



Department of Health

KATHY HOCHUL
Governor

JAMES V. McDONALD, MD, MPH
Commissioner

JOHANNE E. MORNE, MS
Executive Deputy Commissioner

March 11, 2025

Dear Members of the New York State Legislature,

I am writing to inform you of steps the Department of Health (the Department) has taken in response to complaints that certain organizations have been providing personal assistants, and consumers and/or their designated representatives participating in the Consumer Directed Personal Assistance Program, information that may be false, deceptive, or coercive.

The Department has sent letters directing many organizations to cease and desist from these actions. Please see [letters available here](#) for more information.

The Department thanks those who have raised these issues and encourages others who have encountered similar tactics to do the same by submitting information to StatewideFI@health.ny.gov. We greatly appreciate the assistance we have received from our elected officials as we continue this transition and work to support New Yorkers who rely on home care services.

If you have any questions, please contact Associate Commissioner of Governmental and External Affairs Alyssa DeRosa at 518-921-8539, or by email at alyssa.derosa@health.ny.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "James V. McDonald, M.D., M.P.H.", written in a cursive style.

James V. McDonald, M.D., M.P.H.
Commissioner of Health