

Iris Figueroa

My name is Iris Figueroa. I live in Brooklyn, NYC. A 40+ years taxpayer.

I have been a Personal Assistant in the Consumer-Directed Personal Assistance Program for the past 8 years.

CDPAP has profoundly impacted both the Consumer, Julie Rivera, and I in providing full and thorough attention to all of my daughter's healthcare needs, from preparing meals to quality time to healthcare appointments and MD communications.

We never had to worry about our home aide agencies. They were excellent FIs who provided quick response time and action to any rare question or glitch encountered. I never encountered a problem with paychecks either.

We were free to focus on Julie's health. Julie was stable and doing far better than she is now.

Governor Hochul's forced switch to PPL has failed me in these three critical ways.

1. Forced. No choice. It has created unnecessary panic and constant physical and mental distress. Within the first two months of registration problems and PPL not responding to our messages, it is no coincidence that I had to rush Julie to the hospital where she required emergency surgery.
2. PPL is not a healthcare entity. It is a private equity firm for shareholders to profit from. It does not provide IT help for its faulty app. It does not troubleshoot healthcare issues, such as HIPAA or insurance questions. It is useless to us. It is a conflict of interest deserving federal investigation.
3. For every problem we encounter, we, Consumer and PA must figure things out on our own. This huge lack of essential healthcare services and professionalism is making my daughter stress out often, which feeds her chronic condition. When she's sick because of this forced transition, I'm livid.

The Gov and the DOH and her PCG consulting firm with a 25% ownership of PPL, PPL itself, all responsible and accountable for our lost freedoms and our declining stability.

I am one of tens of thousands facing these issues. I call upon the Governor and the NY State legislature to stop this catastrophe before more harm is caused.

Save CDPAP NOW. END the PPL monopoly and restore choice to this critical home care program.

The disabled community and its caregiving assistants deserve respect, not exploitation.
Sincerely.

Iris Figueroa and Julie Rivera, who now wears an osteomy bag.