

Testimony of Ashley Hamlin

Mechanicville, New York

My name is Ashley Hamlin, and I reside in Mechanicville, New York. I have served as a Personal Assistant (PA) in the Consumer-Directed Personal Assistance Program (CDPAP) for the past four years.

CDPAP has been essential in allowing my mother to live safely and independently in her own home, rather than being placed in a nursing facility. This program has not only supported her well-being, but has also ensured she receives the compassionate and consistent care she needs.

However, the recent decision by the Governor's office to designate Public Partnerships LLC (PPL) as the Fiscal Intermediary has resulted in significant and harmful consequences for myself and others participating in this program. I would like to outline the specific areas in which PPL has failed:

Failure to Pay Overtime Compensation

PPL has not honored overtime pay, which has led to severe financial hardship. This has compromised our ability to meet basic living expenses, including maintaining active phone service, a critical tool required for clocking in and out of work. Without a working phone, compliance with the mandated timekeeping system becomes impossible.

1.

Unpaid and Incomplete Wages

PPL has repeatedly failed to issue full and timely wage payments. This has caused overwhelming stress and anxiety, not only for me, but also for my consumer, my mother, who now lives in fear that I may be forced to leave this position for alternate employment, leaving her without necessary care.

2.

Inappropriate and Excessive Communications

Both my consumer and I have received calls, text messages, and emails at all hours, including inappropriate times such as 1:00 a.m. For instance, I received a message at 1:00 a.m. informing me that I could not work more than 40 hours per week, despite having a contract that clearly authorizes me to work 45 hours per week on a permanent basis.

3.

Overbilling and Misreporting to Medicaid

PPL has engaged in billing practices that appear to inflate reported hours, such as rounding up time entries from one minute to 30 minutes. This ultimately depletes the consumers' allocated hours and benefits.

4.

Lack of Communication and Support

PPL consistently fails to respond to phone calls and emails, often leaving urgent concerns unaddressed for extended periods, or entirely ignored.

5.

Unreasonable Health Insurance Requirements

PPL is attempting to impose a health insurance plan with a \$6,000 deductible, which offers inadequate coverage. For workers already experiencing wage issues, this additional burden is both unjust and unsustainable.

6.

I am not alone in these concerns. I am one of tens of thousands of PAs and consumers facing the same challenges under PPL's administration. I urge the Governor and the New York State Legislature to take immediate action to halt this ongoing crisis. Restore consumer choice in CDPAP, end the PPL monopoly, and protect this vital home care program for the vulnerable individuals who depend on it.

Respectfully submitted,

Ashley Hamlin

Mechanicville, NY