

Testimony- Joint Public Hearing: Consumer Directed Personal Assistance Program (CDPAP)

Wednesday, July 9, 2025

Faith Ornstein, Personal Assistant, CDPAP

Good afternoon, Senators Rivera and Skoufis,

I have been a PA for two years and want to provide a quick statement regarding my experience with the transition to PPL.

The transition, in a nutshell, was confusing, exhausting, and the worst employment experience I've ever had. PPL is incompetent and were not helpful in the transition whatsoever. I have not been paid for every hour I have worked and have continued to be registered in programs such as Omni and ManhattanLife that I never received communication about beforehand. Thankfully, I am technologically savvy and can navigate these websites, but if I wasn't this all would be a problem.

During the transition, PAs were required to do an online training and submit extra demographic questions. I did not know I was supposed to do these things because PPL does not communicate and clearly does not know how to send out emails about important information. The only reason I was able to do it on time was because another PA that I worked with let me know. This entire experience has been ridiculous and for PPL to continue to work like this after several months, is an issue that needs to be dealt with.

Thank you for reading this and for the benefit of every PA and consumer, I hope you do something about this mess!

Sincerely,

A handwritten signature in black ink, appearing to read "Faith Ornstein". The signature is fluid and cursive, with the first name "Faith" and last name "Ornstein" clearly distinguishable.

Faith Ornstein

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