

**Division of Employment & Rehabilitation Services
Workforce Innovation and Opportunity Act (WIOA) Title I-B
Informational Broadcast (IB)**

25-010R

**Revised Guidance on Redacting Previously Uploaded Personally
Identifiable Information (PII) in Arizona Job Connection (AJC)
*Effective Immediately***

This Informational Broadcast provides guidance to all Department of Economic Security (DES) staff, Local Workforce Development Boards, their staff, service providers, partner programs, staff, and interested parties regarding the **redaction of documents with protected or sensitive PII, which may have been previously uploaded** in the AJC system. The IB is being revised to include that case number(s) or identifiers assigned by various programs (e.g., UI, SNAP) are also considered PII and **must be** redacted prior to uploading to the AJC system.

Documents containing protected PII must be identified and redacted as soon as possible to ensure compliance with privacy standards.

In addition, and in alignment with the DES' commitment to safeguarding participant information, all partner programs are required to review documents uploaded into AJC, to ensure compliance with PII standards. This requirement applies both prior to and following the issuance of this updated PII guideline and as outlined in [Training and Employment Guidance Letter 39-11](#), and by referring to the [WIOA-1269A - Personally Identifiable Information \(PII\) Resource Guide](#) form, available on the DES [WIOA Resources web page](#) under the **Resources by Topic** tab.

Guidance

- **Identification of Unredacted Protected PII:** If a staff member encounters a document uploaded in AJC by another partner program that contains unredacted, protected, or sensitive PII, it is the staff member's responsibility to immediately notify (via email or telephone) the originating program. Current program staff must also document the notification request in the participant's program notes within the (AJC) system. Partners must not remove or redact documents originated by other partners.
 - Please note: Documents are purged after five (5) years, but only if no services were provided during those five years. If services were provided, the documents will remain.
- **Redaction Responsibility:** Upon receiving a notification, the originating program must promptly redact the unnecessary PII from the document to protect

participant privacy. Once notified by current program staff working on the participant's case, the originating program has twenty (20) business days to complete the redaction and re-upload the corrected document (case note(s) must be entered).

- **Collaboration:** All programs must work collaboratively to ensure that PII is appropriately managed and that documents within AJC comply with current privacy guidelines.

All requests for clarification regarding implementation should be sent to the Title I Policy team at TitleIPolicy@azdes.gov.

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