

Maria Claudia Gauer – Livingston County PA – Senate Hearing Statement

Good morning, Senator and members of the committee.

My name is Maria Claudia Gauer. I have been a CDPAP Personal Assistant for eight years. I currently care for my mother, who has dementia, and I transitioned to PPL in January 2025 to ensure my mother's care was uninterrupted during the state's transition to a single Fiscal Intermediary.

Before PPL, I worked with Nascentia and joined the NHTD waiver program through my county's social services. That preparation—nursing assessments and paperwork—made my transition smoother.

When PPL registration opened, I went online, received my unique ID, and followed the prompts. The process was simple, but there was a problem uploading my ID that led my application to show as “incomplete.”

At first, I assumed it had gone through, so I waited several days to see if the status would change on its own. When it didn't, I called the 800 number. The representative was professional, patient, and stayed on the line with me until we resolved the issue together. Without that call, I would not have known the necessary next step to complete my registration. That level of support was crucial and completing the process was efficient.

If your application says “incomplete,” call PPL or visit a local PPL office. In Livingston County, I have also been able to connect with an advocate agency, and every question I've had—technical, procedural, or paperwork—has been quickly resolved.

Since joining PPL, I have been paid weekly without delay. The Time4Care app is straightforward and faster than older systems I've used.

I also completed the New York State Department of Health medical screening, which is required for CDPAP PAs, at a Rochester mobile unit in under 20 minutes—the process was organized, professional, and efficient.

The people we care for often face stress and anxiety. Hearing “I'm not getting paid” can make them fear losing their caregiver. I believe caregivers should address issues directly with PPL and avoid passing that worry to clients. Once registration is complete, payments are consistent, and both the caregiver and the client have peace of mind.

My experience with PPL has been positive—responsive support, reliable pay, and efficient processes.