In New York State, the consumer-directed personal assistance program (CDPAP) has allowed New Yorkers to hire a person of their choosing, including a loved one, to provide their home care under Medicaid.

In 2025, Governor Kathy Hochul consolidated New York's CDPAP under a single, for-profit, private equity-backed company: **Public Partnerships LLC (PPL)**. New York agreed to pay PPL $1 billion over four years to serve as CDPAP's sole fiscal intermediary, despite PPL's well-documented failures in several other states.[1] This change impacted 280,000 home care consumers and 425,000 home care workers.

Throughout the rest of 2025, Caring Majority Rising administered a series of six surveys to home care workers and consumers, documenting the extreme hardships these populations have experienced as a result of PPL's administration of New York's CDPAP.

Our analysis of this survey data suggests at least three troubling trends:
1. PPL's technologies **undermine workers' pay and consumers' home care**;
2. PPL repeatedly **has failed to timely, correctly, and consistently pay home care workers**, jeopardizing home care services and causing significant financial and emotional hardship to vulnerable New Yorkers; ***and***
3. PPL has **not provided timely or adequate customer support services** to home care consumers or human resources support to home care workers — and the State of New York has failed to hold PPL accountable for these failures.

New Yorkers deserve a functioning CDPAP. PPL has failed to deliver, jeopardizing home care consumers' health and independence, and materially harming home care workers throughout New York.

New York should immediately restore consumer choice in CDPAP, re-establishing trusted, community-based fiscal intermediaries (including independent living centers) that served this essential program successfully for many years.

State legislators should pass the Home Care Transparency Act, which would require PPL to submit quarterly reports to the New York Department of Health on key metrics, including: how Medicaid funds are spent; unpaid or late wages; customer service wait times; and how many CDPAP consumers actually receive care (versus how many have been authorized to receive care).[2]

End corporate profiteering in home care! Ensure New Yorkers' tax dollars go to fair pay for home care workers and adequate care for home care consumers – not to private equity companies!

---

[1] *E.g.*, Chadwick Moore, *$11B NY Medicaid contractor accused of 'fiscal and operational failures' in other states*, N.Y. Post, Mar. 9, 2026, https://nypost.com/2026/03/09/us-news/11bn-ny-medicaid-contractor-accused-of-fiscal-and-operational-failures-in-other-states/.

[2] *See, e.g.*, Johan Sheridan, *Home care workers, lawmakers want transparency on $11B CDPAP operator PPL*, News10, Feb. 15, 2026, https://www.news10.com/capitol/cdpap-transparency-bill-ppl-home-care/.