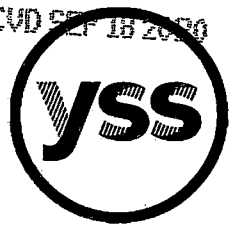


RCVD SEP 15 2020



September 16, 2020

Jessica Whitney  
Director of the Consumer Protection Division  
Iowa Department of Justice Attorney General  
1305 East Walnut Street, Suite 110  
Des Moines, IA 50319

Dear Ms. Whitney,

We are writing to let you know that we were recently notified by Blackbaud, a third-party computer software provider, of a data security incident that may have involved some of our donors' personal information. YSS takes the protection and proper use of our database very seriously, and this security incident did not include any personal financial information such as credit card or bank accounts. YSS does not have this information in this software database, and if was stored those fields are encrypted and were not compromised as part of this situation.

Blackbaud successfully prevented the cybercriminal by blocking their access to their database. Prior to locking the cybercriminal out, they removed a copy of Blackbaud's backup file containing some of our donor's personal information. This occurred at some point beginning on February 7, 2020 and could have been in there intermittently until May 20, 2020.

Blackbaud notified YSS that the file removed contained information such as contact information (name, address, phone, email address) and a history of the donor relationship with our organization such as donation dates and amounts. Blackbaud worked with authorities to pay for a confirmed destruction of the backup file.

Even though the information is of limited scope and the backup file was reported to be destroyed, YSS is always transparent with our donors. Therefore on Monday, August 10, 2020 YSS sent an email to 6365 constituents in our Blackbaud donor database and posted a notice on our YSS website explaining the scope of the incident and providing additional steps they can take.

Ensuring the safety of our constituents' data is of the utmost importance to us. As part of their ongoing efforts to help prevent something like this from happening in the future, Blackbaud has already implemented several changes that will protect data from any subsequent incidents.

Please do not hesitate to reach out to me should you have any further questions or concerns.

Sincerely,

Andrew Allen  
President and CEO

**YSS HEADQUARTERS** 420 Kellogg Avenue, Ames, IA 50010 P:515-233-3141 F:515-233-2440

A COMMUNITY-BASED ORGANIZATION SERVING YOUTH AND FAMILIES SINCE 1976

[CONTACT](#)[DONATE NOW](#)[HOME](#)[PROGRAMS](#)[ABOUT US](#)[GET INVOLVED](#)[CAREERS](#)[RESOURCES](#)

# NEWS

HELP LINE

## Blackbaud Security Breach

We are writing to let you know we were recently notified by Blackbaud, one of the world's largest third-party fundraising software providers, that they had been the victim of a ransomware attack between February 7 and May 20, 2020. The cybercriminal was able to remove information belonging to Blackbaud clients, including YSS. YSS takes the protection and proper use of your information very seriously.

**Please be assured, we do not store your Social Security number or financial information in this database, and therefore none of this information was part of the incident.**

Blackbaud successfully prevented the cybercriminal by blocking their access to their database. Prior to locking the cybercriminal out, they removed a copy of Blackbaud's backup file containing some of your personal information. Again, it's important to note that they did not access your credit card information, bank account information, or Social Security number. However, we have determined that the file removed may have contained your contact information and a history of your relationship with our organization such as donation dates and amounts. Blackbaud, along with authorities, confirmed the copy had been destroyed, and they have no reason to believe any data went beyond the cybercriminal and was or will be misused.

Ensuring the safety of our constituents' data is of the utmost importance to us. As part of their ongoing efforts to help prevent something like this from happening in the future, Blackbaud has already implemented several changes that will protect data from any subsequent incidents. As a best practice,

we recommend you remain vigilant and promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities.

We sincerely apologize for this incident and regret any inconvenience it may cause you. Should you have any further questions or concerns regarding this matter and/or the protections available to you, please do not hesitate to contact me at (515) 233-3141.

Jackie Matt

Vice President of Philanthropy and Community Engagement

## *Other News*

### FACILITIES & VISITORS

Effective Friday, March 20, 2020, the YSS administration building at 420 Kellogg Ave., Ames, IA will be locked and closed to visitors. Please note that we continue to work on your behalf and there are people available to assist you...

[READ MORE](#)

### TELEHEALTH AVAILABLE

If you are experiencing stress or anxiety and need help, please contact us! We offer behavioral health services via telehealth, which means you can see a counselor from the comfort and safety of your own home. We do not require...

[READ MORE](#)

[SEE ALL NEWS](#)

Join our Team  
**APPLY TODAY**

Community Based  
Programs

- Ames
- Boone
- Des Moines
- Marshalltown
- Mason City
- Webster City

YSS  
P.O. Box 1628  
Ames, IA 50010  
515.233.3141



YSS is nationally accredited by CARF.



YSS is a United Way funded agency.



**Email Us**

[Privacy Practices](#)

© 2020 YSS, Inc. All Rights Reserved