



JB Pritzker, Governor

Illinois Department of Human Services

Grace B. Hou, Secretary

October 14, 2020

Dear Illinois General Assembly:

The Personal Information Protection Act ("PIPA"), 815 ILCS 530/1 *et seq.*, requires State agencies to notify you when a breach of security has occurred due to the inappropriate disclosure of private information. This letter is to notify you that two breaches of security have occurred within the Illinois Department of Human Services ("IDHS").

The first breach of security occurred in October 2019 when the Division of Rehabilitation Services ("DRS") sent a customer's case file from one IDHS office to another IDHS office for quality review. The file was signed for by the receiving office's mail room. However, the file was then misplaced. The file likely contained medical information, hospital records, medical evaluations, educational records, financial records, and medical insurance information. IDHS staff spent time over several months searching for the missing file, but ultimately could not locate it. While there is no evidence that anyone outside of IDHS has accessed the case file, out of an abundance of caution on September 21, 2020, the Department notified the customer, by letter, of the incident.

The second breach of security occurred in June 2020 when the DRS Bureau of Disability Determination Services, in error, mailed a customer document to another customer. The document contained the customer's name, address, date of birth, and Social Security Number. The Department notified the customer, by letter, on September 23, 2020.

The purpose of this letter is to inform you of this occurrence in accordance with PIPA. There is no action required on your part. If you have any questions or comments, please contact us at (217) 557-1603.

Sincerely,

Grace B. Hou
Secretary
DHS

