

3/16/23

Dear

On 2/20/23, it was discovered that your foster parent file could not be located in our Central Office. Despite the office's best efforts, they have not been able to locate the binder containing your personal information. We have no reason to believe that any Protected Health Information has been used inappropriately, but felt it prudent to notify you of this incident.

To prevent your personal information from being used improperly by an unauthorized individual or individuals please consider taking the following steps:

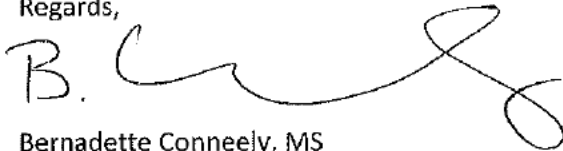
- Credit cards, bank accounts and other financial transactions need to be monitored for any unusual activity.
- You may wish to obtain a credit report from all three credit bureaus (Trans Union, Experian and Equifax) and to alert credit card companies and financial institutions that you or your family uses to the potential for fraud. This will reduce exposure to various forms of theft, including identity theft.
- Inform governmental agencies that provide financial assistance to you or your child, such as Social Security or Medicare/Medicaid, will further reduce the risk of theft.
- Finally, monitoring monthly statements from each of these institutions and agencies is important. Below is the contact information for the credit bureaus and we ask that you inform us of any unusual activity that you become aware of as a result of this incident.

**Trans Union 800-916-8800; Experian 888-397-3742; Equifax 800-685-1111**

Again, I sincerely apologize for this incident and regret that it has occurred. Devereux makes every effort to protect the privacy of our individuals served, foster parents and their families. Please be assured that Devereux has taken steps to decrease the likelihood of a similar incident happening again through continued training on the appropriate use and storage of foster parent information as well as increased security measures of foster files stored within the office.

Again, please accept our apologies; please contact me with any questions or concerns at 508-353-0116

Regards,



Bernadette Conneely, MS

Director of Quality Improvement,  
Devereux Advanced Behavioral Health, MA & RI