

CENTER FOR LIVING & WORKING, INC.

484 Main St. Suite 345, Denholm Building, Worcester, MA 01608

Voice (508) 755-0350 Toll Free (800) 570-4020 , ext 2359

TTY (508) 755-1003 VP (508) 762-1164

Facsimile (508) 797-4015

Website: www.centerlw.org

Independent Living Services
 Personal Care Management Services
 Deaf & Hard of Hearing Independent Living Services

September 2, 2022



Dear [REDACTED]:

We are writing to notify you that a breach of security/ unauthorized acquisition or use of your personal information occurred on August 24, 2022, at Center for Living & Working, Inc. (CLW)

On August 24, 2022, it was reported to Center for Living & Working, Inc. that an employee of CLW performing their duties mailed a copy of your clinical evaluation to another consumer. Information that was inadvertently released was your name, date of birth, MassHealth ID number, address, diagnosis, medications.

CLW has taken the following steps to respond to this breach by improving systems to ensure the correct party is receiving the information, educating employees on double check systems, and requesting the return of or immediate proof of destruction of the released information upon receipt.

1. On August 24, 2022, CLW received a call that your clinical evaluation was mailed to the incorrect party.
2. On August 31, 2022, CLW contacted the incorrect party to arrange to pick up the clinical evaluation but was told she was still hospitalized.
3. On August 31, 2022, the employee who mailed the clinical evaluation was re-educated on the 2-step mailing process that needs to be done any time mail contain PHI.
4. On August 31, 2022, all staff were re-educated on the 2-step mailing process
5. On September 1, 2022, a CLW employee was able to meet with the party's daughter and pick up the clinical evaluation.

Under Massachusetts law, you have the right to obtain any police report that may have been filed regarding this incident.

If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze. You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com). To place a security freeze on your credit report, you may send a written request



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by regular,

certified, or overnight mail at 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.
8. If you are a victim of identity theft, include 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.



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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 above). 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.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, y phone (using the contact information above). 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.

In order to protect yourself against identity theft or other fraud you may want to place a fraud alert on your credit file; review your credit reports for unexplained activity; and review credit card or other financial accounts for any suspicious and/or unauthorized activity. If you should have any further questions, please contact Meg Coffin at 508-755-1101

Sincerely,

Meg Coffin
CEO