



JB Pritzker, Governor

Illinois Department of Human Services

Grace B. Hou, Secretary

December 14, 2020

Dear Illinois General Assembly:

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

On July 19, 2019, an IDHS / Division of Rehabilitation Services (DRS) customer case file was sent, via the United Parcel Services (UPS), from one DRS office to another DRS office. In October 2019, IDHS staff contacted UPS because the package never arrived, and UPS advised that it would start an investigation into this matter. DRS staff continued to follow up with UPS to determine if UPS was able to resolve the issue. UPS was not able to locate the file. There is no evidence that anyone else received or accessed the case file, but the package remains missing. The case file contained the customer's medical records, medical insurance information, Social Security Number (SSN), and Wage and Tax Statement (W2 form). The casefile also contained the name and SSNs of the customer's four individual providers. On November 9, 2020 IDHS sent written notification of the breach to the customer and individual providers.

The purpose of this letter is to inform you about 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
IDHS Secretary