



**Tri-Valley**  
HOME WITH YOU

22207

September 17, 2021

Dear Sir or Madam,

I am writing to inform you of a privacy incident that took place when a nurse at Tri-Valley provided unauthorized access to other individuals relating to your personal information. This letter provides information about the outcome of our investigation into this incident and steps you can take if you are concerned about the potential misuse of your personal information.

### **Our Investigation and Response**

On January 27, 2021, Tri-Valley was made aware of the incident through an U.S. Department of Health and Human Services, Office for Civil Rights Complaint. The Complaint alleged the nurse shared access to your Personal Information (PI) and Personal Health Information (PHI) with other individuals for the purpose of completing clinical evaluations beginning in April 2020. The sharing of your PI and PHI was not authorized.

Our investigation found that there is sufficient evidence to indicate that the nurse shared your documents containing name, clinical information and social security number with unauthorized individuals to assist in completing clinical evaluations. On January 28, 2021, Tri-Valley revoked the nurse's access to Tri-Valley information. Tri-Valley conducted an investigation which included a review of the consumers assigned to the nurse, the volume of work assigned, the timing of those evaluations, evidence attached to the Complaint and conversations with witnesses. In response to the incident, the nurse is no longer affiliated with Tri-Valley and Tri-Valley has reviewed the 'consumer evaluation process' to include removing information not absolutely critical to the completion of the evaluations, including social security numbers, and retraining department staff on member confidentiality. Please note that Tri-Valley was required by law to delay sending this notice as a result of a law enforcement referral.

### **What You Can Do**

Our investigation has given us no reason to believe that your information has been further used in an impermissible manner. Nevertheless, there are some things you can do if you are concerned about the potential misuse of your personal information and personal health information.

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*Serving people 60 and over, younger people with disabilities and caregivers.*

TRI-VALLEY, INC. • 10 Mill Street, Dudley, MA 01571  
TEL 508-949-6640 • 1-800-286-6640 • FAX 508-949-6651 • [www.trivalleyinc.org](http://www.trivalleyinc.org)

You may contact one or more of the three major consumer reporting agencies to take the following steps:

- Notify them of the loss of your personal information and request an initial fraud alert to be placed on your credit for 90 days.
- Order a credit report and review it for any signs of fraud on any accounts. For example, look for inquiries listed on the credit report from businesses that accessed your credit without your request.
- Request a security freeze which will restrict the opening of new accounts using your information. *There is no charge to request a security freeze.* Please note that requesting a security freeze on your credit may delay, interfere with or prevent timely approval of any requests made by you for new loans, credits, employment, housing or other services.

Additional information concerning contact information for consumer reporting agencies and instructions on how to request a security freeze are enclosed with this letter.

Because the unauthorized person accessed your personal information, we would like to offer you two years of credit monitoring at no cost to you through Experian Identity Works Credit 3B. This is to lower any risk of identity theft. Information on activating Experian Identify Works Credit 3B is enclosed with this letter. Your personal Activation Code is: . You have until **December 10, 2021** to enroll.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you believe you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

We are sorry that this incident has occurred. Tri-Valley takes the confidentiality of your personal information very seriously, and we regret any inconvenience or concern this incident has caused you. If you have any questions, please contact Tri-Valley at 508 949 6640 or email [ggoldberg@tves.org](mailto:ggoldberg@tves.org).

Sincerely,

Elisabeth M. Prince, MS, LSW  
Executive Director  
Tri-Valley, Inc.

Enclosures

## How to place a security freeze on your credit report.

To place a security freeze on your credit report, you must send a request to **each** of the three major consumer reporting agencies. These agencies are: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)).

You may send a written request by regular, certified, or overnight mail to the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-349-9960  
<https://www.equifax.com/personal/credit-report-services/>

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze  
P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872  
<https://www.transunion.com/credit-freeze>

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2; and
8. If you are a victim of identity theft, a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the

removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

**How to lift a security freeze.**

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information on the previous page). You must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

**How to remove a security freeze.**

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information on the previous page). You must provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

*Under federal law, you cannot be charged to place, lift, or remove a security freeze.*

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**This information is important. It should be translated right away.**

