



A Tradition of Stewardship
A Commitment to Service

Health & Human Services Agency
Comprehensive Services for Older Adults
In Home Supportive Services

Letters mailed
Wednesday, 9/10/14
-KKB

900 Coombs Street, Suite 257
Mailing: 2261 Elm Street
Napa, CA 94559
www.countyofnapa.org

Main: (707) 253-3818
Fax: (707) 253-6117

Howard K. Himes
Director

[REDACTED]

Dear [REDACTED]

We are contacting you to inform you of a privacy incident related to the In Home Supportive Services (IHSS) program. On August 27, 2014, the Comprehensive Services for Older Adults (CSOA) Division of Health and Human Services Agency (HHSA) discovered that a portable data storage device (commonly referred to as a "thumb" or "flash" drive) was missing from our locked offices located at 900 Coombs Street in Napa. This discovery was made in the aftermath of the Napa earthquake on August 24, 2014, during the recovery and cleanup process; our offices were severely damaged and are not being occupied at this time.

Because we take your privacy very seriously, we want to let you know that the missing device contained some personal information necessary for us to respond to you in the event of a disaster, including your name, address, phone number, and limited information regarding your status as an IHSS program recipient. We have verified that no Social Security Number, Date of Birth, Driver License or California Identification number, or any financial information was contained on the missing device. Also, no other information about your healthcare was disclosed and none of your IHSS program records have been compromised.

The incident has been reported to the police because theft may have been involved. However, we have no indication that your information has been accessed, acquired, or used by an unauthorized individual.


We are committed to protecting your personal information, and we want to assure you that we take your privacy seriously. We are taking immediate steps to safeguard your personal information, including a policy that no information about you will be stored on any such device in the future even if it is in a locked office building. Additionally, we have implemented a corrective action plan as result of this incident to enhance the safeguards that protect your personal information.

Even though only limited personal information was involved, we still encourage you to always be alert for potential scams either by phone or mail. If you have any such concerns, you should contact local law enforcement.

We sincerely apologize and regret that this incident occurred. If you have any questions regarding this incident, please contact Gerardo Calderon, IHSS Social Services Aide at (707) 253-6272 or Scott Seaborn, Napa County Privacy Officer, at (707) 253-4523.

Thank you.

Sincerely,

A handwritten signature in black ink that reads "Kris K Brown". The signature is written in a cursive style with a long horizontal flourish at the end.

Kris K. Brown,
HHSA Deputy Director
Comprehensive Services for Older Adults