

To: IV-D Directors
Subject: Messages Received from the State of Colorado Regarding [IV-D] Stolen Computer and [IV-D] Interstate Impacts from Stolen Computers
Date: November 1, 2006 9:21 AM

Dear IV-D Directors,

Both of the following messages were received from the State of Colorado on October 31, 2006 and are being forwarded to you from DCSS for your information.

*** Message 1 - [IV-D] Stolen computer**

Directors,

You may recall a press release I forwarded to you last week regarding a computer that was stolen from a secure location at our SDU, known as the Family Support Registry. It is operated by **ACS, Inc.** along with our SDNH. The computer contained a cross reference file with all of our current and former cases. It also contained an SDNH file of referrals going back several months. The information on the files is name, address and SSN#. There is no financial data on the files and the theft has not disrupted the daily work of the SDU in processing payments. There is an active investigation involving Denver Police, the Colorado Bureau of Investigation and the FBI. The device has not been recovered and while there has been no evidence of identity theft thus far, thousands of letters have gone out to all of the individuals to alert them to the incident, the possibility of identity theft, and measures they can take to protect their credit. ACS has set up a call center to handle their questions at **1-800-350-0399**.

Due to the size of the files, the number of interstate cases on the xref file, and the number of national employers on the SDNH file (Wal-Mart, etc.), you and your staff may receive calls. Please route them to the 1-800 number, although I realize that is sometimes easier said than done.

Please feel free to contact me if you have additional questions.

I appreciate your patience and apologize on behalf of the State of Colorado for any inconvenience you may experience as we work through this unfortunate incident.

John

*** Message 2 - [IV-D] Interstate impacts from stolen computers**

Some of the responding (incoming) interstate cases on our ACSES cross-reference file, particularly older and closed cases, show the custodial parent's name, but have the address of the IV-D office in the initiating state. Thus, your local offices may receive letters addressed to current or former custodial parents in your caseload from the Family Support Registry.

We ask for your assistance in directing these letters to the affected party:

- 1) If your agency has a current address for the affected party, please forward the notice to them.
- 2) If your agency does not have a current address for the affected individual, please return the notice to the return address on the envelope which is: Family Support Registry, P.O. Box 1003, Denver, CO 80201-1003.

Thanks again for your assistance in this matter.

John