

CITY OF NEW YORK
COMMISSION ON HUMAN RIGHTS

In the Matter of the Complaint of:

THE NEW YORK CITY COMMISSION ON
HUMAN RIGHTS,

Complainant,

— against —

MOUNT SINAI HEALTH SYSTEM, INC.,

Respondent.

VERIFIED COMPLAINT

Complaint No. M-P-AS-25-151775

NATURE OF THE ACTION

The New York City Commission on Human Rights (“Commission”) brings this action against Respondent Mount Sinai Health System, Inc. (“Mount Sinai”) for violating § 8-107(4) of the Administrative Code of the City of New York, the New York City Human Rights Law (“NYCHRL”). The NYCHRL requires providers of public accommodation in New York City to offer every person the full and equal enjoyment, on equal terms and conditions, of any of the accommodations, advantages, services, facilities or privileges of the place or provider of public accommodation.

The Commission alleges Respondent has ceased providing gender-affirming medical care to transgender or gender-nonconforming minors based on their gender identity and age. The Commission alleges as follows:

JURISDICTION AND VENUE

The Commission initiates this Complaint pursuant to NYCHRL § 8-109(c). The effects of the alleged unlawful policies and practices described in this complaint occurred in the City of New York.

PARTIES

1. The Commission's address is 22 Reade Street, New York, NY 10007.
2. Respondent is a provider of public accommodation as defined by NYCHRL § 8-102. Respondent's address for service of process is Mount Sinai Health System, Inc., One Gustave L. Levy Place, New York, NY, 10029. Respondent operates multiple locations, including a business address at 275 7th Avenue, New York, NY 10001.

FACTS

3. Respondent provides gender-affirming medical care through its Keith Haring Youth Gender Center, as part of Respondent's Center for Transgender Medicine and Surgery. *See* Exhibit A (Mount Sinai – New York, The Keith Haring Youth Gender Center, <https://www.mountsinai.org/locations/center-transgender-medicine-surgery/care/keith-haring-youth-gender-center>).
4. In or around December 2024, Respondent cancelled appointments for at least two transgender or gender-nonconforming persons under the age of nineteen (19) seeking gender-affirming medical care. *See* Exhibit B (Nick Pinto, *Mount Sinai Has Also Been Canceling Gender-Affirming Care Appointments for Trans Youth, According to Parents*, HELL GATE, February 4, 2025, <https://hellgatenyc.com/mount-sinai-also-canceling-some-gender-affirming-care/>).
5. Upon information and belief, Respondent Mount Sinai cancelled the appointments based on the patients' ages and gender identities.
6. Upon information and belief, Respondent Mount Sinai has changed its policies and practices to not offer services related to gender-affirming medical care to transgender or gender-nonconforming persons under the age of nineteen (19).

CHARGE I

7. Complainant incorporates and realleges paragraphs 1 through 6 of this Complaint as though fully set forth herein.

8. The Commission charges that Respondent has unlawfully discriminated against transgender and gender-nonconforming persons by refusing to provide previously scheduled medical care because of their gender identity, in violation of § 8-107(4)(a)(1) of the NYCHRL.

CHARGE II

9. Complainant incorporates and realleges paragraphs 1 through 6 of this Complaint as though fully set forth herein.

10. The Commission charges that Respondent has unlawfully discriminated against transgender and gender-nonconforming persons younger than nineteen (19) years of age by refusing to provide previously scheduled medical care because of their age, in violation of § 8-107(4)(a)(1) of the NYCHRL.

CHARGE III

11. Complainant incorporates and realleges paragraphs 1 through 6 of this Complaint as though fully set forth herein.

12. The Commission charges that Respondent has unlawfully discriminated against transgender and gender-nonconforming persons by directly or indirectly making a declaration, to the effect that full and equal enjoyment, on equal terms and conditions, of Respondent's services would be refused, withheld from or denied to them on account of their gender in violation of § 8-107(4)(a)(2) of the NYCHRL.

CHARGE IV

13. Complainant incorporates and realleges paragraphs 1 through 6 of this Complaint

as though fully set forth herein.

14. The Commission charges that Respondent has unlawfully discriminated against transgender and gender-nonconforming persons under the age of nineteen (19) by directly or indirectly making a declaration, to the effect that full and equal enjoyment, on equal terms and conditions, of Respondent's services would be refused, withheld from or denied to them on account of their age in violation of § 8-107(4)(a)(2) of the NYCHRL.

