



Notice of Data Security Incident

Child and Family Services of Northwestern Michigan ("Child & Family Services") is committed to protecting the privacy and security of the information in our care. On August 3, 2026, Child & Family Services began mailing notification letters to certain individuals whose information was involved in a data security incident.

What Happened?

On February 10, 2026, we identified suspicious activity within our email environment. We immediately initiated incident response protocols, ended all active sessions for the impacted email accounts, reset credentials, and engaged external cybersecurity experts to conduct an investigation. On May 19, 2026, our investigation determined that some emails may have been accessed by an unauthorized individual. On June 8, 2026, we determined that personal information was potentially present within these emails. These emails contained information that varied per individual but could have included names and one or more of the following: address, date of birth, Social Security number, Driver's License number, State ID number, medical information, and/or health insurance information.

What is Child & Family Services doing?

We want to assure you that we are taking steps to minimize the risk of this happening in the future. We have changed passwords and introduced additional control in our email environment. In addition, although there has been no evidence that your information was misused, we are posting this notice out of an abundance of caution.

Child & Family Services remains committed to protecting the confidentiality and security of all information within our control. We are offering complimentary identity monitoring services to individuals whose information may have been involved. We have also established a dedicated, toll-free call center to help answer any questions about the incident.

What You Can Do:

Child & Family Services encourages you to remain vigilant against incidents of identity theft by reviewing bank accounts and other financial statements. Individuals should review credit reports, bank account, and other financial statements, and immediately contact their financial institution if they identify suspicious activity. You can also visit the Federal Trade Commission's website for more information on protecting your identity at consumer.ftc.gov/identity-theft-and-online-security.

For More Information:

Child & Family Services has established a dedicated, toll-free call center to help answer questions about the incident. The call center can be reached at (800) 442-7315 Monday through Friday from 8:30 am to 4:30 pm Eastern Time. Protecting the privacy and security of all information within Child and Family Services' control is of the utmost importance to us, and we sincerely apologize for any concern this incident may cause.