



December 16, 2016

NOTICE OF DATA BREACH

In compliance with federal and State laws, this provides substitute notice

A privacy and security breach occurred, which may have compromised personally identifiable and/or health information for approximately 756,000 individuals who received services from one of the following departments:

- Assessor
- Chief Executive Office
- Department of Children and Family Services
- Child Support Services
- Department of Health Services
- Human Resources
- Internal Services Department
- Department of Mental Health
- Probation Department
- Department of Public Health
- Public Library
- Department of Public Social Services
- Department of Public Works

What Happened?	On May 13, 2016, the County experienced a phishing email attack that affected approximately 108 out of 120,000 County employee email accounts. A phishing e-mail tries to trick someone into giving up important information (in this case, email account usernames and passwords) by appearing to come from a trustworthy source. Email accounts are used by County employees to communicate about and coordinate County services. Personal and/or health information of some recipients of County services was identified in some of these email accounts and may have been compromised. Due to the ongoing investigation by law enforcement, we were advised to delay notification of this incident, as public notice may have hindered their investigation.
What Information Was Involved?	The information may have included first and last name, date of birth, Social Security number (SSN), driver's license or state identification number, payment card information, bank account information, home address, phone number(s), and/or medical information, such as Medi-Cal or insurance carrier identification

	number, diagnoses, treatment histories or medical record number. Each individual may have been impacted differently.
What We Are Doing	<p>The County has taken this incident seriously and has taken the following steps:</p> <ol style="list-style-type: none">1. Notified law enforcement upon discovery of the phishing attack and immediately initiated an investigation.2. Initiated an administrative review and implemented additional controls to minimize the risk of future phishing attacks against County email accounts.3. Reported this incident to the California Department of Public Health, the State Attorney General's Office, and the U.S. Department of Health and Human Services' Office for Civil Rights, as required by law.4. Enhanced training to identify and respond to phishing attacks as part of the County's ongoing cyber-security awareness campaign.5. Notified potentially affected individuals by mail at their last known address and by substitute notice on our website for those whose addresses were not available.6. Established a toll-free number to address questions from individuals potentially impacted by this incident.7. Worked with and continues to work with forensics experts to analyze the potentially impacted data.8. Offered one year of free identity monitoring services for potentially impacted individuals, which includes credit monitoring, identity consultation, and identity restoration.9. The County remains vigilant in its efforts to protect confidential information and continues to strengthen the information privacy and security program to implement safeguards to prevent and/or reduce cyber-attacks.
What You Can Do	<p>Impacted individuals will be offered free identity monitoring for one year which may be activated by calling 1(855) 330-6368. Identity monitoring services include credit monitoring, identity consultation, and identity restoration.</p> <p>For additional information, please review 'Steps You Can Take to Protect Against Identity Theft and Fraud' posted on this website:</p>
For More Information	<p>If you have questions or need further information, please call 1(855) 330-6368, Monday through Friday, from 8:00 A.M. to 5:00 P.M. PST. Additional information and updates will be available on these County websites: https://211la.org/, dhs.lacounty.gov or dmh.lacounty.gov.</p>