PRAYER FOR RELIEF

WHEREFORE, the Commission respectfully requests judgment against Respondent as follows:


- a) Declaring that Respondent's acts, practices, and omissions complained of herein violate the Code;
- b) Enjoining Respondent and its agents, employees, successors, and all other persons in active concert or participation from further violating the Code;
- c) Enjoining Respondent and its agents, employees, successors, and all other persons in active concert or participation from coercing, intimidating, threatening, or interfering with, or attempting to coerce, intimidate, threaten, or interfere with a person in the exercise or enjoyment of rights granted and/or protected under the Code;
- d) Directing Respondent to pay civil penalties; and
- e) Awarding such other and further relief as the Commission deems just and proper

[NO FURTHER TEXT ON THIS PAGE]

Katherine Carroll, being duly sworn, deposes and says:

I am the Deputy Commissioner of the Law Enforcement Bureau of the New York City Commission on Human Rights, the Complainant herein; I have read the foregoing Complaint and know the content thereof; the same is true of my own knowledge, except as to the matters therein stated on information and belief; and, as to those matters, I believe the same to be true.

Dated: New York, NY
February 28, 2025



Katherine Carroll
Deputy Commissioner
Law Enforcement Bureau
New York City Commission on Human Rights
22 Reade Street, 3rd Floor
New York, NY 10007

Exhibit A

Center for Transgender Medicine and Surgery (/locations/center-transgender-medicine-surgery)



The Keith Haring Youth Gender Center

The pediatric and adolescent team at The Keith Haring Youth Gender Center is especially qualified to provide gender-affirming care for young people. We provide individualized, interdisciplinary care aimed at supporting the physical and emotional health of youth up to the age of 22.

Adolescent Medicine and Pediatric Endocrinology

Our adolescent medicine and pediatric endocrinology specialists provide both primary medical care and gender-affirming specialty care for transgender and gender diverse youth. Pediatric endocrinologists provide gender-affirming care for youth, including pubertal assessment, pubertal blockade with gonadotropin-releasing hormone agonists (GnRHa), and gender-affirming hormone therapy. Health care choices are made collaboratively by the patient, the patient's family, and the multidisciplinary treatment team.

Adolescent and Pediatric Mental Health

Entry into our program begins with a comprehensive consultation with a mental health provider who specializes in gender-affirming care. This consultation can include the following:

- Evaluation of gender dysphoria, co-occurring mental health issues and readiness for specific gender-affirming medical interventions;
- Education and guidance for patients, along with their families;
- Referrals to medical care, ongoing mental health support, and community resources, as needed.

We do not provide ongoing or long-term mental health support. However, we can provide information regarding gender-affirming mental health providers in the community.

Fertility Preservation

We prioritize fertility counseling and fertility preservation. Specialists in behavioral health, endocrinology, and fertility preservation medicine work as a team to provide counseling on the impact of gender-affirming treatments on future fertility, as well as fertility preservation options prior to the initiation of GnRHa and gender-affirming treatment. Interested patients and parents can consult concurrently with the pediatric fertility preservation team to avoid delays



in gender-affirming treatment due to the fertility preservation process. The Center's interdisciplinary team works together to optimize the chances that a patient will succeed in fertility preservation.

The Mount Sinai Center for Transgender Medicine and Surgery proudly recognizes The Keith Haring Youth Gender Center, a meaningful partnership that enables us to provide supportive youth services and care.

Make a Gift



Contact Info

Center for Transgender Medicine and Surgery

Phone: 212-604-1730 (tel:212-604-1730)

Email: CTMSinfo@mountsinai.org (mailto:CTMSinfo@mountsinai.org)

Letter of Support Templates

- Trans-masculine Procedures: Medical Letter
(/files/MSHealth/Assets/HS/Locations/CTMS/MedicalLetterofSupportTemplate-Trans-masculineProcedures.pdf)
- Trans-masculine Procedures: Mental Health Letter
(/files/MSHealth/Assets/HS/Locations/CTMS/MentalHealthLetterofSupportTemplate-Trans-masculineProcedures.pdf)
- Trans-feminine Procedures: Medical Letter
(/files/MSHealth/Assets/HS/Locations/CTMS/MedicalLetterofSupportTemplate-Trans-feminineProcedures.pdf)
- Trans-feminine Procedures: Mental Health Letter
(/files/MSHealth/Assets/HS/Locations/CTMS/MentalHealthLetterofSupportTemplate-Trans-feminineProcedures.pdf)

