



December 30, 2022

Ms. S [REDACTED] T [REDACTED]
[REDACTED] Street
[REDACTED] MA [REDACTED]

Dear Ms. T [REDACTED],

I am writing to you with important information about a recent breach of your personal health information (PHI) from the Center for Human Development.

The breach was discovered on November 7, 2022. We believe the breach occurred on November 2, 2022. What we discovered was that your hard copy client file with the Diversion, Shelter and Housing Program was missing. To the best of our knowledge, the types of personally identifiable information included in the file were yours and your daughter's names, your address, social security number, and personal financial information. These are the information types we know of, but the content may not be limited to this information.

Please know that exhaustive searches of relevant DSH sites were conducted and unfortunately, the file could not be located. CHD's General Counsel, the Homeless Prevention Program Director and I will be meeting to put a plan in place to lessen the possibility of incidents such as this occurring in the future.

We are offering you one year of free credit monitoring as a precaution and to help protect your information from potential misuse. Theresa Nicholson, CHD's Homeless Prevention Program Director will personally contact you with information regarding how you can register for this service, at CHD's expense, no later than January 30, 2022.

The Center for Human Development takes our role of safeguarding your personal health information seriously. We sincerely apologize for the inconvenience and concern this incident causes you.

If you have any questions, concerns or need additional information regarding this matter please feel free to contact me during normal business hours at my email or phone number below.

Sincerely,

Freda Driscoll-Sbar, M.Ed.
Vice President of Quality and Compliance
HIPAA Privacy Officer
fdriscollsbar@chd.org 413-439-2112

CARE
FINDS
A WAY.