

Helen Ross McNabb Center - Notice of Email Security Incident

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Helen Ross McNabb Center ("HRMC") is investigating a security incident involving a limited number of employee email accounts. HRMC is a behavioral health and social services organization that provides a variety of mental health, substance use, intellectual and developmental disability, and related community services. In providing those services, HRMC receives and maintains information relating to patients, employees, and other individuals.

In May 2026, HRMC experienced suspicious activity involving certain employee email accounts. Upon learning of the activity, HRMC promptly secured the affected accounts, changed passwords, terminated active login sessions, and took steps to prevent further unauthorized access. These remediation efforts resulted in the unauthorized access lasting less than an hour in each affected email account. HRMC also engaged independent cybersecurity specialists to assist in assessing the nature and scope of the incident.

The investigation has determined that an unauthorized third party gained access to one or more employee email accounts on May 19, 2026, and on May 21, 2026. The affected email accounts were primarily associated with employees working within the Center's Foster Care and Juvenile Justice programs. However, the investigation remains ongoing. HRMC is continuing to review the affected email accounts and related information to determine whether any emails or attachments were accessed and, if so, whether any sensitive information may have been involved.

At this time, HRMC has not completed its review and is not yet in a position to determine what information, if any, may have been affected or which individuals may be impacted. Potentially affected information for individuals may include name, address, phone number, and information related to services rendered by HRMC. If the investigation determines that an individual's information was involved, HRMC will provide notice in accordance with applicable law.

HRMC takes the privacy and security of information seriously and is continuing to evaluate and implement additional safeguards to help prevent similar incidents in the future.

For more information regarding this incident, individuals may call toll-free 1-800-298-2295 between 9:00 a.m. and 5:30 p.m. ET, Monday through Friday (excluding major U.S. holidays).