

Elizabeth Parker

The rollout to PPL has been a disaster. The latest example today is that you cannot login through the Internet connection to enter times or sign out. The issue is not with my Internet as everything else in the house works fine, and my phone has Internet connection. The problem is with their app. PPL has been a disaster with one problem after another. They clearly are not equipped or capable of managing the CDP program in New York due to the number of problems they continue to have. I tried to call PPL to inform them of the problem, but cannot talk to a person due to the large volume of calls they have coming in. This is unacceptable for an agency to be run and managed so poorly. New York State made a big mistake by switching to PPL.

We never had a single problem when Heritage Christian Services managed CDPAP. Heritage Christian Services is the gold standard for agencies, providing services and support to people with disabilities.

My name is Elizabeth Parker and I reside at 923 Peck Rd., Hilton, NY. I provide personal care assistant services for my son, Troy Parker.

4:43



< Settings

Edit



Wi-Fi

Connect to Wi-Fi, view available networks, and manage settings for joining networks and nearby hotspots. [Learn more...](#)

Wi-Fi



✓ ClubMed



NETWORKS

ARLO_VMB_1619376631



Other...

Elizabeth Parker

4:43 🌙



Dashboard



Your device is experiencing slow or no internet connection. You can continue using this app with reduced functionality in 'Offline' mode or attempt to reconnect.

Turn on Offline mode

Attempt to reconnect

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OFFLINE MODE


Reconnect



Dashboard



PARKER, TROY

 **00:09:28**

Trainings



View Training

Time entries

[View all](#)



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This screenshot below is from the other day when they were having computer problems, or Internet problems again

7:33



Dashboard



PARKER, TROY

 **00:36:42**

+ Add past shift

Trai

Time4Care

We're sorry. We are experiencing technical difficulties. Please try again later.

ErrorCode:
8116782f-2431-4962-
a3a3-52e82d08f81f

OK

Tim

ow all



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Elizabeth Parker