

Jennifer Browne

Good Afternoon: I am writing to express my outrage at the job PPL is doing for the CdPap caregivers. I have been a caregiver for my mom who has Alzheimer's for 12 years. Our family thoughtfully chose CdPap because we felt that having family and consistent caregivers would serve her best. We worked with Chinese American for several years, with no issues in terms of getting paid or having good benefits. Since being forced to switch to ppl many times I have not been paid and can almost never get in contact with anyone on the phone - no one picks up and rarely call back. The app and phone system still experience glitches and take so long that people lose time and pay. Again no recourse is provided. Benefits are much worse- no union, no pension- worse health benefits- very little pto and vacation. They need to have more training, more people to answer emails and phone calls and dedicated person for each team. I feel the plan is to try and get caregivers to quit and put the burden back on families.

We need options to serve our patient- I have. Full time job as well as my caregiving duties. Ppl is not serving us or my mom.

Do something now.

Jennifer Browne