

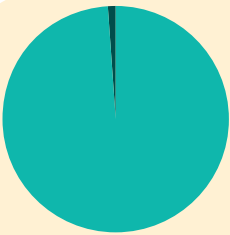
Setting the Record Straight: Facts About the CDPAP FI Transition



PPL is the statewide fiscal intermediary for the New York Consumer Directed Personal Assistance Program (CDPAP) — trusted with streamlining the program from 600 disparate agencies to a single accountable entity for enhanced efficiency, greater oversight, and a stronger program overall.

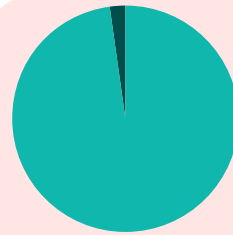
Special interest groups associated with a very small subset of the CDPAP community have informally polled their follower base to amass feedback that vastly misrepresents the status of the CDPAP transition. Respondents account for 0.2% of the CDPAP population. These surveys are statistically unsound and include leading questions meant to unduly influence responses.

Here Are the Facts



99%

~99% of personal assistants (PAs) who were fully registered and submitted timesheets **have been paid on time.**⁽¹⁾

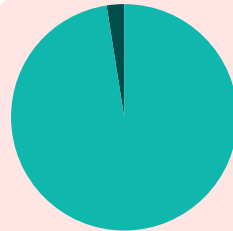


98%

~98% of PPL registered PAs have submitted timesheets.⁽¹⁾



Not all PAs previously counted in the CDPAP population are on PPL's payroll. Until at least June 6, 2025, PAs have the option to be paid by their former fiscal intermediaries.



98.5%

~98.5% of the CDPAP population transitioned without the need for PPL's escalation support.⁽²⁾

PPL has a dedicated team focused on supporting, educating, and resolving consumer and PA escalations.

1. Based on May 2025 timesheet submissions.
2. Cumulative since January 2025.

PPL has completed registrations for over 444,000 consumers and PAs. Hear directly from them about their experiences working with PPL.

Iris N., CDPAP PA: "It was very personal and professional. They took time with me, even though I was so nervous."

“PPL has been very diligent [in ensuring that] every week, the deposit is here in my account.”

– Maryanne S., CDPAP PA

Melony Z., CDPAP PA: "My experience registering with PPL ... everybody's been so nice, like from the second you walk in the door it's just everybody's happy, [saying,] 'Oh, I can help you over here ... everybody's been really good.'"

“I think PPL is ahead in terms of the way their system is set up ... it's much more efficient.”

– Chun K., CDPAP PA

Gloria T., CDPAP PA: "I find things run very smoothly with PPL ... It's been a really good experience, no hassle or anything. I just recently gave them my bank information and it's been coming through."



A Necessary Change

The consolidation to a statewide fiscal intermediary was necessary due to inconsistent practices and enforcement of program rules, leading to documented cases of fraud, waste, and abuse that threatened the sustainability of CDPAP. While change is difficult, PPL is enforcing federal and state requirements to ensure the program can continue to operate for those who need it.

PPL is committed to helping all consumers and PAs understand and adhere to program rules when submitting timesheets for payment, with education and training available through various channels. This includes one-on-one support through the PPL call center and in-person appointments, daily virtual sessions on how to submit time, and videos and resource guides available on PPL's website, pplfirst.com/cdpap-resources.

