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Speaking as someone who has first hand experience with the transition to PPL, I do not believe this transition is beneficial to the personal assistant or the consumers. The consumer is required to approve the times of the personal assistant and some consumers cannot remember to do that in a timely manner, which affects the personal assistant's pay. The transition to PPL was not an easy transition. It was very difficult to get a hold of someone at PPL to complete the process of becoming enrolled as a personal assistant. When I had an issue that required assistance, I could not get an answer from PPL because no one was available to answer the phone and when I chose the call back option, no one ever called me back. The app for clocking in and out allows you to enter times after the shift has been worked or edit your times on your own without approval. This concerns me as there can be more deceitful people marking their time as more than they actually worked. With the previous agencies that were overseeing CDPAP services, they were able to connect personal assistants to consumers regardless of family/friend status. This allowed for more consumers to obtain the help they needed. To my knowledge PPL does not offer this service and the consumer must come with a personal assistant already in mind to sign up.

The new regulations require 3 ADL's and having those ADL's not being cleaning, cooking, groceries, etc, is very detrimental to some consumer/possible consumers. I worked with an individual in a wheelchair who required housekeeping services, help with laundry, grocery shopping, and cooking. With the new regulations he wouldn't qualify for services even though he is disabled and requires help with everyday activities. This is unfair to people who are disabled and can do some daily activities and not others.

I believe that the CDPAP system was working seamlessly before the transition to PPL. The personal assistant agency actually checked in with the consumer to ensure their needs were being met and to make sure they didn't need a new personal assistant. The previous agencies tracked the personal assistant's location during clock in to ensure the personal assistant was actually working with the consumer and not just clocking in to get paid. The previous agencies had time sheets for personal assistants who had issues with their clock in and actually reviewed those time sheets for accuracy to ensure the personal assistants were being truthful.

To summarize, I believe the previous CDPAP system was working just fine before PPL was implemented. The previous system was more consumer friendly and ensured there was no fraud. PPL is making the CDPAP system much more difficult to obtain services and a personal assistant for people with disabilities who rely on a personal assistant to meet their needs.