



313 N. Figueroa Street, Suite 106
Los Angeles, CA 90012

March 25, 2022

NOTICE OF DATA BREACH

In compliance with federal and State laws, this provides substitute notice

This is an announcement regarding a cyber security incident against the Los Angeles County Department of Health Services (“DHS”), which may have compromised personal information and/or medical information for approximately 115 individuals who received advocacy services from Housing for Health-Countywide Benefits Entitlement Services Team (HFH-CBEST). The phishing attack was specifically isolated to the HFH-CBEST advocacy program. We are taking this incident seriously and we are working and cooperating with law enforcement on this matter. At this time, we have discovered no evidence of actual misuse of the information.

What Happened?	On October 27, 2021, HFH-CBEST fell victim to a phishing email attack. Specifically, a malicious actor or actors was able to obtain the log-in credentials for the Microsoft Office 365 email account of one of our employees through a phishing email attack. A phishing email tries to trick recipients into giving up important information. In this case, a DHS employee clicked on the link located in the body of the email, thinking that they were accessing legitimate secure emails from a trustworthy sender. Email accounts are used by DHS employees to communicate about and coordinate HFH-CBEST advocacy services.
What Information Was Involved?	The information may have included first and last name, date of birth, address, Social Security number (SSN), driver’s license or State identification number, and/or medical information. Individuals may have been impacted differently.
What We Are Doing	DHS has taken this incident seriously and has taken the following steps: <ol style="list-style-type: none">1. The impacted email account was disabled, and all suspicious incoming emails were quarantined.2. Law enforcement was notified, and we cooperated with their investigation.3. The incident will be reported to the U.S. Department of Health and Human Services’ Office for Civil Rights, and other regulatory agencies as required by law.4. Initiated an administrative review and implemented additional controls to minimize the risk of future phishing attacks against DHS email accounts.5. Enhanced training to identify and respond to phishing attacks as part of the DHS’s ongoing cyber-security awareness campaign.6. Notified potentially affected individuals by mail at their last known address and by this substitute notice on our website for those whose addresses were not available.

	<ol style="list-style-type: none">7. Established a toll-free number to address questions from individuals potentially impacted by this incident.8. Worked with forensics experts to analyze the potentially impacted data.
What You Can Do	<p>Although we have no evidence that any of the personal information has been accessed or misused, we encourage the impacted individuals to remain vigilant for any suspicious activity on any of your accounts.</p> <p>For additional information, please review 'Steps You Can Take to Protect Your Information' posted on this website.</p>
For More Information	<p>If you have questions or need additional information, please call 1-833-285-5200, Monday through Friday, from 8:00 A.M. to 5:00 P.M. PST. You may also visit the following website: http://dhs.lacounty.gov .</p>