

DEPARTMENT OF HUMAN SERVICES
Caroline County Department of Social Services



Shari Blades, LCSW-C
Director

Mailing Address:

P.O. Box 400
Denton, MD 21629

Phone: 410-819-4500
Fax: 410-819-4501
TTY: 800-735-2258

<http://www.dhr.state.md.us/county/caroline>

Office Address:

Administration, Child Welfare,
Adult Services
207 South 3rd Street
Denton, MD 21629

Career Center, Energy Assistance,
Family Investment Program,
Office of Child Support
300 Market Street
Denton, MD 21629



An Equal Opportunity Employer

February 14, 2023

SENT BY ELECTRONIC MAIL

Maryland Office of the Attorney General
Consumer Protection Division
Jeff Karberg, Director
Identity Theft Unit
200 St. Paul Place
Baltimore, MD 21202
jkarberg@oag.state.md.us; idtheft@oag.state.md.us

RE: Notice of breach of a security system

Dear Mr. Karberg:

Pursuant to Md. Code Ann., State Gov't § 10-1305(h)(1), the Caroline County Department of Social Services (CCDSS) hereby notifies the Maryland Office of the Attorney General of a breach of security of a CCDSS system that affected two CCDSS customers. On September 9, 2022, and on an unknown date between 2022 and January 25, 2023, a CCDSS employee improperly disclosed the personal information, as defined by Md. Code Ann., State Gov't § 10-1301(c), of two CCDSS customers to a third person who was not authorized to receive such personal information. The employee improperly disclosed the personal information without the consent or knowledge of CCDSS. Upon receiving information on January 25, 2023, alleging that the employee improperly disclosed such personal information, CCDSS immediately began an investigation of the matter. When CCDSS confirmed that the employee had improperly shared your personal information, CCDSS terminated the employee and revoked the employee's access to the DHS Eligibility and Enrollment System.

If you have any further questions or concerns, please contact me at your earliest convenience.

Sincerely,

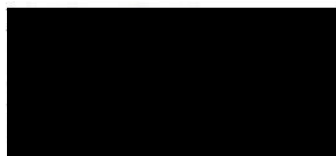
A handwritten signature in blue ink, appearing to read "Shari Blades", is written over a horizontal line.

Shari Blades, LCSW-C
Director
Caroline County Department of Social Services
207 South 3rd Street, P.O. Box 400
Denton, MD 21629

DEPARTMENT OF HUMAN SERVICES
Caroline County Department of Social Services



February 15, 2023



Shari Blades, LCSW-C
Director

Notice of Data Breach

Mailing Address:

P.O. Box 400
Denton, MD 21629

Phone: 410-819-4500
Fax: 410-819-4501
TTY: 800-735-2258

<http://www.dhr.state.md.us/county/caroline>

Office Address:

Administration, Child Welfare,
Adult Services
207 South 3rd Street
Denton, MD 21629

Career Center, Energy Assistance,
Family Investment Program,
Office of Child Support
300 Market Street
Denton, MD 21629



An Equal Opportunity Employer

Dear [REDACTED],

The Caroline County Department of Social Services (CCDSS) is contacting you to notify you that your personal information was improperly disclosed by an employee of CCDSS to a third person who is not authorized to receive such personal information.

What Happened: On approximately September 9, 2022, the CCDSS employee made a copy of a CCDSS document verifying your submission of a redetermination application and sent the copy of the document to the unauthorized third person.

What CCDSS Did in Response: Upon receiving information on January 25, 2023, alleging that your personal information was improperly disclosed by the CCDSS employee, CCDSS immediately began an investigation of the matter. When CCDSS confirmed that the employee had improperly shared your personal information, CCDSS terminated the employee and revoked the employee's access to any further personal information of CCDSS customers.

What Information Was Involved: The investigation by CCDSS has determined the personal information involved in this unauthorized disclosure included information such as: full name, date of birth, and CCDSS Customer ID.

For More Information: If you have questions about this incident, please contact CCDSS at 207 South Third Street, Denton, Maryland 21629, 410-819-4500 [or DHS-FIA toll-free at 1-800-322-6347 or TTY: 1-800-735-2258] from 9:00 AM – 9:00 PM EST Monday – Friday (excluding major holidays). CCDSS is committed to protecting the privacy of personal information. CCDSS apologizes for any concern or inconvenience this breach may have caused you.

Pursuant to applicable law, CCDSS is required to provide you with the toll-free telephone numbers and addresses for the major consumer reporting agencies and the toll-free telephone numbers, addresses, and Web site addresses for the Federal Trade Commission and the Office of the Attorney General. You can obtain information from the Federal Trade Commission and the Office of the Attorney General about steps you can take to avoid identity theft.

