

# DEPT. COMM. NO. 521

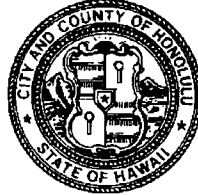
## DEPARTMENT OF COMMUNITY SERVICES CITY AND COUNTY OF HONOLULU

925 DILLINGHAM BOULEVARD, SUITE 200 • HONOLULU, HAWAII 96817

PHONE: (808) 768-7762 • FAX: (808) 768-7792

[www.honolulu.gov/dcs](http://www.honolulu.gov/dcs)

RICK BLANGIARDI  
MAYOR



SARAH ALLEN  
DIRECTOR

JOY BARUA  
DEPUTY DIRECTOR

April 28, 2021

✓ The Honorable Ronald D. Kouchi  
President of the Senate  
Hawaii State Capitol, Room 409  
Honolulu, Hawaii 96813

The Honorable Scott K. Saiki  
Speaker of the House of Representatives  
Hawaii State Capitol, Room 431  
Honolulu, Hawaii 96813

Dear President Kouchi and Speaker Saiki:

The Department of Community Services (DCS) of the City and County of Honolulu reports the following information pursuant to Section 487J-4, Hawaii Revised Statutes.

DCS administers a down payment loan program with federal HOME funds. On April 8, 2021, DCS received a complaint from the City's Department of Customer Services that a customer's personal information, including social security number (SSN), appeared on a DCS worker's social media page. The worker was instructed to immediately remove the information, and DCS is investigating the matter and will take further action promptly upon conclusion.

One individual is known to have been affected by the SSN disclosure, and notice of the disclosure has been sent to the individual. A form of the notice is attached to this letter.

To protect against future disclosures, DCS is pursuing aggressive re-training for its entire department staff; scrutinizing how employees access client information to ensure its full protection; and will implement any additional steps arising from its investigation.

Very truly yours,

A handwritten signature in black ink, appearing to read "Sarah Allen", is written over a horizontal line.

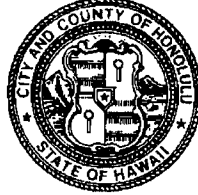
Sarah Allen  
Director

Attachment

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April 28, 2021

CERTIFIED MAIL RETURN RECEIPT REQUESTED

Name  
Address  
Address

Dear

Subject: Notice of Public Disclosure of Social Security Number

On April 8, 2021, the Department of Community Services (DCS) received a report that there was an inadvertent disclosure of your social security number when a worker posted social media on his or her Instagram page. This action is prohibited under our City policies.

Upon learning of this disclosure, DCS immediately instructed the worker to remove the Instagram post, which was confirmed removed within a 24-hour period of being published. While DCS has determined this to be a singular incident, we do not take this violation lightly. A full investigation is in process, and appropriate further actions will be taken.

To protect against future disclosures, DCS is pursuing aggressive re-training for its entire department staff and scrutinizing how employees access client information to ensure its full protection.

We very much regret this incident and sincerely apologize for this disservice. We encourage you to remain vigilant by reviewing your account statements and monitoring free credit reports. The Fair Credit Reporting Act guarantees individuals access to your credit report for free from each of the three nationwide credit reporting companies – Experian, Equifax, and TransUnion – every twelve months. To request your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com). In addition, we will reimburse you for one year of identity theft protection. For further information and assistance, please call Alan Tamanaha at (808) 768-7068.

Very truly yours,

Sarah Allen  
Director