



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

FOR IMMEDIATE RELEASE

April 21, 2022

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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.

The phishing incident occurred on October 19, 2021, when some LACDMH employees were tricked into clicking on a malicious link in a phishing email that appeared to have come from a LACDMH vendor. The perpetrator used the compromised LACDMH email account to send out more than 1,000 phishing emails to both internal and external contacts affecting certain LACDMH employees' email accounts. Some of those employees had confidential client/patient information in their email accounts because of their County responsibilities. LACDMH immediately implemented strict security measures and began an investigation. The District Attorney's Office's Cyber Investigation Response Team was notified and launched a cybercrime investigation.

LACDMH completed a separate investigation and determined that an unauthorized person accessed certain accounts at various times between October 19, 2021 and October 21, 2021. The investigation was not able to determine whether any emails or attachments in the accounts were accessed or downloaded by the unauthorized individual.

At the direction of the District Attorney's Office, notification of the potentially affected individuals was delayed to protect the confidentiality of the sensitive and ongoing investigation. Law enforcement agencies are authorized to request such exemptions to notification requirements.

LACDMH engaged a nationally recognized forensic firm to review the emails and attachments that could have been accessed or downloaded. On March 4, 2022, LACDMH determined that certain emails or attachments contained certain information, including names accompanied by one or more of the following: date of birth, address, Social Security number, driver's license number, medical and/or health information, and/or health insurance information. This information relates to certain LACDMH clients, who may have been impacted differently. Not all information was potentially accessed for all clients.

On April 21, 2022, 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. If you have any questions or wish to determine if your information may have been involved in this incident please call (855) 482-1577, Monday through Friday from 8 a.m. through 5 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 <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 approaching \$3B and a committed staff of 6,000, LACDMH embodies a "heart-forward" approach to supporting hope, recovery and wellbeing across the County. For more information, visit dmh.lacounty.gov or follow @LACDMH on [Facebook](#), [Twitter](#), [Instagram](#) and [YouTube](#).