



California
Department of
Child Support
Services

PRESS RELEASE

FOR IMMEDIATE RELEASE

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ANNOUNCES POTENTIAL BREACH OF PERSONAL INFORMATION

SACRAMENTO – The Department of Child Support Services has begun notifying child support customers of a potential release of their personal information. The incident involved the personal information of approximately 1,175 individuals. The information was faxed in error to the financial institution on January 4th, 2007.

DCSS is committed to actively pursuing every avenue to prevent the release of sensitive, personal and confidential information and is taking steps to change the way information is transmitted to financial institutions.

“We sincerely regret this incident and any inconvenience caused to our customers”, stated Greta Wallace, Director of the Department of Child Support Services. “The Department is investigating and is taking necessary actions to prevent future errors.”

During the course of routine business, an internal document was faxed to a financial institution in error. The document contained personal information of DCSS customers. When DCSS became aware of the incident, the document was immediately retrieved and an investigation was started.

The employee has been counseled and appropriate procedures were reviewed. DCSS will be providing security training to all staff to reinforce security procedures and protocols when transmitting and handling confidential information. DCSS has also provided specific staff communication protocols to ensure that security issues are elevated immediately and resolved.

The Department has begun notifying the 1,175 child support customers through letters to inform them of the incident and provide information on protecting themselves from the potential of identity fraud. DCSS has also provided a telephone line to answer customer questions and provide assistance (916) 845-7748.

Individuals can protect themselves from the possibility of identity theft by placing a fraud alert on their credit files by contacting credit reporting agencies: Experian (888-397-3742); Equifax (800-525-6285); and Trans Union (800-680-7289).

Federal law allows individuals to obtain an annual free copy of their credit report at no cost by calling (877) 322-2309. Information about identity theft is also available from the California Office of Privacy Protection at www.privacy.ca.gov.

ABOUT DCSS:

DCSS is responsible for ensuring effective implementation of all functions necessary to establish, collect and distribute child support for the child support program. In 2005 the state program collected \$2.3 billion and served more than two million children. Child support program services are delivered through 52 local child support agencies. For more information, log on to [http://www.childsup.ca.gov/](http://www.childsup.ca.gov)

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