective Date: Immediately

Review Date: September 30, 2010

Ownership
DWD Investigations and Security
Indiana Department of Workforce Development
10 North Senate Avenue
Indianapolis, Indiana 46204
Telephone number: 317.232.7187

Action
All staff of Indiana's Workforce Investment System shall follow the guidance explained in this policy regarding the proper handling of Social Security numbers.