

Dorothy Browne

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Dear NYS Senators:

I am writing to share with you my family's experiences with PPL and the Consumer Directed Patient Assistance Program (CDPAP). I am my mother's consumer designated representative. I include an excerpt here from my letter to the editor published in The Chief-Leader on June 5th:
(<https://thechiefleader.com/stories/preserve-choice-in-homecare,54515?>).

"Our 86-year-old mother with advanced Alzheimer's has received home care for over a decade, slowly exhausting her financial resources and ours. She now requires around-the-clock care. With my sisters' help, we've kept her in her Brooklyn home of nearly 60 years — where she feels safe. I work full-time and manage her doctor's appointments, care schedule, and now, the insurance issues plaguing her caregivers. One of my sisters, a caregiver herself, works four night shifts a week while raising a teenager and holding a full-time job.

Since the state forced its Consumer Directed Personal Assistance Program into a monopoly under Public Partnerships LLC (PPL), our caregivers have faced constant payroll errors, unreachable support lines, and an opaque, overpriced health plan. Several times, they've gone unpaid — a burden they simply cannot afford. We are terrified we may lose them.

These dedicated professionals are the reason our mother isn't in a facility. Lawmakers must restore choice and stability to CDPAP by passing the Save CDPAP Act (A8355/S7954) before the legislative session ends.

Governor Hochul and Albany lawmakers: protect the people who care for our most vulnerable. Fix this now."

Since I wrote this in June Albany failed to pass the Save CDPAP Act and things have gotten worse with our Personal Assistant's clock-ins. Error messages on the telephony system, on the portal, and on the Time4Care App occur several times a week now. Every week are caregivers are shortchanged because the clock-ins are delayed due to these system errors. And they are only paid for 8 hours of holiday pay even if they

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work 12 hours on a holiday. Our Personal Assistants and myself get regular harassing robo calls, texts, and emails about excessive overtime, though PPL has no jurisdiction over overtime hours. That is up to our managed long term care plan company.

Lawmakers need to take responsibility for fixing this healthcare crisis now. Thank you very much.

Best regards,

Dorothy Browne