



**WILL LIGHTBOURNE**  
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**  
744 P Street • Sacramento, CA 95814 • [www.cdss.ca.gov](http://www.cdss.ca.gov)



**EDMUND G. BROWN JR.**  
GOVERNOR

SAMPLE Notification Letter  
Letter addressed to adult staff of affected facilities

CDSS Incident ID: 14-101Staff  
CISO Incident ID: 14-0826

Dear Firstname Lastname:

We are writing to inform you of a security incident involving your personal information. On July 17, 2014, the California Department of Social Services (CDSS) was informed of the unauthorized release of documentation that may have included your personal information. Confidential documents were accidentally discarded and removed from the office for disposal prior to shredding. The documents may have contained your name, mailing address, date of birth and Social Security number. The incident was immediately investigated and determined to be accidental in nature; however, the documents could not be retrieved. These documents were associated with children's residential and senior care facilities in various counties of California.

To protect yourself from the possibility of identity theft, we recommend that you place a fraud alert on your credit files by following the privacy protection steps "Privacy Protection Recommendations: What to Do If Your Personal Information Is Compromised," included with this letter.

It is important to keep a copy of this notice for your records. 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](http://www.privacy.ca.gov).

We regret that this incident occurred and want to assure you that appropriate actions have been taken to minimize the risk of recurrence, including reviewing and revising our procedures and practices. Should you need any further information about this incident, please contact the CDSS Information Security Office at (855) 729-2484 or [iso@dss.ca.gov](mailto:iso@dss.ca.gov) and reference [reference number supplied on letter mailed to affected individual].



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SAMPLE Notification Letter  
Letter addressed to County Foster Care supervisor

CDSS Incident ID: 14-101Fosters  
CISO Incident ID: 14-0826

Dear Firstname Lastname:

We are writing to you, the child welfare agency with placement and care responsibility for the above named child, to inform you of a security incident that may have involved personal information of some children in foster care.

On July 17, 2014, the California Department of Social Services (CDSS) was informed of the unauthorized release of documents that may have included this child's personal information. Confidential documents were accidentally discarded and removed from the office for disposal prior to shredding. Documents may have included children's names, mailing addresses, dates of birth and Social Security numbers. The incident was immediately investigated and determined to be accidental in nature; however, the documents could not be retrieved. These documents were associated with children's residential and senior care facilities in various counties of California. The above referenced child is currently placed in one of those children's facilities and information about this child could have been included.

To protect the child from the possibility of identity theft, we recommend that you follow the recommended privacy protection steps outlined in the enclosure, "Privacy Protection Recommendations: What to Do If Your Child's Social Security Number Has Been Compromised."

It is important to keep a copy of this notice in the child's records. 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](http://www.privacy.ca.gov).

We regret that this incident occurred and want to assure you that appropriate actions have been taken to minimize the risk of recurrence, including reviewing and revising our procedures and practices. Should you need any further information about this incident, please contact the CDSS Information Security Office at (855) 729-2484 or [iso@dss.ca.gov](mailto:iso@dss.ca.gov) and reference [reference number supplied on letter mailed to affected individual].