



County of Santa Cruz

HEALTH SERVICES AGENCY

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Health Services Agency
Administration

Date: 10/21/2020

Dear Parent/Guardian,

Subject: NOTICE OF DATA BREACH

What Happened?	We are sending this letter to you as part of the County of Santa Cruz Health Services Agency's commitment to client privacy. We take client privacy very seriously, and it is important to us that you are made fully aware of a potential privacy issue that occurred on September 29, 2020. It was discovered that a file receptacle was stolen from a staff vehicle potentially containing protected health information.
What Information Was Involved?	We have learned that protected information, including name, address, date of birth, client identification number or Medi-Cal number, medications, diagnosis codes, procedure codes, lab results, provider demographics, mental health data, or substance use/alcohol data may have been compromised.
What We are Doing:	We, upon discovery, immediately reported the incident to agency management and the Santa Cruz Police Department (<i>Report #T20002338</i>). Agency management are reviewing the incident with staff to communicate the proper protection of health information while working remotely. In order to prevent incidents from happening, staff are maintaining security by not leaving protected health information in vehicles and are locking health documents and files in cabinets when not in use.
What You Can Do:	We are keenly aware of how important your personal information is to you and we encourage you to monitor your credit score through a free credit score provider like www.creditkarma.com for signs of identity theft.
Other Important Information:	We understand that this may pose an inconvenience to you. We sincerely apologize and regret that this situation has occurred. The County of Santa Cruz Health Services Agency is committed to providing quality care, including protecting your personal information, and we want to assure you that we have policies and procedures to protect your privacy.

For More Information:	For more information on identity theft, you may visit the Web site of the California Department of Justice, Privacy Enforcement and Protection at www.privacy.ca.gov .
Agency Contact:	Should you need any further information about this incident, please contact: Inbal Yassur Clinical Director Encompass Community Services at 380 Encinal Street Suite 200, Santa Cruz, CA. 95060 or at (831) 469-1700 ext. 1008. Or email at Inbal.Yassur@EncompassCS.org

Kind regards,

James Dyer
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Health Services Agency
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