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- Having 1 FI for the entire state is wrong. If I were with an agency-based home care agency, I would have hundreds to choose from.
- PPL is impersonal.
- As the sole FI for the state. PPL has no incentive to change or improve anything it does.
- PPL telephone agents are misinformed or uninformed.
- PPL does not respond to email inquiries.
- When contacted by a manager via telephone, only a first name and PPL's general phone number is left as a voice message. No direct phone number is ever provided.
- A FI does more than issue paychecks. It provides a variety of support services for consumers and Personal Assistants.
- PPL's health insurance for Personal Assistants is a farce. My prior FI offered my PAs affordable and comprehensive medical insurance.
- When calling PPL, a consumer or PA can never be connected to a technical support department or any other specialized department because they do not exist.
- CDPAP was created by and for people with disabilities in 1980/1981.

- The entire CDPAP infrastructure in the State of New York has been destabilized.
- No community engagement prior to CDPAP overhaul. No public hearings. No town hall meetings. No focus groups.
- Governor Kathy Hochul has a poor understanding of CDPAP. She is stuck on the fraud issue. You do not go from 700 FI's to just 1.
- Individuals with disabilities in CDPAP with 24-hour service authorizations need a dedicated team in specialized FI's.
- The rushed and reckless CDPAP overhaul has upended the lives of people with disabilities.
- New York has itself to blame for the explosion and abuse of CDPAP by granting contracts with any and all vendor applicants.
- PPL cannot handle the NY CDPAP.
- CDPAP Facilitator Organizations are a joke because they possess no power or authority to do anything.