

- My name is Kimberly Smith. I live in Endicott.
- I have been a Personal Assistant in the Consumer-Directed Personal Assistance Program for the past 1.5 years.
- CDPAP has enabled my loved one to get help with their disabled family member through me as a personal assistant.
- The Governor's switch to PPL has failed me in these three ways... 1. I have had multiple issues with my pay. I was overpaid one week and the money was taken out the following week. I was not notified nor did I sign anything. This caused major financial problems for me. My consumer was never notified of the changes and that she would have to approve my times. In June, I didn't receive a paycheck because my times were not approved. My consumer had to call STIC to set up the whole system for her to approve the times. She was never notified by PPL. The reason she was not notified was because there were calling the consumer who doesn't understand what what he is saying. And because he said yes, they took that as he OK. he has a power of attorney for this reason. They didn't have the power of attorney's phone number, but instead called the client. Then when she tried to add her phone number, it wouldn't accept it. So she had to use her email and add her phone number as a secondary. They were not trained on any of this or shown how to do it correctly. Again this caused financial problems. They give a limited time to get these approved, which is Sunday at 11 AM. My One consumers representative takes over for me on a night shift. My shift goes from Saturday at 6 PM till Sunday at 8 AM. When she comes in, she starts taking over for the consumer and getting her ready for the day. She doesn't have enough time to always get the times approved. I have to remind her to do it. And sometimes she's too busy to get to it. which causes me not to get paid for those days again causing financial problems. 2. We were promised \$100 if we got our stuff in by the deadline. I've asked about it and was told that it would be at the end of July. I've still yet to receive it. For our yearly review and physical, we were not given a place where we could go to get it done when you call meant health there are only three places that are available of which are four hours and three hours away. I've had to jump through hoops to find a place that I can go and have this done. 3. I was told by PPL that they only handle the payroll and benefits. But a week later, I got an email that I have to do three trainings. Never told if these trainings were gonna be paid. PPL can't even give us information that is correct. Then when you call PPL, you're on hold for long periods of time. If you don't request a call back while you're waiting, they will disconnect your phone call. Then they will take a long time to call back. I am constantly getting text messages for the consumer that has nothing to do with me. For instance, that I have to approve the time before Sunday. This whole thing has been very

frustrating and I don't feel like we are being heard on of the problems. On one occasion, I was on the phone and was told that PPL only deals with payroll and benefits. I had questions that didn't have to do with either, and my questions were not answered. They just kept repeating the same thing that they do payroll and benefits only. They don't know what they're supposed to be doing and what they're not supposed to be doing. This whole thing would've been an easier transition if they had sent us paperwork, but we have not received paperwork. We have to go online and look through Nevvron for it. Then when you go there, you're not getting the answers that you need. But calling up, PPL is a nuisance. I have gotten further with STIC then I have with PPL. Continuing with PPL is making it more difficult for people in my area as well as other areas. We're not seen and we're not heard.

- My daughter, Zoe Smith, who lives in Endicott has gone through the same problems. She's even being told that they're taking times away from her that she worked. This is in part to an overlap in time. She also hasn't received the hundred dollars that was promised to us. Enough is enough.
- I am one of tens of thousands facing these issues. I call upon the Governor and the NY State legislature to stop this catastrophe before more harm is caused! Save CDPAP NOW. End the PPL monopoly and restore choice to this critical home care program!