

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Supra</i>	DATE <i>5-17-12</i>
--------------------	------------------------

DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>1011442</i>	<input type="checkbox"/> I Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>cc: Mr. York, Singleton Roberts cleared to sign, letter attached.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>5-30-12</i> <input type="checkbox"/> FOIA DATE DUE _____ <input type="checkbox"/> Necessary Action

APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
1.			
2.			
3.			
4.			

**RECEIVED**

MAY 17 2012

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

May 11, 2012

Anthony E. Keck, Director  
SCDHHS  
P O Box 8206  
Columbia, SC 29202-8206

Dear Mr. Keck,

Thank you for the correspondence that you sent indicating that there had been an information breach at SCDHHS which led to my son's personal information being included in one of 17 files that were improperly transferred to an employee's unsecured e-mail account.

While I thank you for the letter that you sent to me, as well as the other people that this affected, I wanted to take a moment to share my disappointment with this situation. I was not made aware of the breach until I went to file my taxes in March of 2012. Imagine my disappointment and surprise when the tax professional at Feggins Tax Services informed me that someone filed my son on their taxes! I wanted to let you know that I have had to go to great lengths with both the IRS and the South Carolina Department of Revenue to prove that my son Seth is actually my son. It has been so inconvenient and the process can take up to 6 months to rectify. I have had to include additional documentation to include my Social Security Number and his birth certificate as well as notarized statements regarding his identity. As a parent, I went to great lengths to protect my son's Social Security number by keeping it in a locked fire proof box at our home, still in tact in the envelope. What makes it even more inconvenient is that whoever my son's information was given to/sold to can continue to do this for years or they can choose to pass his Social Security number and date of birth on to someone else or sell it to yet another person for their use. I do understand that your agency was not made aware that there was a problem until April 10, 2012 but that still does not resolve the issues that my son could be facing in years to come.

I do thank your agency for providing me with credit monitoring for a year-although this can go on for the duration of my son Seth's lifetime. I did attempt to enroll in the Family Secure program today and I am unable to enroll online as it will not allow me to enter my son's birthday because he was born in January of 2011. You are not able to enroll children that young into the program online. I feel as if I have no recourse to protect my son's identity as it was "stolen" when he was *14 months old*. I was falsely under the impression that an agency as large as yours would have had a more secure system that would not have allowed employees to transmit personal identifiers such as dates of birth and Social Security numbers externally.

Not that the public will ever know, but it is my sincere hope that this individual will be prosecuted to the fullest extent of the law for the crime that he committed.

Sincerely,

A handwritten signature in black ink, appearing to read 'Shauna P. Robertson'. The signature is fluid and cursive, with the first name 'Shauna' being the most prominent part.

Shauna P. Robertson

18 Greys Court  
Columbia, SC 29209

**RECEIVED**

MAY 17 2012

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

Mr. Anthony Keck, Director  
SCDHHS  
P O Box 8206  
Columbia, SC 29202

29202820606





Log #442

June 29, 2012

Ms. Shauna Robertson  
18 Greys Court  
Columbia, South Carolina 29209

Dear Ms. Robertson:

Thank you for your letter expressing your concerns and disappointment regarding the recent improper release of beneficiary information. On behalf of the South Carolina Department of Health and Human Services (SCDHHS) and the state of South Carolina, we sincerely apologize for this incident and any inconvenience it may cause.

SCDHHS is providing one year of protection service through Experian's ProtectMyID™ product at no cost to the affected beneficiary. After the first year, Experian™ offers a discounted renewal option. Experian™ will also send reminder and awareness notifications to you informing you that your first year of monitoring will be coming to an end, prior to expiration. At that time, you will have the option to renew at a discounted price. You also have the option of placing a freeze on your credit at any time, free of charge.

We would also like to personally assist you with the credit protection enrollment process for your son since your initial attempt was unsuccessful. Please contact Gina Green at (803) 898-2749 at your earliest convenience, and she will assist you with enrollment in the Family Secure program by contacting Experian directly on your behalf.

Sincerely,

  
John R. Supra, Jr.  
Deputy Director

JRS:j

cc: Michael Jones, Program Director  
Jennifer Lynch, Legislative Affairs and Communications