

My name is Kim Madden and I am a parent and a paid CDPAP worker for my son who is 22, quadriplegic and uses a gtube and AAC to communicate. He also attends college part time. CDPAP is the reason my family is still together - my son is up every couple hours at night and my husband and I tag team taking care of him and working our other jobs. We also have some caregivers through other systems and some hours in CDPAP as CDPAP doesn't actually pay enough for us to find caregivers who are competent through it. Honestly in other states or even outside the city he would probably have nursing services as he gets 8 different medications through his Gtube 6-7 times a day/night. CDPAP is an amazing system but PPL made it so so hard. It's hard to describe how stressful and horrible the transition has been. I'm very good with computer systems but my trying to get myself and other workers into the system was so difficult and obtuse. It was complicated by CASA and CDPAP blaming each other. I had to constantly go to my elected representatives and state officials to get any kind of response. The "health care" is terrible and actually hurts everyone - we lost one aide over it who had actual health insurance through our former FI Chinese American. The wage parity is absurd - a complex scheme to funnel money into a shady company called leading edge. I would much rather be able to opt out of health insurance and the flex spending and just get the cash but they don't offer that alternative - it's terrible free "wellness plan" that isn't actually the equivalent of the wage parity they say it costs and only complicates our actual health insurance.

Ppl also sends messages to everyone saying time hasn't been approved when it has (which really worries workers!) and no one can keep up with their constant incorrect and harassing emails. They also won't pay overtime and holiday pay in the same week even if it falls that way. And they randomly deny pay approvals (no emails about that mind you — you have to dig around in their glossy looking but truly glitchy system - things just disappear!- . It's the worst company!!

Please do whatever you can to fix this travesty. If I can't figure it out anyone who's not good with computers is never going to make it. This is a great program and it's so sad to see it destroyed by a bunch of bureaucrats