In-Home Supportive Services (IHSS) Data Breach Update
June 26, 2012

This is an update to the IHSS data breach incident that was announced on May 11, 2012. On that date, the California Department of Social Services (CDSS) reported that portions of a data shipment containing personal information within October to December 2011 payroll data was missing.

CDSS reported the incident to the State Information Security Officer and an investigation was initiated by the California Highway Patrol. The incident also was investigated by the United States Postal Service (USPS). To date, no link between this incident and any misuse of IHSS provider and recipient data has been determined. As a result of the overall investigations, it appears that the records likely were sent to the USPS mail recovery center and safely destroyed. CDSS and its business partners have implemented new business procedures that provide greater security and protection for our provider and recipient personal information when transmitting this data.

In response to this incident, CDSS sent approximately 750,000 notification letters to all potentially impacted individuals. Beginning May 12, 2012, CDSS operated a phone bank to respond to questions and concerns regarding the potential data breach. CDSS responded to more than 15,000 calls, in languages including English, Spanish, Russian, Armenian, Cantonese, Mandarin, and Tagalog. Additionally, the notification letter and a Frequently Asked Questions document were posted on the CDSS website in multiple languages.

As a precaution, however, IHSS providers and consumers who have not already done so should consider placing a free fraud alert in their credit files, by calling any one of the numbers below:

TransUnion 1-800-680-7289
Experian 1-888-397-3742
Equifax 1-800-525-6285