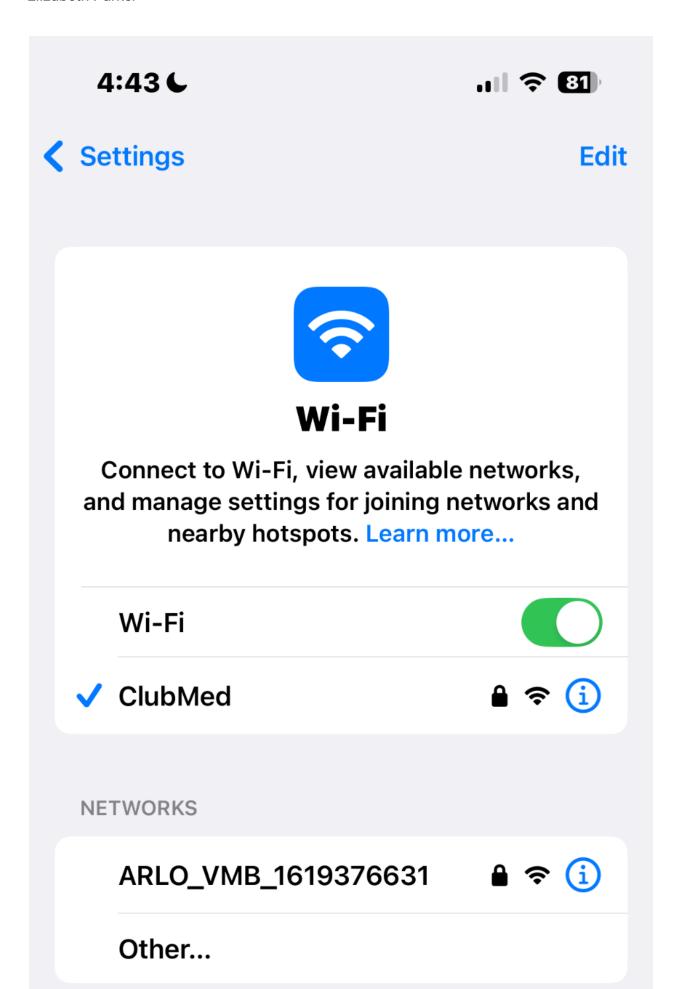
The rollout to PPL has been a disaster. The latest example today is that you cannot login through the Internet connection to enter times or sign out. The issue is not with my Internet as everything else in the house works fine, and my phone has Internet connection. The problem is with their app. PPL 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 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 **C**





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

4:43 **C**







Reconnect



Dashboard



PARKER, TROY ৩ 00:09:28

Trainings



nevvon
Better Training, Better Care
View Training

Time entries

View all



13 Processing



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

7:33 **C**





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-2431-4962a3a3-52e82d08f81f

Tim

OK

w all



12 Processing