3 MAJOR U.S. CREDIT BUREAUS / CONSUMER REPORTING AGENCIES

Equifax
P.O. Box 105788
Atlanta, GA 30348
1-888-298-0045
www.equifax.com

Experian
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion
P.O. Box 160
Woodlyn, PA 19094
1-800-680-7289
www.transunion.com

THE FEDERAL TRADE COMMISSION

600 Pennsylvania Ave., NW, Washington, D.C. 20580
877-438-4338
TTY: 1-866-653-4261
www.ftc.gov/idtheft

The Federal Trade Commission also provides information fraud alerts, security freezes, and the Federal Credit Reporting Act (FCRA).

MARYLAND OFFICE OF THE ATTORNEY GENERAL.

200 St. Paul Place, Baltimore, MD 21202
1-888-743-0023
TTY: Dial 7-1-1 or 1-800-735-2258
Consumer line: 410-528-8662
www.oag.state.md.us

Sincerely,



Shari Blades, LCSW-C
Director
Caroline County Department of Social Services
207 South 3rd Street, P.O. Box 400
Denton, MD 21629

DEPARTMENT OF HUMAN SERVICES

Caroline County Department of Social Services



February 15, 2023



Shari Blades, LCSW-C
Director

Mailing Address:

P.O. Box 400
Denton, MD 21629

Phone: 410-819-4500
Fax: 410-819-4501
TTY: 800-735-2258

<http://www.dhr.state.md.us/county/caroline>

Office Address:

Administration, Child Welfare,
Adult Services
207 South 3rd Street
Denton, MD 21629

Career Center, Energy Assistance,
Family Investment Program,
Office of Child Support
300 Market Street
Denton, MD 21629



An Equal Opportunity Employer

Notice of Data Breach

Dear [REDACTED],

The Caroline County Department of Social Services (CCDSS) is contacting you to notify you that your personal information was improperly disclosed by an employee of CCDSS to a third person who is not authorized to receive such personal information.

What Happened: On approximately September 9, 2022, the CCDSS employee made a copy of a CCDSS document verifying your submission of a redetermination application and sent the copy of the document to the unauthorized third person.

What CCDSS Did in Response: Upon receiving information on January 25, 2023, alleging that your personal information was improperly disclosed by the CCDSS employee, CCDSS immediately began an investigation of the matter. When CCDSS confirmed that the employee had improperly shared your personal information, CCDSS terminated the employee and revoked the employee's access to any further personal information of CCDSS customers.

What Information Was Involved: The investigation by CCDSS has determined the personal information involved in this unauthorized disclosure included information such as: full name, date of birth, and CCDSS Customer ID.

For More Information: If you have questions about this incident, please contact CCDSS at 207 South Third Street, Denton, Maryland 21629, 410-819-4500 [or DHS-FIA toll-free at 1-800-322-6347 or TTY: 1-800-735-2258] from 9:00 AM – 9:00 PM EST Monday – Friday (excluding major holidays). CCDSS is committed to protecting the privacy of personal information. CCDSS apologizes for any concern or inconvenience this breach may have caused you.

Pursuant to applicable law, CCDSS is required to provide you with the toll-free telephone numbers and addresses for the major consumer reporting agencies and the toll-free telephone numbers, addresses, and Web site addresses for the Federal Trade Commission and the Office of the Attorney General. You can obtain information from the Federal Trade Commission and the Office of the Attorney General about steps you can take to avoid identity theft.

3 MAJOR U.S. CREDIT BUREAUS / CONSUMER REPORTING AGENCIES

Equifax
P.O. Box 105788
Atlanta, GA 30348
1-888-298-0045
www.equifax.com

Experian
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion
P.O. Box 160
Woodlyn, PA 19094
1-800-680-7289
www.transunion.com

THE FEDERAL TRADE COMMISSION

600 Pennsylvania Ave., NW, Washington, D.C. 20580
877-438-4338
TTY: 1-866-653-4261
www.ftc.gov/idtheft

The Federal Trade Commission also provides information fraud alerts, security freezes, and the Federal Credit Reporting Act (FCRA).

MARYLAND OFFICE OF THE ATTORNEY GENERAL.

200 St. Paul Place, Baltimore, MD 21202
1-888-743-0023
TTY: Dial 7-1-1 or 1-800-735-2258
Consumer line: 410-528-8662
www.oag.state.md.us

Sincerely,

A handwritten signature in cursive script that reads "Shari Blades jm". The signature is written in dark ink and is positioned above a horizontal line.

Shari Blades, LCSW-C
Director
Caroline County Department of Social Services
207 South 3rd Street, P.O. Box 400
Denton, MD 21629