

> My name is Kelly Thomas. I live in my own apartment in Baldwinsville NY. I have been a consumer in the Consumer Directed Personal Assistance Program for almost 9 years. CDPAP has enabled me to live in my own apartment independently. I lived with my parents until I attended college. I decided to move into a group home in the same town as college and I was stuck there for 15 years. I was not able to make any of my own decisions, I had no choice in any of my daily activities. I was able to move out of the group home into my apartment where I now can make all of my own decisions and live independently with help of my personal care attendants. I have cerebral palsy and use a motorized wheelchair. Having a choice in my life is very important to me.

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> The governor's switch to PPL has failed me in many ways. I have lost 2 personal care attendants due to the fact that they didn't get paid for weeks. They both felt that PPL wasn't the company to work for. I lost another personal care attendant because the process of onboarding was a disaster. No one was given any guidance on how to complete the process on the internet. Phone calls to PPL for help went unanswered and when a message was left, PPL didn't get a callback. I don't have a coordinator now like I did previously with the local FI that I can call with payroll issues, timekeeping issues, human resource issues as well as incorrect pay issues. I have to approve the timekeeping on a daily basis now and PPL's time4care application has constant problems. I am a consumer with health issues and all I have had since PPL has taken over is more and more anxiety. I have spent hours upon hours on the phone with PPL, the dept of health, my state Senator Rachel May, trying to get issues resolved to no avail. My staff still haven't been paid correctly. My units of care have been incorrectly charged to me at the benefit of PPL. I have 12 3/4 hours of care that PPL charged Medicaid and I did not receive care because of their incorrect timekeeping.

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> I am one of the tens of thousands of people facing these issues. I call upon the Governor and NY state legislative to stop this horrible catastrophe before more harm is done to me and my personal care attendants. Save the CDPAP program NOW. End this PPL monopoly and restore choice to this critical home care program. More of my PA's are ready to quit because of all the issues we all have had and continue to have.

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> Thank you,

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> Sent from my iPad

My consumers have had security issues with the ppl website, problems with payroll and extra units being subtracts from my authorization and now I have 4 PA's that can't get an appointment for the health assessments. I called the mobile health phone number and the only appointments available are 45-60 minute drive from my area which is Syracuse. My PA's need appointments in the Syracuse area. My father, who is a backup PA did make one where he lives which is 2 hours away and the earliest appointment in the Elmira/Corning area is October 8. If my PA's can't get the assessment done, I will have no caregiver for 10 hours a day. I have cerebral palsy and need my caregivers to prepare my food, take me to the bathroom and get in and out of bed. What do I do then?

All these PPI problems are causing more anxiety for me and I have had to increase my use of Xanax.

M mother is typing this email for me because I have difficulty using my hands and fingers.

Thank you,

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