



LDOE CALL CENTER CUSTOMER SERVICE YOUNGWILLIAMS, P.C. DATA SHARING AGREEMENT

WHEREAS, the Family Educational Rights and Privacy Act (FERPA), 20 U.S.C. 1232g and its implementing regulations codified at 34 C.F.R 99. 1 et seq. and La. R.S. 17:3914 make personally identifiable student information and other student level data in education records confidential and, subject to certain exceptions, prohibit the disclosure of such information to third parties and impose penalties, including criminal penalties, for unauthorized disclosures of such data to third parties,

WHEREAS, La. R.S. 17:407.29 makes applications and client case records for child care assistance clients confidential and, subject to certain exceptions, prohibits the disclosure of such information to third parties and impose penalties, including criminal penalties, for unauthorized disclosure of such data to third parties,

WHEREAS, FERPA and its implementing regulations allow for an educational agency or institution to share personally identifiable student-level data with contractors performing work on their behalf,

WHEREAS, the Louisiana Department of Education (hereinafter referred to as "State") and YoungWilliams, P.C. (hereinafter referred to as "Contractor") have entered into a contractual arrangement, pursuant to which Contractor will provide the services to State.

WHEREFORE, the State and Contractor do enter into this Agreement subject to the terms and conditions as specified herein.

This Data Sharing Agreement, upon execution, shall supersede and replace all other Data Sharing Agreements that are in existence between the Louisiana Department of Education and YoungWilliams, P.C.

1. Purpose of the Disclosure

Contractor agrees to use any data disclosed to it pursuant to this Agreement solely for the purpose of operating the customer service center for the Louisiana Department of Education. This customer service includes accessing the Child Care Assistance Program (CCAP) applications and client case records to provide customer service at the request and permission from a parent or guardian.

2. Data

The State agrees to provide Contractor with the following data solely for the purposes of providing services to the State as stated in the purpose. Client case records will only be accessed by the Contractor at the request and explicit consent from a parent or guardian.

Client Information from the Student Information and Application Portals:



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- Parent/Guardian Information - SSN and contact information, Income information
- Children Information – SSN, Names, Birth certificates, Shot records
- Student IEP and Disability information (if applies)

The State reserves the right to withhold any of the foregoing data if the State determines, in its sole discretion, that disclosure of such data would violate any provision of state or federal law.

3. Confidentiality

This Agreement is entered into by Contractor and the State in accordance with the provisions of the Family Educational Rights and Privacy Act, 20 U.S.C. Section 1232(g), et seq., (FERPA), La. R.S. 17:407.29, and La. R.S. 17:3914. Contractor hereby acknowledges that all documents which include personally identifiable information contained in or derived from a student's education records are deemed confidential pursuant to FERPA, La. R.S. 17:407.29, and La. R.S. 17:3914 and will not be disclosed by Contractor to any third party. Contractor also acknowledges that CCAP applications and client case records are confidential pursuant to 17:407.29 and will not be disclosed by the Contractor to any third party. Nothing in this provision shall preclude the Contractor from subcontracting with third parties to perform work contemplated herein; however, the Contractor is responsible for ensuring that any such subcontractor(s) adhere to, and agree to be bound by, all provisions of this agreement, and that any contract with such subcontractor(s) shall explicitly make such subcontractor subject to the audit provisions contained herein.

Contractor shall retain the original version of the data at a single location and shall not make a copy or extract of the data available to anyone except personnel who have a need for the data to perform the services referenced in this agreement. Contractor shall maintain the data in hard copy or electronic form, in an area that has limited access only to Contractor's authorized personnel. Contractor shall not permit removal of the data from the limited access area. Contractor will ensure that access to the data maintained on computer files or databases is controlled by password protection. Contractor shall establish procedures to ensure that the target data cannot be extracted from a computer file or database by unauthorized individuals. Contractor shall maintain all printouts, discs, or other physical products containing student-level data in locked cabinets, file drawers, or other secure locations when not in use. Contractor shall, under supervision of the State, destroy the data provided to Contractor, including all copies, whether in electronic or hard copy form, when the services are completed or this Agreement is terminated, whichever occurs first.

4. Restrictions on Use

Contractor shall not use the data for any purpose not expressly permitted in this Agreement without the prior written approval of the Louisiana State Superintendent of Education. Contractor cannot disclose any document, whether in hard copy or electronic form, or otherwise disclose to



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any third party any student-level data or information in any form whatsoever or under any circumstances which would directly or indirectly makes a student's identity easily traceable. Nothing in this provision shall preclude the Contractor from subcontracting with third parties to perform work contemplated herein as described in the foregoing section.

Any questions by Contractor regarding the implementation of this Agreement shall be directed to:

Laura Boudreaux
Director of Research and Data Privacy
Louisiana Department of Education
1201 North Third Street
Baton Rouge, LA 70803
225-219-7368
laura.boudreaux@la.gov

5. Indemnification

Contractor shall defend, indemnify and hold harmless the State and any and all of the State's directors, officers, officials, employees, agents, contractors and representatives against and from any and all costs, expenses, damages, injury or loss, including reasonable attorney's fees, to which they or any of them may be subject as a result, directly or indirectly, of any disclosure of data by the Contractor.

