July 8, 2022

Hello NASW-NYC,

We are writing to inform you of a potential issue of concern which we have recently been made aware, and to share with you the actions already taken in response, and the plans for further actions.

A number of you have expressed concern with certain online platforms which appear to collect publicly available information around licensed health and mental health professionals, and present the information in a manner that is misleading. We have accessed a number of such platforms and share your concerns around how the information is being presented, as well as the accuracy of the information as formatted. NASW-NYC shares your interest in protecting both the licensed practitioner and the consuming public.

NASW-NYC has already begun a meaningful dialog with the Office of Professions, State Education Department, to fully engage our state agency and regulatory partners, and to benefit from their guidance and further support.

NASW's National Office has sent complaint letters to CareDash and BetterHelp demanding that the practice be halted immediately. If necessary, NASW will provide guidance for affected members to file formal complaints with appropriate state and federal consumer protection agencies and review options for other legal remedies.

We will continue these important conversations as we develop a well-reasoned and coordinated response to the issue as presented and will keep you apprised of all developments. We will explore all possible options.

With appreciation and in solidarity,

Dr. Claire Green-Forde

Claire Green-Forde, LCSW
Executive Director
NASW-NYC