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Esta información es importante y debe ser traducida inmediatamente.	(Spanish)
Esta informação é importante. Deverá ser traduzida imediatamente.	(Brazilian Portuguese)
此處的資訊十分重要，應立即翻譯。	(Chinese)
Enfòmasyon sa enpòtan. Yo fèt pou tradwi li tou swit.	(Haitian Creole)
Những tin tức này thật quan trọng. Tin tức này cần phải thông dịch liền.	(Vietnamese)
Эта информация очень важна. Ее нужно перевести немедленно.	(Russian)
هذه المعلومات هامة. يجب ترجمتها فوراً.	(Arabic)
នេះគឺជាព័ត៌មានសំខាន់ៗ វាគួរតែបានបកប្រែឱ្យបានឆាប់ៗ។	(Cambodian)
Cette information est importante. Prière de la traduire immédiatement.	(French)
Questa informazione è importante. Si preghi di tradurla immediatamente.	(Italian)
이 정보는 중요합니다. 이는 즉시 번역해야 합니다.	(Korean)
Αυτή η πληροφορία είναι σημαντική και πρέπει να μεταφραστεί άμεσα.	(Greek)
To jest ważna informacja. Powinna zostać niezwłocznie przetłumaczona.	(Polish)
यह जानकारी महत्वपूर्ण है। इसका अनुवाद भलीभांति किया जाना चाहिए।	(Hindi)
આ માહિતી મહત્વની છે. તેનું તરત જ અનુવાદ થવું જોઈએ.	(Gujarati)
ຂໍ້ມູນນີ້ເປັນສິ່ງສໍາຄັນ. ມັນຄວນຈະໄດ້ຮັບການແປທັນທີ.	(Lao)

To help protect your identity, we are offering a **complimentary** Two-year membership of Experian IdentityWorks<sup>SM</sup> Credit 3B. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

### Activate IdentityWorks Credit 3B Now in Three Easy Steps

1. ENROLL by: **12.10.2021** (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks** website to enroll: <https://www.experianidworks.com/3bcredit>
3. PROVIDE the **Activation Code**: [Code]

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-288-8057. Be prepared to provide engagement number **B018638** as proof of eligibility for the identity restoration services by Experian.

### ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Experian IdentityWorks ExtendCARE<sup>TM</sup>:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance<sup>\*\*</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

**Activate your membership today at <https://www.experianidworks.com/3bcredit> or call 877-288-8057 to register with the activation code above.**

**What you can do to protect your information:** There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration) for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-288-8057.

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.



September 17, 2021

Dear Parent or Guardian,

I am writing to inform you of a privacy incident that took place when a nurse at Tri-Valley provided unauthorized access to other individuals relating to your personal information. This letter provides information about the outcome of our investigation into this incident and steps you can take if you are concerned about the potential misuse of your personal information.

### **Our Investigation and Response**

On January 27, 2021, Tri-Valley was made aware of the incident through an U.S. Department of Health and Human Services, Office for Civil Rights Complaint. The Complaint alleged the nurse shared access to your Personal Information (PI) and Personal Health Information (PHI) with other individuals for the purpose of completing clinical evaluations beginning in April 2020. The sharing of your PI and PHI was not authorized.

Our investigation found that there is sufficient evidence to indicate that the nurse shared your documents containing name, clinical information and social security number with unauthorized individuals to assist in completing clinical evaluations. On January 28, 2021, Tri-Valley revoked the nurse's access to Tri-Valley information. Tri-Valley conducted an investigation which included a review of the consumers assigned to the nurse, the volume of work assigned, the timing of those evaluations, evidence attached to the Complaint and conversations with witnesses. In response to the incident, the nurse is no longer affiliated with Tri-Valley and Tri-Valley has reviewed the 'consumer evaluation process' to include removing information not absolutely critical to the completion of the evaluations, including social security numbers, and retraining department staff on member confidentiality. Please note that Tri-Valley was required by law to delay sending this notice as a result of a law enforcement referral.

### **What You Can Do**

Our investigation has given us no reason to believe that your information has been further used in an impermissible manner. Nevertheless, there are some things you can do if you are concerned about the potential misuse of your personal information and personal health information.

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You may contact one or more of the three major consumer reporting agencies to take the following steps:

- Notify them of the loss of your personal information and request an initial fraud alert to be placed on your credit for 90 days.
- Order a credit report and review it for any signs of fraud on any accounts. For example, look for inquiries listed on the credit report from businesses that accessed your credit without your request.
- Request a security freeze which will restrict the opening of new accounts using your information. *There is no charge to request a security freeze.* Please note that requesting a security freeze on your credit may delay, interfere with or prevent timely approval of any requests made by you for new loans, credits, employment, housing or other services.

Additional information concerning contact information for consumer reporting agencies and instructions on how to request a security freeze are enclosed with this letter.

