

**ORANGE COUNTY SOCIAL SERVICES AGENCY  
ADMINISTRATIVE POLICIES AND PROCEDURES MANUAL**

**Subject:** Loss of Personally Identifiable Information (PII) or Other Forms of Confidential Information

**Number:** I 7

**Approved:** Signature on file

**Date:** 3/24/16

**POLICY**

All Social Services Agency (SSA/Agency) staff shall comply with all Federal and State requirements regarding the safeguarding of confidential information and reporting incident protocols. Compliance of this policy shall be in accordance with the State of California Department of Health Care Services (DHCS) Medi-Cal Privacy and Security Agreement (PSA), the State of California Health and Human Services Agency Department of Social Services (CDSS) All County Letters No. 15-56 and 16-100 issued on August 14, 2015 (Attachment B) and January 12, 2016 respectively, and the procedures outlined in Section IV below.

This policy applies to all data sources and systems with any PII and other forms of confidential information that staff access in the performance of their duties.