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Thank you for the opportunity to submit testimony regarding the transition of the Consumer Directed Personal Assistance Program (CDPAP) to a single Fiscal Intermediary, Public Partnerships, LLC (PPL). I urge you to reconsider this decision.

I am a single mother to two young adult daughters with profound disabilities. Brittany, 29, is non-ambulatory, non-verbal, incontinent, and has profound intellectual disabilities and seizures. She requires total assistance with all daily living activities. Jessica, 23, has Autism, Defiance Disorder, is non-verbal, incontinent, and experiences severe intellectual disabilities along with intense behavioral outbursts. To describe our days and nights as challenging would be an understatement.

CDPAP is not a luxury or a racket—it is a lifeline. It enables individuals with disabilities, seniors, and veterans to remain in their homes and communities with dignity. For my family, it is essential for my daughters to continue to live at home and for me to keep a roof over our heads.

The switch to PPL has been nothing short of disastrous. It has added so much additional friction and stress and has taken up so much precious time that we do not have. Below are just a few highlights of the chaos and harm we've experienced:

- **Unresponsive Communication:** For over a month, I called seeking help. No one returned my calls.
- **Unprofessional Conduct:** When I finally reached someone, the representative said, "I can't deal with this," and hung up after I calmly asked basic questions.
- **Unpaid Workers:** My daughters have four dedicated staff who worked for weeks without pay. I had no answers for them. I covered their transportation and meals myself just to keep them showing up. (Only with the help of DSS and NYLAG were we able to revert back to our previous FI so they could finally get paid.)
- **Authorization Issues:** Staff could not even clock in due to authorization failures and then the app didn't work at times.
- **Lack of Basic Materials:** As of today, there's still no welcome packet, no information on health insurance, and no FLEX Card access or information on it.

- **Reduced Pay & Benefits:** After more than 15 years with us, my staff are being paid less. Some have reduced their hours, fearful of losing existing health coverage or being forced onto the substandard plan offered by PPL.
- **Confusing & Irrelevant Communications:** We receive mass emails that don't pertain to our situation, demanding timesheet action when everything is already submitted.
- **Unreasonable Medical Requirements:** We were told staff could not use their PCPs for physical exams—they must use PPL's Mobile Health unit or risk delays.

The decision to force everyone into one Fiscal Intermediary has stripped away choice, created instability, and endangered the health, safety, and emotional well-being of some of New York's most vulnerable citizens and their caregivers. It has made it nearly impossible to retain the very staff we rely on for survival.

This transition has been reckless, callous, and utterly devoid of compassion. We need options. We need the right to choose a Fiscal Intermediary that works for us. We should be allowed to return to our previous FIs who understood our needs and had the infrastructure to support us.

Respectfully,

*Lisa Krebs Borgen*

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