

Hong Huang

My name is Hong Huang and I am a participant in the Consumer Directed Personal Assistance Program (CDPAP). I am writing to express my deep concern and frustration over the forced transition to Public Partnerships LLC (PPL), which has significantly disrupted my care and my family's stability.

Since the switch, I have been left without any meaningful support. There is no one I can contact when issues arise. Questions go unanswered, and there is no guidance. The insurance process has become a nightmare. My caregiver was required to enroll in a new insurance plan under PPL—yet no basic health screening or proper onboarding was provided. It's both unsafe and unprofessional.

To make matters worse, the so-called "benefits cards" that were distributed have only added confusion. These cards were issued with no explanation, no orientation, and no one available to clarify their use. Many workers don't even know what they're entitled to, nor how to access those services. This is not real support—this is a cold, impersonal system pretending to care.

We are not asking for special treatment. We are asking for respect, transparency, and a system that actually helps families instead of burdening them. The PPL rollout has failed in providing the basic dignity and functionality that CDPAP was built on.

Please hear us. CDPAP families are struggling, and we need lawmakers to recognize how harmful this transition has been.

Sincerely,

honghuang

4606 smart st Flushing ny 11355

9297229919

790604775@qq.com