

Cristina Garcia

My name is Cristina Garcia, and I'm a caregiver under New York State's Consumer Directed Personal Assistance Program (CDPAP), providing part-time care for my mother. I am writing to express serious concerns about the ongoing failures of Public Partnerships LLC (PPL), the current fiscal intermediary managing my payroll and benefits.

I am paid weekly, but I have not received holiday pay, despite working official holidays caring for my mother. Under my previous fiscal intermediary, I received holiday pay regardless of my part-time status. But under PPL, that stopped—without warning, explanation, or transparency. That's not just a policy change—it's lost income for essential work done during holidays, and it's disrespectful to caregivers.

In addition to the issue with holiday pay, PPL has made other decisions that hurt caregivers and consumers. They are forcing downstate workers into their own insurance plans, regardless of whether it's a good fit or needed. That's not only unethical—it removes freedom of choice from workers who already earn modest wages.

Worse still, many caregivers have reported missing entire paychecks, and their concerns have gone unanswered. The Time4Care app constantly glitches, making it difficult to clock in or submit time correctly. When issues arise, we're told to be patient, but delays in paychecks and technical errors hurt real people with real bills to pay.

The entire PPL system is unreliable—from payroll to communication to technical support. And when the system fails, it's caregivers and families like mine who suffer. CDPAP is supposed to empower consumers and their chosen caregivers. But under PPL's management, it feels like we're being punished for caring for our loved ones.

I'm asking the State of New York to investigate PPL's handling of CDPAP, enforce strict oversight, and demand accountability. We need a system that pays workers fairly, honors holiday hours, fixes technical problems, and gives us real options—not just mandates.

Caregivers deserve respect. Consumers deserve stability. Please fix this system before more families fall through the cracks.

Sincerely,

Cristina Garcia