

March 24, 2023

## **Adams County Children and Youth Services Notice of Data Security Incident**

To Whom it May Concern,

Recently, Adams County Children and Youth Services (“ACCYS”) learned that there was unauthorized access to an ACCYS employee email account. On March 24, 2023, we mailed notifications to individuals whose protected health information and/or personal information may have been subject to unauthorized access or acquisition. Unfortunately, we did not have sufficient contact information to provide written notice to some individuals. To notify those individuals for whom we do not have sufficient contact information, we are posting this notice on our website and providing a toll-free telephone number, (833) 475-1813, which can be called Monday through Friday 9 AM – 11 PM EST, Saturday and Sunday 11 AM – 8 PM EST (excluding major U.S. holidays) to determine whether an individual’s personal information was included in the data potentially impacted by this incident. Please be prepared to provide the following engagement number: **B088251**.

At this time, we have no indication that any of this data has been inappropriately used by anyone. However, we are providing this notice as a precautionary measure, to inform potentially impacted individuals, and suggest ways that individuals can protect their information. We recommend that you closely review the information provided below for some steps that you may take to protect yourself against potential misuse of your information.

### **What Happened**

On August 15, 2022, one of our employees responded to a phishing email. We immediately changed the employee’s password. Recently, as part of our ongoing evaluation of email security and with the assistance of a nationally recognized digital forensics team, we discovered that there had been suspicious activity on the same employee’s email box that we were not aware of at the time of the password change. We worked with the investigators to further understand what happened and to determine the scope of any potential unauthorized access to the email box. We determined through the investigation that we would be unable to identify which specific emails may have been viewed or acquired by the unauthorized actor during the approximately 30-minute period of access. Therefore, in an abundance of caution, we undertook a comprehensive review of the entire contents of the email box to establish what information may have been involved, who may have been affected, and where those people reside so that we could provide notice.

### **What Information Was Involved**

The impacted email account may have contained an individual’s name, or initials, as well as some or all of the following kinds of data: address, date of birth, names of family and/or household members, ACCYS case number(s) and/or referral number(s), information about residency and/or placements, personal family referral information, health information, information regarding services and programming provided by ACCYS, medical diagnoses and/or treatment information. For a small number of individuals, the information may have included mental health diagnoses and/or treatment information, medications, injuries, health insurance information, or information related to substance use.

### **What We Are Doing About It**

Because of this incident we have taken steps to ensure the security of all email accounts and worked to review the contents of the impacted email account. To further strengthen the security of the information we maintain, and to help prevent similar incidents in the future, we have taken or will be taking the following steps:

1. Completed implementation of multi-factor authentication on ACCYS employee email accounts;
2. Enhancing our retention policy for electronic data;
3. Retraining ACCYS employees regarding protection of private information in email communications;
4. Supplementing our training for employees regarding cybersecurity awareness; and
5. Implementing automatic password reset procedures for cybersecurity incidents.

Additionally, we will provide notice of this incident to the United States Department of Health and Human Services and appropriate state regulators.

### **What You Can Do**

We recommend that you take the following preventative measures to help protect your information:

1. Remain alert for incidents of fraud and identity theft by regularly reviewing any health insurance Explanation of Benefits (EOB) forms for unauthorized or suspicious activity.
2. Report any incidents of suspected identity theft to your local law enforcement, state Attorney General and the major credit bureaus.

### **For More Information**

Please accept our apologies that this incident occurred. We remain fully committed to maintaining the privacy of personal information in our possession and will continue to take many precautions to safeguard it. If you have questions or concerns about this incident, you may also contact Adams County Privacy Officer, Lindsey Ringquist, at (717) 337-9820.

Sincerely,



Sarah A. Finkey  
Administrator  
Adams County Children and Youth Services