

Date: August 21st, 2025

Time: 10:00 A.M.

Committees: Health and Investigations & Government Operations

Location: Senate Hearing Room, 19th Floor, 250 Broadway, New York, NY 10007

Topic: Consumer Directed Personal Assistance Program (CDPAP)

Dear Health and Investigations & Government Operations Committee,

You may not know me, my name is Kearyn, I am a caregiver for both my brothers Reginald and Gerald Israel, they have a developmental disability.

I believe in integrating my brothers into the community setting. Taking them out on day trips and not just letting them watch TV or sticking them in a room all day and all night.

I provide them both with transportation to the movies, lunch, and to their doctor's appointments. Encouraging them that they matter and that everyone is special in their own way.

When we received word, the transition to a single provider was taking place. We had a very optimistic view on such a move. I keenly remember registering Reggie & Gerald with PPL in the beginning of February. To our surprise, only Gerald was enrolled and PPL lost Reggie's information during the enrollment period. With patience we signed him up again.

Once Reggie and Gerald were enrolled, I logged in through the time4care app and logged out with ease. Eventually, the app no longer worked. I contacted PPL and recall holding on for an exceptionally long time. The customer service division created a case for this issue and instructed me to log my hours through the website.

PPL originally promised to pay overtime hours and that too didn't happen. The time a caregiver provides to their patient are measured in 'units of time'. After calculating the units of time, it was evident there was ample enough time in the week for each brother's care. After two weeks of logging my hours of care, a few weeks down the line, I wasn't paid – at all -.

I received different stories from different reps that provided inconsistent reasons for such a delay. The rep stated only pay roll can fix the issue, once I asked for the number, they went on to say that payroll doesn't exist. As there isn't a phone number or physical location to talk with anyone from payroll.

Can you imagine showing up for work and anticipating to speak or hear from the CEO and that conversation doesn't happen. Can you imagine having an issue with your paycheck and human resources says that they can't help you? Instead, you call a phone number and listen to elevator music for a customer service agent to speak with you as if you're paying a bill.

It is inhumane. Caregivers are an essential lifeline to folks who are very vulnerable and rely on the best care the world has to offer.

The United Nations Charter states:

Article 1

All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood.

Article 2

Everyone is entitled to all the rights and freedoms set forth in this Declaration, without distinction of any kind, such as race, color, sex, language, religion, political or other opinion, national or social origin, property, birth or other status. Furthermore, no distinction shall be made on the basis of the political, jurisdictional or international status of the country or territory to which a person belongs, whether it be independent, trust, non-self-governing or under any other limitation of sovereignty.

Article 3

Everyone has the right to life, liberty and security of person.

Article 4

No one shall be held in slavery or servitude; slavery and the slave trade shall be prohibited in all their forms.

My paycheck is cut by more than half and customer service stated I can only provide 35 hours of care for both my brothers. That is 2.5 hours of care per person. Naturally that is humanely impossible, which means I am working without being paid. I asked the rep

how is this possible if the 'units' of time in their chart exceeds 35 hours of care per week.

Their response? Crickets. Some caregivers take out the glitches on the client and their families. Believe me I know, my mom and I were both sent to the hospital a few years ago at the hands of a home health aide due to a request for her w-2

As a result, I was asked to become a caregiver and dealt with a smaller FI. I had to deal with a certain person that loved to screamin and yelling at me over the phone.

I think we can all agree, disability rights are human rights.

You know, I had to scale back spending in a massive way and quite frankly, I'm not sure why the issue concerning payment is a can that was kicked down the road for so long. Prior to the re-establishment of America. Members of the Wampanoag tribe were the first to welcome settlers from the shore. This human centered approach of welcoming families fleeing religious persecution were showered with love and acceptance. Key monikers of paying it forward as citizens of mother earth.

After winning the war against the Britts. The founding fathers convened in New York and Philly to establish one thing and that was the power to choose. The authors of the convention made it clear; there are no Kings.

Here we are, in a situation that forces you to deal with just one FI. Getting the bad end of the stick? So what? Deal with it.

When we roll back the history books in the annul of time. What will it say?

I say: People over profit. Keep God First and Power to the people.

Caregivers should earn more. The human beings we take care of, deserve, to attract top talent. People that won't hurt them, and companies that will care about the human rights and dignity for all.

Thank you,

Sincerely,

Kearyn Rubio

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