Related Links



- [The Institute for Advanced Medicine \(/patient-care/iam\)](/patient-care/iam)
- [LGBT Services at Mount Sinai \(/about/lgbt-health\)](/about/lgbt-health)
- [Mount Sinai Adolescent Health Center \(https://www.teenhealthcare.org\)](https://www.teenhealthcare.org)
- [Transgender Voice Therapy and Surgeries \(/locations/grabscheid-voice-swallowing-center/our-services/transgender-voice-feminization\)](/locations/grabscheid-voice-swallowing-center/our-services/transgender-voice-feminization)
- [Pre-operative Medical Assessment Form \(/files/MSHealth/Assets/HS/Locations/CTMS/Pre-operative-Medical-Assessment-Form.pdf\)](/files/MSHealth/Assets/HS/Locations/CTMS/Pre-operative-Medical-Assessment-Form.pdf)
- [A Guide To Community Resources \(/files/MSHealth/Assets/HS/Locations/CTMS/TGNCRResourceGuide.pdf\)](/files/MSHealth/Assets/HS/Locations/CTMS/TGNCRResourceGuide.pdf)

Patient Information

- [MyMountSinai® App \(/about/mymountsinai\)](/about/mymountsinai)
- [Pay My Bill \(/about/pay-my-bill\)](/about/pay-my-bill)
- [No Surprises Act \(/about/insurance/rights-protections\)](/about/insurance/rights-protections)
- [International Services \(/care/international\)](/care/international)
- [Mount Sinai Access \(/about/access\)](/about/access)
- [Find a Doctor \(/find-a-doctor\)](/find-a-doctor)
- [Check Symptoms & Get Care \(/about/patient-tools-and-resources/check-symptoms-get-care\)](/about/patient-tools-and-resources/check-symptoms-get-care)
- [Patient Representatives Offices \(/about/contact\)](/about/contact)
- [Language and Accessibility \(/about/language-accessibility\)](/about/language-accessibility)
- [Health Library \(/health-library\)](/health-library)
- [Clinical Trials \(https://www.mountsinai.org/clinical-trials?keywords=\)](https://www.mountsinai.org/clinical-trials?keywords=)
- [Newsroom \(/about/newsroom\)](/about/newsroom)
- [Change Healthcare HIPAA Substitute Notice \(https://www.changehealthcare.com/hipaa-substitute-notice.html\)](https://www.changehealthcare.com/hipaa-substitute-notice.html)

Research & Education

- [Icahn School of Medicine at Mount Sinai \(https://icahn.mssm.edu/\)](https://icahn.mssm.edu/)
- [Medical Education \(https://icahn.mssm.edu/education/medical\)](https://icahn.mssm.edu/education/medical)
- [Graduate Education \(https://icahn.mssm.edu/education/graduate\)](https://icahn.mssm.edu/education/graduate)
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For Health Professionals



[Transfer a Patient \(/about/access/patient-transfer\)](/about/access/patient-transfer)

[Mount Sinai Connect \(https://www.mountsinai.org/ms-connect\)](https://www.mountsinai.org/ms-connect)

[Refer a Patient \(/about/access\)](/about/access)

[Nursing \(/care/nursing-at-mount-sinai\)](/care/nursing-at-mount-sinai)

[Hospital Sponsored Programs \(/about/hospital-sponsored-programs-office\)](/about/hospital-sponsored-programs-office)

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Exhibit B

5:30 PM EDT on February 04, 2025

Since news broke last week that some hospitals and health care systems around the country have stopped providing gender-affirming care to some transgender youth, the focus in New York City has been on NYU Langone, which parents told Hell Gate has been canceling medical appointments for new young trans patients.

But according to parents who spoke to Hell Gate on condition of anonymity to protect their children, NYU Langone isn't alone in canceling some gender-affirming care appointments for trans youth in New York City. The parents say that Mount Sinai Health System, the largest hospital network in the city, has also been canceling surgery consultations for young trans patients since as early as December, before President Donald Trump's executive order and before he was even president.

