

1/2 of CDPAP Workers Are Still Going Unpaid, Consumers Losing Care

PPL's mismanagement of CDPAP continues to devastate New York families. A day before a State Senate hearing on the CDPAP transition, a new Caring Majority Rising survey shows most workers still haven't been accurately paid, while consumers are losing care and fleeing to more expensive home care options.

55% of CDPAP Workers Still Haven't Been Fully Paid

"Have you/your PA been paid for all of the hours they have worked to-date?"

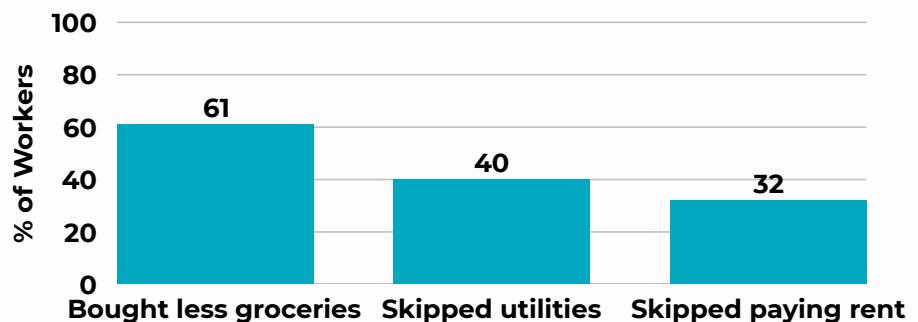
**Yes
45%**



**No
55%**

Workers are Going Without Basic Needs

"If you weren't paid last week, what if anything did you have to go without?"



Spanish-Speaking Workers Are Disproportionately Unpaid

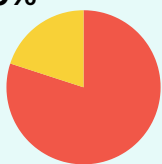


Just **18%** have been paid for all hours worked to-date (compared to **51%** of English speakers)

20% of Consumers Have Lost Home Care Services

Have you gone without services for any or all of your authorized hours since the switch to PPL?

**Yes
20%**

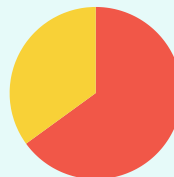


**No
80%**

1/3 of Consumers Leaving CDPAP for Costlier Home Care Options

Have you considered switching to a traditional home care program since the switch to PPL?

**Yes
35%**



**No
65%**

Consumer & Worker Struggles With PPL Are Universal



96% of respondents reported issues with PPL.

Methodology

Caring Majority Rising conducted an online survey of CDPAP consumers and workers from August 6-19, 2025. 235 respondents replied to the survey, 65% of which were Personal Assistants.