

July 13<sup>th</sup>, 2021

GENERAL PUBLIC POSTING

Dear Clients,

**Subject: NOTICE OF DATA BREACH**

<p><b>What Happened?</b></p>	<p>We are posting this letter as part of Encompass Community Services' commitment to client privacy. We take client privacy very seriously, and it is important to us that you are made fully aware of a potential privacy issue that was discovered on April 14<sup>th</sup>, 2021. On April 14<sup>th</sup>, 2021, it was discovered that a malicious email was received by a staff member that launched an attack on the agency's email system.</p>
<p><b>What Information Was Involved?</b></p>	<p>We have learned that the nefarious actor gained access to the staff persons email account for approximately 5-minutes. Through thorough investigation Microsoft determined that no emails were deleted or forwarded, nor were any rules placed on the account. If emails were accessed, they potentially could have included personally identifiable and protected health information. This information could potentially be names, addresses and contact info, and health information such as diagnosis and/or treatment. Out of an abundance of caution, Encompass Community Services is informing you that your information may have been compromised.</p>
<p><b>What We are Doing:</b></p>	<p>The incident has been reported to the appropriate authorities, including the Encompass Community Services Privacy Officer, the County of Santa Cruz Health Services Agency, and the California Department of Health Care Services. All involved staff were immediately notified to reaffirm their awareness of how to handle suspicious emails. To assure this type of incident does not happen again, all involved staff are being required to re-take training involving the appropriate handling of suspicious emails and protected health information.</p>
<p><b>What You Can Do:</b></p>	<p>We are keenly aware of the importance of your personal information. You may complain to us or to the Secretary of Health and Human Services, if you believe your privacy rights have been violated in this incident by us. You may file a complaint with us by notifying our agency contact of your complaint. We will not retaliate against you for filing a complaint.</p>

	You can also write to US Dept. of Health & Human Services Office for Civil Rights, 200 Independence Ave., SW, Washington, D.C. 20201, call 1-877-696-6775, or visit: <a href="http://www.hhs.gov/ocr/privacy/hipaa/complaints/">www.hhs.gov/ocr/privacy/hipaa/complaints/</a> .
<b>Other Important Information:</b>	We understand that this may pose an inconvenience to you. We sincerely apologize and regret that this situation occurred. Encompass Community Services is committed to providing quality care, including protecting your personal information, and we want to assure you that we have policies and procedures to protect your privacy.
<b>Agency Contact:</b>	Should you need any further information about this incident, please contact: Linda Alves Director of Compliance & Quality Improvement Encompass Community Services 380 Encinal Street Suite 200, Santa Cruz, CA 95060 (831) 469-1700 ext. 1012 <a href="mailto:Linda.Alves@EncompassCS.org">Linda.Alves@EncompassCS.org</a>

Sincerely,



Linda Melody Alves

Director of Compliance & Quality Improvement