



FOR IMMEDIATE RELEASE

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Cyberattack targets Native American Rehabilitation Association of the Northwest

**Patients and employees informed of cybersecurity incident;
NARA NW promptly contains attack**

PORTLAND, Ore.—Today, the Native American Rehabilitation Association of the Northwest, Inc. (NARA NW) announced that it experienced a cybersecurity incident between Aug. 31 and Sept. 1, 2022. This incident involved access to emails contained in seven employee accounts by an unauthorized user located outside of the U.S. As of Oct. 7, 2022, NARA NW learned that the affected emails contained some patients' protected health information.

IT staff for NARA NW promptly investigated and contained the incident, removed the unauthorized user from the network, restricted network access to U.S. users only, and required all employees to reset their passwords. Up to 2,923 people were affected by the cybersecurity incident.

Based on the available evidence, the threat was contained by Sept. 1.

Most of the information that was accessed was names, dates of birth and non-sensitive treatment information. The thorough review of affected emails confirmed that the Social Security Numbers (SSNs) for four individuals were accessed. NARA NW will provide those individuals with free credit monitoring for the next year. Individuals should always be vigilant and regularly monitor financial accounts and healthcare information and notify financial institutions or healthcare providers regarding any unusual activity. Individuals can also obtain credit reports from credit reporting agencies and take measures like placing a credit freeze to protect against risk of identity theft.

Cybersecurity is a top priority for businesses and organizations, from retail to healthcare, as these attacks continue to rise in the U.S. and the rest of the world. Given that new reality, NARA NW has taken many steps over the last few years to enhance computer security and help prevent and reduce the impact of attacks like these. NARA NW's security technology allowed experts to pinpoint the exact emails and information that was accessed.

"Protecting our clients and their personal health information is a top priority for our team," said Jacqueline Mercer, CEO of NARA NW. "It's sad that there are people in the world who would target us and our clients who are experiencing health disparities. We are truly sorry to everyone who has been

subjected to this attack or any attack like this. We've taken several steps to improve our security over the years, which helped limit the impact of this incident. We will continue to monitor the situation and protect our community."

What is NARA NW doing in response?

Mercer shared that NARA NW implemented several security measures such as organization-wide password changes, restricting use of web-based email, prohibiting access by users outside the U.S., and implementing multi-factor authentication. NARA NW has notified and is cooperating with law enforcement officials regarding this incident. The organization has accelerated efforts to improve cybersecurity and will continue to review and revamp its information privacy and security policies, procedures, and technology to reduce the risk of future incidents. Employees will continue to receive additional education and training.

NARA NW is providing written notice to all potentially affected individuals. It has also posted a notice on its website and informed government authorities with which it works.

Staff members are available to answer questions and provide support to clients and patients who have any questions or concerns about this incident. They are encouraged to contact NARA NW at the following toll-free number: 1-833-226-3473 between 9 a.m. and 5 p.m. Pacific Standard Time, Monday-Friday.

About NARA NW

Founded in 1970 in Portland, Oregon, the Native American Rehabilitation Association of the Northwest, Inc. is an Indian-owned, Indian-operated, non-profit agency. Originally an outpatient substance abuse treatment center, NARA NW now operates a residential family treatment center, an outpatient treatment center, a child and family services center, a primary healthcare clinic, several adult mental health locations, a wellness center, and transitional housing for Native women and children. All services are centered on the family as it is NARA NW's philosophy that, without the family circle there will be no future.

Traditional Indian culture and spirituality have always been an integral part of NARA NW's services. In recognition of their service to American Indian and Alaska Natives, NARA NW has been honored with a sacred pipe, a totem pole, sacred fire circle and a drum. The pipe and drum continue to be used in sacred ceremonies; the totem pole stands at the entrance of their residential facility. It is NARA NW's philosophy to honor and support the emotional, physical, spiritual and mental health of Indian people.

The mission of NARA NW is to provide education, physical and mental health services and substance abuse treatment that is culturally appropriate to American Indians, Alaska Natives and anyone in need.

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