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Re: Information Breach Notification Letter

1/15/2026

Dear Customer,

The Illinois Department of Human Services (IDHS) is writing to inform you of an incident that may affect the security of some of your personal information. While we are unaware of any actual or attempted misuse of your information, we take this incident very seriously and are providing you with information about the incident, our response to it, and resources available to you to help protect your information, should you feel it appropriate to do so.

What Happened?

On September 22, 2025, IDHS discovered that some internal maps containing customer information were accidentally made public on a mapping website. IDHS created these maps to help decide where to locate offices, but the privacy settings were not set correctly. The maps containing Division of Rehabilitation Services (DRS) customer information were publicly accessible from April 2021 through September 2025.

What Did the State Do to Respond to this Incident?

In response to this incident, IDHS immediately changed the privacy settings on all maps on September 22-26, 2025, to restrict access to only authorized IDHS employees. IDHS conducted a comprehensive review to determine what information was involved and our legal obligations. IDHS has developed and implemented a new policy that prohibits putting any customer information on public mapping websites. Access to any maps with customer information is now restricted to authorized personnel only.

What Information Was Potentially Involved?

The maps contained the following information: your name, address, case number, case status, referral source information, and region and office information. The medical information involved is limited to your status as a DRS recipient and referral source information. To date, we are unaware of any actual or attempted misuse of personal information as a result of this incident.

What Can You Do?

We understand that you may have questions about this incident that are not addressed in this letter. There is a dedicated assistance line that you can call at (844) 799-0012. You may leave a message, and your call will be returned within 24 hours. This line is available for you to call with questions beginning January 6, 2026. Please note that representatives will only be able to answer questions specific to this privacy incident. If you have questions regarding your benefits, please contact your local office.

We also want to share some additional free resources that are available to you if you would like to use them.

You may wish to contact one of the consumer reporting agencies to place a free fraud alert or security freeze on your credit files. A fraud alert lets creditors know to contact you before opening any new accounts. A freeze prevents a business, bank, or lender from seeing your credit report until you verify your identity with the consumer reporting agencies and confirm that it really is you, and not an impostor, applying for credit. You may contact any of these consumer reporting agencies to place a fraud alert or credit freeze on your accounts:

Equifax <https://www.equifax.com>

P.O. Box 105788, Atlanta, GA 30348

Fraud Alert: 1-800-525-6285 | Credit Freeze: 1-888-298-0045

Experian <https://www.experian.com>

P.O. Box 9554, Allen, TX 75013

Fraud Alert / Credit Freeze: 1-888-397-3742

TransUnion <https://www.transunion.com>

P.O. Box 2000, Chester, PA 19016

Fraud Alert: 1-800-680-7289 | Credit Freeze: 1-888-909-8872

You may also contact the Federal Trade Commission (FTC) for additional information about fraud alerts, credit freezes, and identity theft protection resources:

Website: <https://www.ftc.gov/>

Identity Theft Recovery: <https://www.identitytheft.gov>

Address: Federal Trade Commission, 600 Pennsylvania Ave. NW, Washington, D.C. 20580

Consumer Help Line: 1-877-382-4357

Please accept our apologies that this incident occurred. We are committed to maintaining the privacy of your personal information. We are deeply sorry for any inconvenience this matter may cause you.

Sincerely,

Thomas D. Mulcrone

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JB Pritzker, Governor · Dulce M. Quintero, Secretary

IDHS Office Locator

IDHS Help Line

1-800-843-6154

1-866-324-5553 TTY

