

Dear State Senators,

As you very well know, all CDPAP consumers and Personal Assistants were obligated to switch to PPL, ([Public Partnerships LLC](#)). Our PAs and my family are unhappy with the pay cut from PPL and their overall poor service.

Before April 1, we were affiliated with an excellent CDPAP FI, Maxim, which gave the highest pay rate to PAs on Long Island. The NY wage parity was legally and efficiently used with Maxim. Unfortunately, we cannot say the same about PPL. They pay much less and offer bogus benefits. It is crucial to advocate for a significant increase in the PAs' wages. Marie Perrin, president of PPL, said PPL would "definitely consider" a pay raise when a reporter from NPR interviewed her on April 30, 2025, but the PAs' pay raise has no longer been mentioned! This must be a priority. PPL wages are not competitive, and it is extremely difficult to keep and hire qualified PAs with such low wages. As you know, Long Island is an expensive place to live!

Second, PPL needs to fix its Time4Care app. There have been many occasions that the app doesn't adequately mark PAs calling-in and calling-out hours. I spend extra time every week calling PAs to redo their timesheet because of the app's ineffectiveness. Furthermore, their 15-minute segment program doesn't make sense. There should also be a grace period of at least 5 minutes in between shifts, during transitioning time, so PAs can communicate with each other about any health issues concerning the consumer.

Third, PPL should have administrators and coordinators who know the consumers and PAs. The random representatives who take our calls (if they ever answer the phone or return our calls) have no idea who we are. We need to have access to supervisors' and administrators' phone numbers and emails to have a personal connection and to communicate directly with them when we have questions and concerns. Consumers and PAs are frustrated when they don't receive a call back or an email response from PPL representatives. This is not acceptable.

Fourth, we still have not received the \$100 bonus that was offered if we registered with PPL before March 28. We registered before the deadline. Are our PAs ever getting this promised bonus?

Finally, what is the purpose of having a Facilitator if issues cannot be resolved? When we ask questions to the facilitator, we are directed to the general PPL number. They only send us automated calls and text messages meant for everyone, and they are not personal messages. This is more annoying than useful because it is repetitive information that we already know. We even had to figure out the enrollment process ourselves after a long time waiting for someone to call us back to help us out.

These are only a few examples of our frustration and distress with PPL. If PPL cannot improve its service, respond to our concerns, and especially, raise its wages, then we should all be allowed to return to our previous FIs. Having an FI as a monopoly doesn't seem to be working because there is no incentive for them to improve.

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