

IDHS 2019 Data Breaches:

1. On January 4, 2019, an IDHS employee sent an email containing the private information of two IDHS customers to an individual outside of the IDHS secure email firewall. The private information included Social Security Numbers (SSNs), and identified the individuals as receiving rehabilitation services from the Department. The recipient of the email was not authorized to receive the information, and the email was sent by mistake. The employee requested that the email be deleted, and the individuals were notified, via letter, by the Department.
2. On February 19, 2019, the IDHS Division of Rehabilitation (DRS) inadvertently sent a customer letter to the wrong customer. The letter contained the customer's name, address, and last four numbers of his SSN. The Bureau requested that the customer, who received the letter in error, send the letter back, and provided the customer with a pre-addressed, pre-paid envelope, but the customer did not send the letter back. The customer, whose information was shared in error, was notified, by letter, of the disclosure.
3. On March 5, 2019, the IDHS DRS Bureau of Disability Determination Services inadvertently sent a customer letter containing the name, address, and last four numbers of a customer's SSN to the wrong customer. The recipient notified IDHS and the Bureau requested that the customer, who received the letter in error, send the letter back. The Bureau provided the customer with a pre-addressed, pre-paid envelope, but the customer did not send the letter back. The customer, whose information was shared in error, was notified, by letter, of the disclosure.
4. On May 30, 2019, IDHS DRS sent 11 customer case files from one office to another office for a quality assurance review. The case files were sent via United Parcel Service (UPS). The case files were lost in transit. UPS conducted their own investigation but was unsuccessful at finding the files. Case files often contain educational, financial, and medical records. The individuals affected were notified, by letter, of the disclosure.
5. On October 23, 2019, an IDHS DRS employee handed out roughly 50 personal assistant (PA) packets to customers. The employee intended to hand out blank packets, however the packets that were distributed contained the private information of a personal assistant. The information included the personal assistant's name, address, and SSN. The individual affected was notified of the disclosure via letter.
6. On October 29, 2019, an IDHS DRS customer case file was mailed from one office to another office for internal audit. Staff at the receiving IDHS mail room signed for the case file, but later were unable to locate the file. Case files often contain private educational records, financial records, and medical records. The customer affected was notified by the Department via letter.