



County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

12860 CROSSROADS PARKWAY SOUTH · CITY OF INDUSTRY, CALIFORNIA 91746
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JACKIE CONTRERAS, Ph.D.
 Interim Director

January 19, 2023

Notice of Data Breach

Board of Supervisors
 HILDA L. SOLIS
 First District
 HOLLY J. MITCHELL
 Second District
 LINDSEY P. HORVATH
 Third District
 JANICE HAHN
 Fourth District
 KATHRYN BARGER
 Fifth District

Dear _____:

The Department of Public Social Services (DPSS) is writing to inform you of a data privacy breach involving your personally identifiable information. As a precautionary measure, we are providing this notice and outlining steps you may take in response to this breach.

What Happened?

DPSS is writing to you because of a privacy incident that occurred on January 19, 2023 at the County of Los Angeles (County) DPSS. A County employee accessed your personal information contained in our electronic systems without a legitimate business reason. County personnel discovered the incident during an internal investigation on December 27, 2022.

What Information Was Involved?

The information about you that was accessed included your first and last name, date of birth, CIN number, case number, SSN (Last 4) and information relating to your Medi-Cal benefits.

What We Are Doing?

DPSS deeply regrets any inconvenience this incident may cause you. To help prevent something like this from happening in the future, the matter has been referred to the County Department's human resources for assessment of corrective and disciplinary actions.

What You Can Do

DPSS recommends that you remain vigilant to the possibility of fraud and identity theft by reviewing credit reports and bank and other financial statements for any unauthorized activity.

You may also obtain a copy of the credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order the annual free credit report please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax: P.O. Box 740241, Atlanta, Georgia 30374-0241, 1-800-685-1111, www.equifax.com
Experian: P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, www.experian.com

TransUnion: P.O. Box 1000, Chester, PA 19022, 1-800-888-4213, www.transunion.com

You may also seek additional information on the prevention of identity theft by going to the Federal Trade Commission's website, www.ftc.gov. Take time to read the FTC's guide, "Take Charge: Fighting Back Against Identity Theft" at <http://www.consumer.ftc.gov/features/feature-0014-identity-theft> or call the identity theft hotline at the FTC at (877) IDTHEFT (877-438-4338).

Other Important Information

To protect yourself from the possibility of identity theft, DPSS recommends that you place a fraud alert on your credit files by following the recommended privacy protection steps outlined in the enclosure "Breach Help—Consumer Tips from the California Attorney General".

For More Information

For more information on identity theft, you may visit the website of the California Department of Justice, Privacy Enforcement and Protection at www.privacy.ca.gov.

DPSS sincerely apologizes for this incident and regrets any inconvenience it may cause you. Should you have any other questions or concerns regarding this matter, please contact me, the DPSS Information Security Officer at (562) 551-3487 Monday-Thursday between 8:00 a.m. – 5:00 p.m., except holidays or by email at RobertRodgers@dpss.lacounty.gov.

Sincerely,

Robert Rodgers
Information Security Officer

RR:ac