

Hi,

I live in Staten Island, NY. and use the CDPAP program.

I have been a Personal Assistant in the CDPAP Program for the past ten years for my son with Down syndrome. He also has Type 1 Diabetes and celiac disease and cannot be left alone. I am a single mom with no other children and thru the CDPAP program, I am able to stay home and care for my son.

The Governor's switch to PPL has been a disaster all around. When calling PPL, in my experience, you are never able to get anyone on the phone. You are told to leave your phone number after fifteen minutes on hold and then no one ever calls you back after calling numerous times a day, numerous times a week. I don't know how a company can work like that. Also, with PPL, I lost the health insurance that I had thru my previous FI. They offer a plan that has a terrible history with a \$6500 deductible and it seems that because they are offering this insurance it prevents you from getting another health insurance thru the marketplace. I decided to continue with COBRA thru my previous FI just to be sure that I'll have decent coverage and the cost is extremely high. I don't know how PPL can even be allowed to do this to their employees, It's not even feasible that a company can run like this! And when I tried to call a month before their health insurance was offered to find out the specifics, I couldn't get anyone on the phone after numerous times calling. When I finally did, the person had no info on the health insurance. How can a company run like that!

I previously worked in the medical field in a hospital and have never been treated like this as an employee in all the years I've worked. My previous FI was so organized, answered calls and gave me health insurance for \$18/month.

Also, I have over forty hours a week for my son which are authorized and I keep getting threatening messages from PPL thru email and on the phone that I should not be doing over forty hours.

PPL also is taking money from our pay checks to put in a wage parity account but the wage parity account is inaccessible. It seems you had to choose what you wanted to use the money for by a certain date and if you didn't choose, you lose access to the money. I can't even find information regarding when I was supposed to choose what I wanted to use the money for, I never received an email from them regarding anything about the wage parity. They are so unorganized and there is no one who has answers at the company to help when you have questions. They are just taking this money out of our paychecks and we can't access it. It's so unbelievable.

CDPAP was once a good program that so many people with disabilities could rely on. It is so sad what Governor Hochul has done to people who have a hard time fighting for themselves. I call on the Governor and the State legislature to stop this catastrophe. We need to save CDPAP

and return it to the way it was where there were different Fiscal Intermediaries. PPL is not run properly and is hurting consumers and the personal assistants who help them. Please help so we can return CDPAP to a program that helps those that need it.

Sincerely,

Jane Doe