

I am writing as a concerned New Yorker and a Designated Representative in the Consumer-Directed Personal Assistance Program (CDPAP), a role I have proudly held for the past two years.

CDPAP has enabled me to ensure that my loved one receives compassionate, consistent, and dignified care at home—care that would be impossible to replicate through traditional home care models. This program has been a lifeline for our family.

Unfortunately, the recent transition to Public Partnerships LLC (PPL) as the sole fiscal intermediary has failed us in multiple ways:

1. **Delayed and inconsistent caregiver payments** have caused financial stress and uncertainty for those who provide essential care.
2. **Customer service through PPL has been unresponsive and confusing**, making it nearly impossible to resolve urgent issues in a timely manner.
3. **The loss of choice in fiscal intermediaries has stripped families of trusted relationships** with agencies that understood our unique needs and provided personalized support.

I am one of tens of thousands of New Yorkers facing these same challenges. The PPL monopoly is not working. It is undermining a program that was built on flexibility, trust, and consumer empowerment.

I urge you to act now. Stop this catastrophe before more harm is done. Restore choice to CDPAP. End the PPL monopoly and protect the rights and dignity of those who rely on this critical home care program.

Sincerely,
Ron Maginniss
West Islip, NY