



LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
hope. recovery. wellbeing.

FOR IMMEDIATE RELEASE

May 20, 2024

L.A. County Department of Mental Health

CONTACT:

Public Information Office

pio@dmh.lacounty.gov

Data Breach Impacts Los Angeles County Department of Mental Health's Clients

LOS ANGELES – The Los Angeles County Department of Mental Health (LACDMH) today disclosed it was the victim of a phishing email attack.

On March 20, 2024, a LACDMH employee's email account and Microsoft Office 365 account were compromised after engaging with a phishing email. Due to their County work responsibilities, the employee had confidential client/patient information in their accounts. LACDMH immediately implemented strict security measures and began an investigation.

LACDMH engaged a nationally recognized forensic firm to review the emails and attachments that could have been accessed or downloaded. On March 21, 2024, LACDMH determined that certain emails or attachments contained certain information, including names accompanied by one or more of the following: date of birth, address, telephone number, Social Security number and medical record number. Potentially not all of the above information was accessed for the impacted LACDMH clients.

On May 20, 2024, LACDMH began mailing letters to individuals whose personal information was involved in the incident and for whom LACDMH has address information. LACDMH is also providing this notice for individuals whose personal information was contained in the emails and attachments reviewed, but for whom LACDMH does not have adequate address information.

A dedicated call center has also been established for individuals to call with questions about the incident. If you have any questions or wish to determine if your information may have been involved in this incident, please call (888) 217-0379, Monday through Friday from 9 a.m. to 11 p.m. Pacific Time, and Saturday 9 a.m. to 6 p.m. Pacific Time.

Individuals who are concerned that their personal information may have been accessed during the incident should visit LACDMH's website at DMH.LACounty.gov. The website also contains information regarding steps that individuals can take to help protect their personal information. LACDMH regrets any inconvenience this incident may have caused. To help prevent something like this from happening again, LACDMH has implemented additional safeguards and technical security measures to further enhance the security of its computer systems.

###

About the Los Angeles County Department of Mental Health (LACDMH)

As the nation's largest public mental health department, we ensure access to care and treatment for our most vulnerable residents in a region with more than 10 million people. With an annual budget of \$3.8B and over 7,000 budgeted positions, LACDMH is dedicated to hope, recovery, and well-being for everyone across the County. For more information, visit dmh.lacounty.gov or follow @LACDMH on [Facebook](#), [Twitter \(X\)](#), [Instagram](#) and [YouTube](#).