



## NEW YORK STATE LEGISLATURE

Richard N. Gottfried  
Chair  
Assembly Health Committee

Gustavo Rivera  
Chair  
Senate Health Committee

Marcos A. Crespo  
Chair  
Assembly Labor Committee

Jessica Ramos  
Chair  
Senate Labor Committee

April 30, 2020

Ferdinand Morales  
Vice President, Maximus U.S. Health Services  
11 Corporate Woods Boulevard  
Albany, NY 12211

Dear Mr. Morales:

We are writing to voice our concerns about the working conditions of Maximus employees working in Albany, New York, and Rochester, New York under the company's New York State of Health Customer Service Center and Medicaid Enrollment Broker contracts with the Department of Health (contract numbers C025147 and C027557, respectively).

It has come to our attention that many Maximus employees have been worried about their health and safety when reporting to work, as reported in the *New York Post* and *Albany Times Union*. We are aware that Maximus has instituted emergency safety and income security policies, but employees report issues with the timeliness, adequacy, implementation, and accessibility of these policies. In recent weeks, we understand that Maximus employees in New York have reported:

- Inadequate sanitation supplies;
- Delays in the transition to remote work for many workers, particularly those based in Albany and Rochester worksites;
- Restrictions to the ability to work remotely for some employees, such as employees without a car who are unable to retrieve equipment from the worksites in Albany and Rochester;
- Delays in approval of paid leave requests and receiving pay for this leave;
- Confusion over whether employees can be penalized under the company's attendance policy for missing work due to coronavirus-related reasons;
- Lack of reimbursement for internet and phone bills for employees working remotely.

We believe that workers having a collective voice can help to quickly identify and resolve challenges that employees face, particularly in the midst of a crisis. We call on Maximus to allow employees to designate a committee of representatives to meet,

virtually, with the company to discuss the health and safety and income security issues that they have identified, and to collaborate with the company to resolve them.

In the face of this unprecedented pandemic, it is paramount that frontline workers performing essential work on behalf of the Department of Health to help New Yorkers access health coverage amidst this health and employment crisis neither be placed at unnecessary risk, nor be treated unfairly.

Sincerely,



Richard N. Gottfried  
Chair  
Assembly Health Committee



Gustavo Rivera  
Chair  
Senate Health Committee



Marcos A. Crespo  
Chair  
Assembly Labor Committee



Jessica Ramos  
Chair  
Senate Labor Committee

cc: Bruce Caswell, Maximus CEO  
Dr. Howard Zucker, Department of Health Commissioner  
Roberta Reardon, Department of Labor Commissioner  
Paul Francis, Deputy Secretary for Health and Human Services