Because the unauthorized person accessed your minor's personal information, we would like to offer you two years of credit monitoring at no cost to you through Experian Identity Works Minor Plus. This is to lower any risk of identity theft. Information on activating Experian Identify Works Minor Plus is enclosed with this letter. Your Activation Code is: . You have until **December 10, 2021** to enroll.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you believe you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

We are sorry that this incident has occurred. Tri-Valley takes the confidentiality of your personal information very seriously, and we regret any inconvenience or concern this incident has caused you. If you have any questions, please contact Tri-Valley at 508 949 6640 or email [ggoldberg@tves.org](mailto:ggoldberg@tves.org).

Sincerely,

Elisabeth M. Prince, MS, LSW  
Executive Director  
Tri-Valley, Inc.

Enclosures



### **How to place a security freeze on your credit report.**

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You may send a written request by regular, certified, or overnight mail to the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-349-9960  
<https://www.equifax.com/personal/credit-report-services/>

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze  
P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872  
<https://www.transunion.com/credit-freeze>

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2; and
8. If you are a victim of identity theft, a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the

removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

**How to lift a security freeze.**

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information on the previous page). You must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

**How to remove a security freeze.**

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information on the previous page). You must provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

*Under federal law, you cannot be charged to place, lift, or remove a security freeze.*

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**This information is important. It should be translated right away.**

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Esta información es importante y debe ser traducida inmediatamente.

(Spanish)

Esta informação é importante. Deverá ser traduzida imediatamente.

(Brazilian Portuguese)

此處的資訊十分重要，應立即翻譯。

(Chinese)

Enfòmasyon sa enpòtan. Yo fèt pou tradwi li tou swit.

(Haitian Creole)

Những tin tức này thật quan trọng. Tin tức này cần phải thông dịch liền.

(Vietnamese)

Эта информация очень важна. Ее нужно перевести немедленно.

(Russian)

هذه المعلومات هامة. يجب ترجمتها فوراً.

(Arabic)

នេះគឺជាព័ត៌មានសំខាន់ៗ វាត្រូវតែបានបកប្រែភ្លាមៗ។

(Cambodian)

Cette information est importante. Prière de la traduire immédiatement.

(French)

Questa informazione è importante. Si pregha di tradurla immediatamente.

(Italian)

이 정보는 중요합니다. 이는 즉시 번역해야 합니다.

(Korean)

Αυτή η πληροφορία είναι σημαντική και πρέπει να μεταφραστεί άμεσα.

(Greek)

To jest ważna informacja. Powinna zostać niezwłocznie przetłumaczona.

(Polish)

यह जानकारी महत्वपूर्ण है। इसका अनुवाद भलीभांति किया जाना चाहिए।

(Hindi)

આ માહિતી મહત્વની છે. તેનું તરત જ અનુવાદ થવું જોઈએ.

(Gujarati)

ຂໍ້ມູນນີ້ເປັນສິ່ງສໍາຄັນ. ມັນຄວນຈະໄດ້ຮັບການແປທັນທີ.

(Lao)

To help protect your minor's identity, we are offering a **complimentary** Two-year membership of Experian IdentityWorks<sup>SM</sup> Minor Plus product. This product monitors for the creation of a credit file in your minor's name, and includes internet surveillance, and identity theft insurance at no cost.

### **Activate Experian IdentityWorks Minor Plus Now in Four Easy Steps**

1. **ENROLL** by: **12.10.2021** (Your code will not work after this date.)
2. **VISIT** the **Experian IdentityWorks website** to enroll: <https://www.experianidworks.com/minorplus>
3. **PROVIDE** the **Activation Code: [Code]** and the parent's/guardian's information
4. **PROVIDE** your minor's information when prompted

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-288-8057. Be prepared to provide engagement number **B018640** as proof of eligibility for the identity restoration services by Experian.

### **ADDITIONAL DETAILS REGARDING THE 24-MONTH EXPERIAN IDENTITYWORKS MINOR PLUS MEMBERSHIP:**

A credit card is **not** required for enrollment in Experian IdentityWorks Minor Plus.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud for your minor.

Once you enroll your minor in Experian IdentityWorks, you can access the following additional features:

- **Social Security Number Trace:** Monitoring to determine whether enrolled minors in your household have an Experian credit report. Alerts of all names, aliases and addresses that become associated with your minor's Social Security Number (SSN) on the Experian credit report.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of the minor's personal information on the Dark Web.
- **Experian IdentityWorks ExtendCARE<sup>TM</sup>:** Receive the same high-level of Identity Restoration support even after the Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

**Activate your minor's membership today at <https://www.experianidworks.com/minorplus> or call 877-288-8057 to register with the activation code above.**

**What you can do to protect your minor's information:** There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your minor's account(s). Please refer to [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration) for this information.

\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.