



NORTH LOS ANGELES COUNTY

REGIONAL CENTER

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DATE: October 16, 2008
TO: NLACRC Vendors
FROM: Susan Pittman
Community Services Director
RE: Securing Confidential Information & Data

Please review the attached Program Advisory from the Department of Developmental Services regarding best practices for protecting confidential, sensitive, and personal information. This advisory supplements the May 2006 Program Advisory on Securing Data on Laptops and Mobile Computing Devices and outlines the updated requirements for reporting the loss or disclosure of private information regardless of format (electronic or paper).

Please note that, as a vendor of North Los Angeles County Regional Center (NLACRC), you are required to protect all confidential, sensitive, and/or personal information and to report any inappropriate or unauthorized access, use or disclosure of information, regardless of format or media type. In the event of any loss or theft of personal, sensitive, or confidential information in any format, you must immediately notify Susan Pittman, NLACRC Community Services Director via email at susanp@nlacrc.org. The initial notification must contain as much information outlined below, as is available at the time. Any missing information must be provided to the regional center as soon as it can be obtained.

In the event of a security breach, a reporting form and instructions are available for download on the NLACRC website and should be used to report the breach to NLACRC. Please provide all of the following information upon notification of such an incident:

1. Date incident occurred
2. Date incident was detected. If unknown, so indicate.
3. Location of incident
4. Description of incident (what and how it happened)
5. Media/device type (if applicable)
6. Was portable storage device encrypted (if applicable)? If not, explain.

7. Costs associated with resolving this incident (i.e. equipment, mailing of privacy notices, etc).
8. If incident involved personally identifiable information:
 - a. What type of personally identifiable information was involved (if applicable i.e. name, social security number, driver license/state ID number, health or medical information, financial information, other)? Include all that apply.
 - b. Number of individuals affected
 - c. Date notification(s) to affected individuals/parties were made (if applicable)
9. Corrective actions taken to prevent future occurrences.
10. Estimated costs of those corrective actions
11. Date corrective actions will be fully implemented

In general, this Program Advisory provides a reminder to both Regional Centers and Vendors of our responsibilities. It also reiterates the language included in the Business Associate Agreement that you signed upon vendorization (or sometime thereafter). If you don't already do so on a regular basis, now is a good time to review your organization's practices to ensure that you are taking all possible measures to effectively protect confidential information and to reinforce to your staff the importance of using the recommended procedures to prevent security breaches.

If you have any questions regarding this memo or if you need a copy of your signed Business Associate Agreement, please contact Susan Pittman at (818) 756-6116 or susanp@nlacrc.org