

FOR IMMEDIATE RELEASE:

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For more information contact:

Kennedy Newbanks
Metrocare Services
(214) 549-0802

Kennedy.Newbanks@metrocareservices.org

November 24, 2025 (Dallas, TX) – On October 3, 2025, Metrocare became aware of an unauthorized data sharing event containing the protected health information (PHI) of 8,599 clients. A Metrocare employee sent an email, which included PHI, outside the Metrocare network to their personal email. The email was encrypted and shared, without permission from Metrocare, to an unauthorized network. Our investigation determined that the unauthorized disclosure occurred on September 9, 2025. The information disclosed was limited to first and last name, Medical Record Numbers (MRN), date/duration/cost of service, practitioner name and appointment start and end time.

We thoroughly investigated this incident and worked with the employee to ensure the email was deleted from the inbox and the trash folders. There is no evidence that the PHI shared was used in any way by anyone other than the one individual 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.