

FOR IMMEDIATE RELEASE:

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April 4, 2025 (Dallas, TX) – On February 6, 2025, Metrocare became aware of an unauthorized data sharing event containing the protected health information (PHI) of 553 clients. A Metrocare employee sent emails, that included PHI, outside the Metrocare network to a non-Metrocare email. The emails were encrypted and shared, without permission from Metrocare, to the network of another healthcare provider, with whom the individual was also employed. Our investigation determined that the unauthorized disclosures occurred between June 4, 2023 to the discovery date of February 6, 2025. The PHI disclosed was limited to first and last names, Medical Record Numbers (MRN), State Identification Numbers (SID), and the admission and discharge dates for services with Metrocare.

We thoroughly investigated this incident and worked with the other healthcare provider to ensure that any client information was removed from all of their servers. There is no evidence that the PHI shared between the two email addresses was used in any way by anyone other than the one employee authorized to have the information. Further, based on our investigation, there is no evidence that any third party accessed any of the information. As always, Metrocare is committed to protecting our clients' privacy and personal information. Privacy policies and procedures are in place and agency staff will continue ongoing training on best practices, rules and requirements.

About Metrocare: Metrocare is the largest provider of mental health, developmental disability and permanent supported housing services in Dallas County serving over 50,000 children, teens and adults annually. For over 55 years, Metrocare has provided a broad array of services from mental health care, primary care, services for veterans and their loved ones, accessible pharmacies, homeless outreach, substance use treatment, and supportive social services. Metrocare provides specialty mental health services to over 10,000 children and teens and has numerous programs for babies, children and adults with disabilities, including Early Childhood Intervention, Flourishing Families, Nurturing Parenting, Supported Employment and two specialty autism clinics in Dallas and DeSoto. In conjunction with clinical care, Metrocare's Altshuler Center for Education and Research (ACER) is transforming the community mental health landscape of North Texas through workforce development focused on innovative partnerships and exceptional trauma-informed training.