

Bianca Rivera

My name is Bianca Rivera and I live in Brooklyn New York.

I have been a Designated Representative/PA in the Consumer-Directed Personal Assistance Program for the past over 7 years.

CDPAP has enabled me/my loved one to feel not only safe as the streets of nyc have become a dangerous place, she feels safe knowing it's someone she trusts to care for her needs. She needs full time care. It also enables me to also take care of myself since I have an autoimmune disease, versus me trying to fight for years for disability that I won't be able to live on.

The Governor's switch to PPL has failed me in these three ways....

We really likes our previous agency. They were easy to get ahold of, were very responsive. Now we have to wait days, one time even over a week to even to get responses from someone from PPL and half the time they don't know the answers to my questions. They also force you into a basic health program and I have health insurance already. I know some people weren't getting paid correctly. This is just a mess. When something isn't broken it should be left alone. NOW, it's broken. This is a much needed program that helps so many family just like my own. Fix this mistake you made in using PPL please.

I am one of tens of thousands facing these issues. I call upon the Governor and the NY State legislature to stop this catastrophe before more harm is caused! Save CDPAP NOW. End the PPL monopoly and restore choice to this critical home care program!