



April 24, 2017

Dear Clients or Representatives,

The Nurse Family Partnership-Catholic Charities Program at the Guadalupe Community Center (the "GCC") wishes to notify you of an issue involving the privacy and security of you, and/or your child's health information.

The GCC recently learned that on or about April 3, 2017, an intruder broke into the Nurse Family Partnership-Catholic Charities Program office located at the GCC. The intruder breached several locked file cabinets, some of which stored client records. No client files were taken from the office; however, the intruder may have accessed and/or seen records containing your Personal Health Information. The intruder also stole five tablet PC devices, some of which contained client records or data. While all electronic devices are password protected, they may contain your Personal Health Information. The Personal Health Information contained in the filing cabinets and electronic devices may have included: names, addresses, phone numbers, dates of birth, social security numbers (not on electronic devices), growth charts, vital signs and weights, and Medicaid Numbers (not on electronic devices).

Immediately upon becoming aware of the issue, the GCC reported the incident to the police and in partnership with Catholic Charities reported the incident to other authorities and began conducting an internal investigation to determine which client's information was breached and what types of information may have been accessed. The GCC in partnership with Catholic Charities has taken steps to improve security to prevent future breaches which include adding increased lighting around our facility and installing a more robust security system.

Although it cannot be confirmed, the GCC has no reason to believe that the information, which may have been obtained by the intruder, was disclosed to any unauthorized person or made accessible to the general public. We will continue to intently monitor the situation and will inform you if we become aware of any different information or any new developments.

Due to the possibility that your personal information may have been or could be disclosed to unauthorized individuals or made accessible to the public, you should be watchful for any inappropriate use of your information. Any action that you find suspicious should be immediately reported to the appropriate authorities. The GCC recommends immediate steps be taken to protect yourself/your loved one from potential information breach harm:

- Register a free 90-day fraud alert with the three credit bureaus listed here; order credit reports
 - Experian: (888) 397-3742; www.experian.com; PO Box 9532, Allen, TX 75013



"Enhancing the lives of youth and community"

1801 W. Cesar E. Chavez. Blvd. ▪ San Antonio, TX 78207 ▪ Phone (210) 226-6178 ▪ FAX (210) 226-9188

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- TransUnion: (800) 680-7289; www.transunion.com; Fraud Victim Assistance Division; PO Box 6790, Fullerton, CA 92834-6790
- Equifax: (800) 525-6285; www.equifax.com; PO Box 740241, Atlanta, GA 30374-0241
- Monitor account statements, Explanation of Benefits statements and credit bureau reports closely
- Contact the Consumer Protection Division - San Antonio Regional Office
 - Main Number: (210) 225-4191
 - Fax Number: (210) 225-1075
 - 115 East Travis Street, Suite 925
San Antonio, Texas 78205-1605

If fraud is suspected: contact law enforcement, place a security freeze on credit; notify your health insurer and file an identity theft report at www.IdentityTheft.gov.

The Nurse Family Partnership-Catholic Charities Program and the Guadalupe Community Center sincerely apologizes for the inconvenience and concern this incident causes you. We will continue to do everything we can to correct this situation and fortify our operational protections for you and others.

If you have any questions or would like additional information, please do not hesitate to contact me in the following ways: by calling (210) 531-8502 between the hours of 8:00am – 5:00pm Monday to Friday; sending an email message to lbalusik@ccaosa.org or addressing a letter to Guadalupe Community Center, Attention: Lora Balusik, 1801 W. Cesar Chavez Blvd., San Antonio, Texas 78207.

Sincerely,

Lora Balusik
Vice President of Administration



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