

Human Services Division  
Suite 400  
Phone 715-395-1304  
Fax 715-395-1370

Health Division  
Suite 324  
Phone 715-395-1304  
Fax 715-395-1434

**Douglas County**  
**Department of Health and Human Services**  
**1316 N. 14<sup>th</sup> Street • Superior, WI 54880**

Anna M. Carlson  
Director

  
Aging & Disability Resource Center  
Suite 327  
Phone 715-395-1234  
Fax 715-395-7371

## **NOTICE OF DATA BREACH 12/10/2024**

The Douglas County Health and Human Services Department (Department) has learned of a data security incident that has impacted data belonging to some of its clients.

On May 13, 2024, the Department became aware of a possible breach of Protected Health Information (PHI) and Protected Identifiable Information (PII) during an audit of Department records. The incident was immediately investigated by the Department, and it was determined that an employee of the Department had accessed information without proper authorization. The employee was terminated, and the Department worked with experts from the State of Wisconsin and the Superior Police Department to conduct a thorough investigation to determine what personal information has been accessed and if there was any evidence that the information had been disseminated.

The personal and protected health information that may have been accessed without authority involved the following types of information: individual's name, date of birth, gender, race, address, Social Security number, description of physical and/or mental health, medical diagnosis, medical record numbers, health plan beneficiary numbers, phone number, electronic mail address and vehicle identifiers. Said information may have been accessed during the time period of August 11, 2022, to May 13, 2024.

At this time, there is no indication that the information that may have been viewed without authority was used for identity theft, financial theft or in any other malicious manner. The Department sent notice of the breach to potentially impacted individuals for which the Department had identifiable home address information. In this notification letter, the Department provided information about the incident and about steps that potentially impacted individuals can take to protect their information.

The Department takes very seriously its role of safeguarding our client's personal information and using it in an appropriate manner. We are committed to providing quality services, including protection of our client's confidential information; and we want to assure you that we have policies and procedures in place to protect your privacy and we have utilized those to address this matter.

If you have any questions about this notification or the breach, please call our offices at (715) 395-7336 or toll-free at (800) 923-1905.

### **MISSION**

**To promote the health, safety, and well-being of individuals and families**