

July 2, 2025

Dear Sir or Madam,

My name is Maria Grullon. I'm the mother and personal assistant (PA) of a 29-year-old, severely autistic, nonverbal young man. My son has been a consumer in the Consumer Directed Personal Assistance Program since 2003 and I have been a PA for the last 4 years.

Being a single mother who lives alone with Alex, I depend on the help of his other PAs in order to go to work and do necessary errands. The governor's switch to PPL has failed me in the following ways:

- The transition was brutal. I often could not reach anyone at PPL, and when I could, I got either no information or misinformation, reaching someone who did not have a clue as to how to help. The resulting frustration and fear of not being able to resolve issues and losing essential staff exists to this day.
- Their system is relentless, set up for boilerplate, if you make an error, the system is locked so that only someone from PPL that you can't reach is able to make the change. I still can't get in touch and with someone that can give me a correct answer.
- **I'm afraid of losing staff when our PAs lose their medical benefits because they are forced to participate in the garbage healthcare plan that PPL offers.** PA's should have the option to decline their health coverage.
- There have been multiple errors in computing payroll. After submitting one full week of work one of the PA's got just one day paid on 2 occasions and it took about 3 weeks paying erratically and incomplete to catch up those errors. I spoke on the phone to someone that did not know whether overtime was after 38 hours or after 40 hours. She had never heard of 'spread of hours'
- 2 PAs in my group have submitted forms and supporting documentation asking for the **only exemption** to their horrible healthcare because they are on Medicare. PPL is still allocating "Wage Parity" dollars of .87 to \$1.03 for each hour earned for this supposedly **"free benefit.** Wage parity dollars allocated to PPL healthcare need to be reallocated to be used for other benefits that to this day HR has not replied or implemented the exemption.
- **The absolute disaster of authorizing services at the last minute** and for two months at a time is very anxiety-producing. I dare not think of the families that learned they did not get their authorizations at the last minute, too late to rearrange their schedules or try to set up some kind of alternate arrangements! **And risk losing their PA's**

- The programs for logging hours are very impractical for its use by the people that must use it. Telephonics is in English only, using it by rote instruction can get someone to end up logging the wrong hours. The system has bugs that prevent it from being useful. It took one of the PA's days, weeks and hours to register because my name did not match their records although, it did by the confirmation of one of many, many phone calls with PPL.
- I heard from other parents, not from PPL, that there was a deadline to register with Leading Edge benefit administrators to make some choices for flex benefits or PPL would make them for us. I was able to register but the other 2 PA's got messages that their accounts could not be found, to contact PPL Human Resources. They did, but to this day, not reply to phone calls or emails. PPL made the choice for 2 of our PA's and many employees that never heard about the deadline or the existence of Leading Edge.
- We've received texts and emails from PPL asking us to add more staff to avoid overtime. It's my understanding that they can't legally limit overtime.
- To this day, despite submitting correct documentation requesting direct deposit, and a phone call from PPL one of the PA's continues to receive live checks that cause the payment of her bills late waiting for checks to be deposited and clear resulting in late payment penalties for her.

I am one of thousands of 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!

Thank you for helping us with this very important issue.

Yours truly,

Maria M. Grullon
 Mgrullon57@optonline.net
 347-554-4465
 5739 Faraday Ave
 Bronx, NY 10471