

PPL Written Testimony  
July 3, 2025  
David Whalen  
Glenville, NY

To whom it may concern:

I am writing to submit testimony on the New York State transition to the PPL consumer directed single physical intermediary. I have participated in the consumer directed program for approximately 30 years. From first hand experiences there has been a significant amount of lapses and service coverage and support from the single fiscal intermediary and I would request that more service providers would be available to escape reliance on a single provider. My caregivers as well as myself have consistently reached out on the service call line and had difficulties in connecting with the company and getting proper information. On numerous occasions no service or no ability to contact a representative has been available and we have been forced to rely on arbitrary callbacks. While we are presently in July I can affirm that as early as last week I've had significant issues in trying to reach the company.

My previous consumer directed program was a nonprofit program where the majority of the individuals that were getting services served on the board of a nonprofit and the nonprofit was highly responsive and integrated consumers and the distribution of services. The nonprofit had a capacity to be able to find local area caregivers through a bulletin board that was free of charge. The local nonprofit also had training services so that persons like myself that have complex medical needs would allow to have training for new employees. There was a network of individuals that could be drawn upon but this is no longer available. You could reach the individuals and receive services any day of the week that the office was open. Your voice mattered. They were responsible to you .

The online software provided by the PPL is not functioning properly with its sort function and it is extremely difficult to manipulate or to become a responsible consumer and to be able to have information to be able to track shifts. I would like to request to be able to send graphics screenshots of the software where it is faulty. I would like to screenshot and send you sorting function faults within the software. There should automatically be sent to each consumer each week that a **payroll** stub Because as consumers we are totally responsible for the hours that are provided and we must be able to get better services and better software functions-- a payroll statement should be provided to the consumer so that they can track and make sure that there is accuracy.

There has been several issues with my caregivers having great difficulty in trying to correct pay issues. Specifically the difficulty arises when you have no manager assigned to a particular case and they are randomly assigned and that they are new to the position of a service provider for the PPL company and we have had situations where they've discussed that they are new and we're not aware of certain program operations. Overall I share that I think that it's been tragic in terms of individuals with high levels of quadriplegia like myself relying on service providers that have a lack of capacity to provide services and provide long waiting periods to try to contact a member of the company.

The transition resulted in tremendous hardships and error. With thousands of people transferring between services and large numbers of complaints. Thousands of people have been impacted by this provider and that these services are very difficult to work with and that as a New York State resident this has had the most dramatic impact on my life I'm deeply disappointed by the legislature and the governor as well as advocates for the disabled that are part of the service provisions within the state of New York. I would rank in all of my years as a resident that this would be the most significant detriment as a New York State resident and I'm saddened that other individuals that I am aware of have had tremendous difficulties because essentially services have been cut support services are essentially undercut and a move to a monopoly has been a disaster.

A handwritten signature in black ink, appearing to read 'D. Whalen', with a stylized flourish extending to the right.

David Whalen