



January 12, 2026

DAL: DACF 26-13
Subject: Implementation of the Assisted
Living Residence Quality Bill Posting
Requirements

Dear Administrator:

On February 14, 2025, Governor Hochul signed an amendment to Public Health Law, adding paragraph (7) to section 4656 of Public Health Law to develop and implement consumer transparency and quality measures and streamline reporting processes in Assisted Living Residences. The purpose of this correspondence is to inform Assisted Living Residences of the requirements associated with the statute based on consultation between the Department of Health, Long-Term Care Ombudsman Program, and industry and consumer representatives.

Quality Measure Data Collection and Scoring

Beginning January 1, 2026, three (3) consumer-focused quality measures will be used to evaluate facility performance and enhance transparency for current and prospective residents and their representatives. The three (3) quality measures are:

1. **Complaint Activity** – Total number of confirmed (i.e., substantiated) allegations received in calendar year 2025 by the Department of Health (“Department”) Centralized Compliant Intake Program and investigated by the Division of Adult Care Facility Surveillance (“Division”).
2. **Staffing Levels** – Average annual number of Direct Caregiver Staff based on data self-reported by each facility weekly to the Department.
3. **Food and Dining Quality** – The total number of violations issued under the applicable Food Service regulatory subset during the facility’s most recent recertification survey performed by the Division.

Annually beginning January 1, 2026, the Department will collate the information above and post on its website each affected facility’s data against the statewide average. For example:

1. Complaint Activity – Facility: 13; Statewide Average: 21.5
2. Staffing Levels – Facility: 10.5; Statewide Average: 11.5
3. Food and Dining Quality – Facility: 6; Statewide Average: 10

Posting Requirements

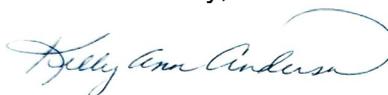
In accordance with the provisions of this statute, the Operator must conspicuously post within the facility and online its monthly service rate, range for starting rent, Department-

approved Residency Agreement, and a consumer-friendly summary of all service fees via a form developed by the Department. Accordingly, Operators are to:

- Complete and submit the enclosed form to the Department by January 31, 2026.
- Publish the facility's Department-approved Residency Agreement and applicable Addenda, and Consumer Summary from the enclosed form on the facility's public-facing website in an accessible and clearly labeled format. This will be reviewed by the Division for ongoing compliance.

The Department will continue to evaluate these requirements to ensure balance and overall compliance with the intent of the statute. If you have any questions regarding this correspondence, please email acfinfo@health.ny.gov.

Sincerely,

A handwritten signature in blue ink that reads "Kelly Ann Anderson". The signature is written in a cursive style with a large loop at the end.

KellyAnn Anderson, Director
Division of Adult Care Facility
and Assisted Living Surveillance

Enclosure

cc: Dr. Fish
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