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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 that it was the victim of a phishing email attack.

On May 28, 2024, a malicious actor or actors was able to access the Microsoft Office 365 accounts of LACDMH employees using a multi-factor authentication attack, otherwise known as push notification spamming. The employees had confidential client/patient information in the email accounts because of the employees' County responsibilities. 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 July 15, 2024, LACDMH determined that certain emails or attachments contained certain information, including names accompanied by one or more of the following: name, date of birth, address, telephone number, Social Security number and medical record number. This information relates to certain LACDMH clients, who may have been impacted differently. Not all information was potentially accessed for all clients.

On August 29, 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 been established for individuals to call with questions about the incident at (866) 997-5807. This call center will be available Monday through Friday from 6 a.m. to 5 p.m. Pacific Time, (excluding major U.S. holidays).

Individuals who are concerned that their personal information may have been accessed during the incident should visit LACDMH's website at <https://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.

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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 exceeding \$4B and over 7,000 budgeted positions, LACDMH is dedicated to hope, recovery, and well-being for everyone across the County. For more information on LACDMH, visit dmh.lacounty.gov or follow @LACDMH on [Facebook](#), [X \(formerly Twitter\)](#), [Instagram](#) and [YouTube](#).