

**OPERATIONAL GUIDE: CONFIDENTIALITY, FILE MANAGEMENT AND  
STATISTICAL DATA  
PEOPLE WITH DISABILITIES  
LOCAL AREA LABOR CONNECTION MAYAGUEZ – LAS MARIAS**

**April 17, 2026**

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**OPERATIONAL GUIDE: CONFIDENTIALITY, FILE MANAGEMENT AND STATISTICAL  
DATA OF PERSONS WITH DISABILITIES  
LOCAL AREA LABOR CONNECTION (ALCL) MAYAGÜEZ - LAS MARÍAS**

**1. INTRODUCTION AND PURPOSE**

This guide establishes the uniform protocol for the handling of sensitive information of persons with disabilities served in the Local Area Conexión Laboral Mayagüez and Las Marías, hereinafter ALCL. The objective is to guarantee the absolute privacy of the participant while complying with the statistical reports required by law.

**2. LEGAL FRAMEWORK AND FOUNDATIONS OF EQUAL OPPORTUNITIES**

Confidentiality in ALCLs is not optional, it is a federal and state mandate based on:

- **WIOA Section 188 (29 CFR Part 38):** This is the primary source. It states that information about disability must be kept confidential.
  - **Legal Citation (29 CFR § 38.41):** Provides that medical and disability records must be kept in **separate files** and treated as confidential.
- **Americans with Disabilities Act (ADA):** Prohibits the disclosure of medical information to unauthorized third parties.
- **Law 238-2004 (Puerto Rico):** "Bill of Rights of Persons with Disabilities", which reinforces data protection at the local level.

**3. SCOPE**

Applies to the Local Area, employees, contractors, subrecipients, and vendors who receive funds under WIOA Title I.

#### 4. FILE MANAGEMENT POLICY

All staff at ALCL Mayagüez - Las Marías must follow these rules:

- **Segregation of Files:** Documents evidencing disability (medical certifications, letters from psychologists) should not be in the general file of participants. The participant's medical record will be kept in a separate file by the profile identification number. Any medical or disability-related information will be collected on separate forms. Digital medical records or those related to disability must be protected by a password.
- **Physical Security:** Medical or disability records must be stored in locked files. Only the Case Management Supervisor and Career Planners and the Equal Opportunity Officer (EO) have access.
  - **Access to Medical or Disability Information:** Medical information may be shared only with:
    - ✓ Program staff responsible for documenting eligibility, when disability is an eligibility criterion for a program or activity.
    - ✓ First responders and security personnel who need access to documentation related to a participant's medical condition in an emergency.
    - ✓ Government compliance officers.
    - ✓ Supervisors or managers when necessary for reasonable accommodation or work restrictions.
- **Custody and Record Maintenance Process:** Information on race/ethnicity, sex, age, and, where known, disability status should be stored in a manner that ensures confidentiality and should be used only for the following purposes: recording and reporting and determining eligibility.

**The Case Management Supervisor and Career Planners will be the custodians of the files and will ensure their confidentiality.**

## 5. COLLECTION OF STATISTICAL DATA

In order to obtain statistical data on the number of people with disabilities assisted and to guarantee the confidentiality of the information, the following process will be carried out:

**The Process of Collecting Individual's Personal Information:** This is the initial moment where a person arrives at the office to request services and all of their information is collected for the first time.

- For the collection of information, the Single Management Center Service Request form is used, in which the participant has the option of voluntarily declaring any disability condition.
- **Race and Ethnicity Collection Mechanism (OMB):** A single combined race and ethnicity question will be used, allowing for multiple answers.
  - **Minimum reporting categories:**
    - Hispanic or Latin
    - White
    - Black or African American
    - Asian
    - American Indian or Alaska Native
    - Native Hawaiian or other Pacific Islander
    - Middle East or North Africa (MENA)
- **Data Security Process:** For reports to the Local Board or DDEC, names are substituted for **Profile Identification Numbers** and presented as **Aggregate Totals only**.
- **Use of Data:** These data are used by the Puerto Rico Institute of Statistics and the Conexión Laboral system to validate universal access in the western region.
- **PRIS System - Data Collection Methodology**

The ALCL Mayagüez - Las Marías will use the **Participant Record Information System (PRIS)** as the official method for the collection of statistical data. PRIS generates **aggregate totals** (e.g., "15 participants with disabilities") for federal reporting. **Names and SSNs are removed** from these public reports to ensure confidentiality.