6. Ownership

Any records, reports, documents, materials, and/or products created or developed by Contractor with the data provided under this Agreement shall be the property of the State. Any work undertaken by Contractor pursuant to this Agreement shall be work made for hire, and the contractor hereby transfers and assigns to the State any intellectual property rights, including but not limited to the copyright of any records, reports, documents, materials or products created or developed by Contractor in connection with the performance of this Agreement. No records, reports, documents, materials or products created or developed under this Agreement can be distributed free or for profit without explicit written approval from the State Superintendent of Education.

7. Audits

Pursuant to in La. R.S. 17:3914, the Contractor shall permit the State or its authorized representatives to carry out security or audit checks pertaining to Contractor's security and usage of PII. Contractor shall cooperate with the State. The State or its authorized representatives shall have access at all reasonable times on working days during working hours at Contractor's business premises to Contractor's employees, together with records, books and correspondence and other



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papers and documentation or media of every kind in possession of Contractor and Contractor's employees pertaining to this Agreement that are necessary for the State to carry out such security and audit checks. The State or its authorized representatives shall have the right to reproduce and/or retain copies at its expense of any of the aforementioned information and documents.

8. Security Breach

As used in this Agreement "Security Breach" means any act or omission that compromises either the security, confidentiality or integrity of personally-identifiable student information or the physical, technical, administrative or organizational safeguards put in place by Contractor that relate to the protection of the security, confidentiality or integrity of PII, or (ii) receipt of a complaint in relation to the privacy practices of Contractor or a breach or alleged breach of this Agreement relating to such privacy practices.

Contractor shall take commercially reasonable steps and best efforts, in accordance with industry standards, to prevent security breaches. Contractor shall also take commercially reasonable steps, in accordance with industry standards, to immediately remedy any security breach and prevent any further security breach at Contractor's expense in accordance with standard industry practices and applicable law.

Contractor shall:(i) provide the state with the name and contact information for an employee of Contractor who shall serve as the State's primary security contact and shall be available to assist State twenty-four (24) hours per day, seven (7) days per week as a contact in resolving issues and fulfilling obligations associated with a security breach; (ii) immediately notify State in writing of a security breach after Contractor becomes aware of it; and

Immediately following Contractor's notification to the State of a security breach, Contractor and the State shall coordinate with each other to investigate the security breach. Contractor agrees to fully cooperate with State in State's handling of the matter, including, without limitation: (i) assisting with any investigation; (ii) providing the State with physical access to the facilities and operations affected;(iii) facilitating interviews with Contractor's employees and others involved in the matter; and (iv) making available all relevant records, logs, files, data reporting and other materials required to comply with applicable law or industry standards and as otherwise required by the State and (v) providing any notices to persons or organizations affected by the security breach as required by law and as required by the State.

9. Liaison Officials

The State's liaison and the Contractor's liaison for the implementation of this Agreement and for receipt of all notices or other communications required or permitted under this Agreement is:

Laura Boudreaux



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Director of Strategic Research and Privacy
Louisiana Department of Education
1201 North Third Street
Baton Rouge, LA 70803
225-219-7368
laura.boudreaux@la.gov

Becky Hunt
Vice President of Contact Centers
P.O. Box 3180
Ridgeland, MS 39158
601-832-4480
becky.hunt@youngwilliams.com

10. Term of Agreement

This Agreement shall begin on December 15, 2022 and shall terminate on April 1, 2024. The effective date of this Agreement may be extended only if an amendment to that effect is duly executed by the parties and approved by the necessary authorities prior to said termination date. If either party informs the other that an extension of this Agreement is deemed necessary, an amendment may be prepared by one party for appropriate action by the other party.

11. Termination for Convenience

The State may terminate this Agreement at any time by giving Contractor written notice of such termination.

12. Assignment of Contract

Contractor shall not assign any interest in this Agreement by assignment, transfer, or novation, without prior written consent of the State.

13. Jurisdiction, Venue and Governing Law

Exclusive jurisdiction and venue for any and all suits between the State and Contractor arising out of, or related to, this Agreement shall be in the 19th Judicial District Court, Parish of East Baton Rouge, State of Louisiana. The laws of the State of Louisiana, without regard to Louisiana law on conflicts of law, shall govern this Agreement.

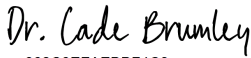
14. Survival





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Contractor's obligation under Clauses 1, 3, 4, 5, 6, and 13 shall survive expiration and/or termination of this Agreement. Contractor's obligations under Clauses 7 and 8 shall survive expiration and/or termination of this Agreement until Contractor has fully complied with its obligation to destroy data as set forth herein.

IN WITNESS WHEREOF, the parties have executed this Agreement as of this 20th day of January 2023.

DocuSigned by:

662C8EFAEBD74C3
2/7/2023
Dr. Cade Brumley
State Superintendent of Education



[Rob Wells \(Jan 20, 2023 21:21 CST\)](#)
Rob Wells
President of YoungWilliams, PC






YoungWilliams - Call Center DSA_FINAL 01.20.23

Final Audit Report

2023-01-21

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