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One parent told Hell Gate that her 16-year-old son had a consultation scheduled for early this year at Mount Sinai in anticipation of a top surgery procedure. "He's been wanting to do this since he was 11," she said.

In December, she said, she received a phone call from Mount Sinai canceling the appointment. "They said, 'We're canceling it for all patients under 18.' I said, 'Why? There isn't even a new law yet.' And they said, 'No, it's because of the political climate,'" she told Hell Gate. "I was like, 'Are you serious? *The political climate* is why you're canceling this? Nothing has even been done yet!" According to this parent, the Mount Sinai staffer was "very apologetic." "She

said, 'I know, I've been having to make these calls all morning. It's terrible.' And she said, 'We're going to keep a list of the names of the people whose appointments were canceled, and we'll call you if we can figure something out. If we can reschedule it, we will,'" the parent recalled.

A second parent described a similar series of events: After months of screenings and meetings with social workers, their child was finally scheduled for a surgery consultation at Mount Sinai, the final step before a gender-affirming procedure. But in early December, the hospital notified them that the appointment was canceled, blaming the decision on the shifting political environment.

"I kind of thought that since Proposition One passed in New York, that that would protect us," the first parent told Hell Gate. "But apparently, we're not protected even when there's no change in federal law! They're complying in advance."

The executive order issued by President Trump last week which sought to restrict federal funding to organizations providing gender-affirming care to trans children and young adults has already been suspended by a lawsuit. On Monday, New York Attorney General sent a letter to New York health organizations reminding them of this fact, and of their obligations under New York law to not discriminate against trans patients.

Like NYU Langone, Mount Sinai has declined to make any public statement about changes to its care for trans youth. Questions to the health network's press office in December went unanswered. A follow-up email sent last Friday received the following response from Ilana Nikraves, director of media and public affairs for the network: "Thanks for reaching out. We will keep you posted once we have an update on this matter. I'm sure you can appreciate that many organizations are waiting for further details on this evolving issue."

While the hospital network is not making statements to the press or the public, an elected official, who requested anonymity to relay a private conversation,

told Hell Gate that representatives of Mount Sinai confirmed to them that gender-affirming care appointments were being canceled, but did not specify a reason why.

While Mount Sinai's refusal to answer questions makes it difficult to say for certain, accounts from several parents Hell Gate has spoken to suggest that for now at least, the health care network is continuing to offer non-surgical gender-affirming care to young patients. But an end to surgical care for these patients may include hormonal implants, which last longer than monthly injections. Parents say that makes them feel more vulnerable to any future shifts in policy.

The first parent who spoke to Hell Gate said that while the cancellation itself was difficult, its implications were more destabilizing, as her son continues to receive hormone therapy at Mount Sinai. "I know that my kid can probably hold off a little before surgery," the parent said. "But now I'm terrified that they're gonna also cancel the hormone treatment—that would be a total disaster. It'd be like a mental health emergency, and it would ruin his life, you know?"

Those are the stakes of these decisions, the parent said. "The American Medical Association, the American Pediatric Association, all these major medical institutions have already decided that this constitutes life-saving care, and that without it, trans kids are at a huge risk for suicide," she said. "I saw what happened to my child when he was able to transition. He became so much more happy, confident, successful. He's thriving in school. He has tons of friends. It was like night and day."

She added, "He used to be like a very anxious child, but with every little step we took in his transition, he became this thriving, blossoming person. The threat of having this taken away is—I mean, people are talking about leaving the country. Anyone who can is talking about that. Because this isn't something you can just turn off for four years."

This article mentions suicide. If you or someone you know is having thoughts of suicide, you can connect to free local mental health resources and emergency counselors through the National Suicide & Crisis Lifeline by calling or texting 988, or by [chatting online](#).

If you have information to share about changes in the availability of gender affirming care in New York City, you can send it to us securely at hellgatenyc@proton.me

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M **Mister_Sterling** · 4 Feb

If this medicine isn't available in New York or Los Angeles, then it isn't available anywhere in the US. Patients and their families are going to have to sneak to Canada or Europe. This also means that Trump can end abortion nationwide. No need for a new law from Congress.

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AH **Alex Hinton** · 9 Feb

'Why? There isn't even a new law yet.' And they said, 'No, it's because of the political climate.'" Wow. Powerful quote

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