1. **Information Collection:** Disability information will be entered into the participant's barriers module after informed consent. This information is gathered by the Case Manager or Career Planner at the initial interview.
2. **Processing:** The system will convert individual data into **statistics without identification of the participant** for reporting purposes.
3. **Privacy:** Access to the PRIS system is restricted by security credentials.
4. **Detail of Information Collected:** Must have records of applicants, enrollees, eligible applicants/enrollees, participants, terminated, employees, and job applicants.
  - Each beneficiary must record the race/ethnicity, sex, age, and, when known, disability status, of each applicant, registrant, participant, terminated, job applicant, and employee.
  - In addition, each beneficiary must also record the limited English proficiency and preferred language of each applicant and participant.

## 6. REGISTRATION OF COMPLAINTS FOR DISCRIMINATION

The Mayagüez-Las Marías Labor Connection Local Area will maintain a record of complaints filed for discrimination on the basis of race, color, religion, sex (including pregnancy, childbirth and related medical conditions, transgender status, and gender identity), national origin, age, disability, political affiliation or beliefs, citizenship, and/or participation in a program or activity with financial assistance under Title I of WIOA.

- Complaint Registry Information:
  - ✓ Full name and address of the complainant,
  - ✓ Basis of the discrimination of the complaint

- ✓ Description of the facts that constitute discrimination
  - ✓ Date and place of the alleged acts of discrimination
  - ✓ Date of filing of complaints
  - ✓ Name and address (if known) or place where to find the defendant
  - ✓ Any information that may identify the person being sued
- The handling of the complainant's information will be treated in strict confidentiality and this information will be kept in a file guarded by the Equal Opportunity Officer.

## 7. RESPONSIBILITIES OF THE SERVICE PROVIDER (DATA HANDLING AND PROTECTION)

Since **ALCL Mayagüez - Las Marías** is the entity responsible for the initial assessment and data entry into the **PRIS System**, the contracted Service Provider assumes responsibility for custody and confidentiality under **29 CFR § 38.41** from the time it receives the participant.

- **Receipt of Sensitive Information**
  - **Referrals:** When the ALDL sends a participant, the provider will only receive the information strictly necessary for enrollment.
  - **Disability Notification:** If for training purposes the provider needs to know about a disability (to provide an accommodation), this information should be treated as a **confidential medical record** and should never be included in the general transcript or transcript. The Employer will remain in communication with the Career Planner and/or Case Management Supervisor.
- **Enforcement and Registration of Reasonable Accommodation**
  - **Facility Request:** If the participant requests a reasonable accommodation directly from the provider during the course, the provider must contact the Case Manager assigned to the participant for the appropriate process.

- **Mandatory Communication:** The provider must notify the ALCL Case Manager of any requests received and the action taken. This allows the ALCL to keep compliance statistics up to date in the **PRIS System**.
- **Medical Evidence:** Any medical certification that the participant provides to the provider must be returned to the ALCL or maintained by the provider in a **separate file under lock and key**, complying with the segregation required by law.
- **Restricted Access:** Only administrative personnel who must implement a reasonable accommodation will be aware of the participant's condition, under strict duty of confidentiality.

## 8. VALIDITY

This Operational Guide was approved by the Mayagüez-Las Marías Local Board in a meeting held on April 17, 2026. It will come into force immediately after its approval.

For the record, I sign this public policy in Mayagüez, Puerto Rico, on April 17, 2026.

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José A. Justiniano Rodríguez  
Local Board President