

## WORKFORCE SOLUTIONS OF CENTRAL TEXAS CUSTOMER INFORMATION DISCLOSURE FORM

1. Workforce Solutions takes seriously the need to protect the information you give us. Because of requirements of the programs and activities that we manage it is often necessary for us to both get and release written and verbal information that you or other sources provide us. Some of this information is sensitive or confidential and you have certain rights in determining if and when we can share it. Please read this disclosure and ask any questions you have.
2. Verbal or written information about you given by you or received by us from other sources will be used to determine your eligibility and to manage services you receive from us. Workforce employees are required by professional ethics and policy to keep some information confidential and will not release it to others outside Workforce Solutions unless you approve its release in writing. **There are four instances when information must be given by us to others:** 1). when the information indicates that you may present a clear and imminent danger to yourself or others; 2). when you request that information be given to others and you sign a release for the information; 3). when information is requested by a court of law or others through legal means. 4). When required by state and federal monitors, investigators, and auditors.
3. If you are receiving unemployment benefits, we will not release this information to any person or agency regardless of the circumstances, even if you wish to release it. Instead, we will refer them to the Open Records Act of Texas contact person.
4. To maximize your services, information we have may be shared with other internal program staff or with other agencies that have a need to know. The amount of information shared will be only that which is required. You may be asked to release information to them. These agencies and activities will respect the confidentiality of the information and use it only for their official purposes. If information is requested about you from any other place or person and it does not support your participation in workforce services, you must provide a written release before we will provide it.
5. Your information is kept in our local office and with state agencies. This information contains eligibility and application documents, assessment results, case notes, and other items relating to your participation in workforce services. Your local files are kept in secure computer systems and in storage areas where access is limited. Our policy also requires that files and information not be placed where others can randomly see them.
6. If you are under age 18, your parents have the right to know the information in our files. We are required to give information to your parents without your approval if they ask us for it.

**I have read this disclosure about how Workforce information will be managed. I understand that it will be used for Workforce purposes only and protected to the extent of the laws, regulations, and policies regarding it. I also understand the reasons why Workforce Solutions must collect personal information and I agree to provide this information as requested.**

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(Customer Signature)

(Date)