NY Caring Majority Survey

A Year After CDPAP Transition Began, New Yorkers Reject PPL's Management

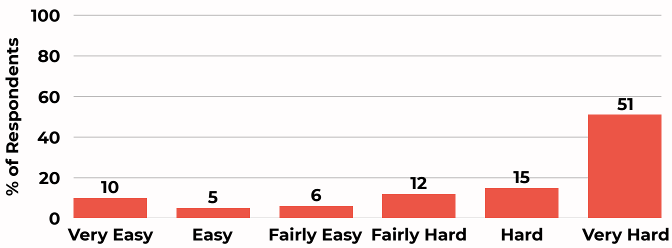
Nearly a year into the transition to PPL, a Caring Majority survey of CDPAP users shows a devastating rejection of PPL's management. The verdict is clear: PPL has failed.

Top Finding

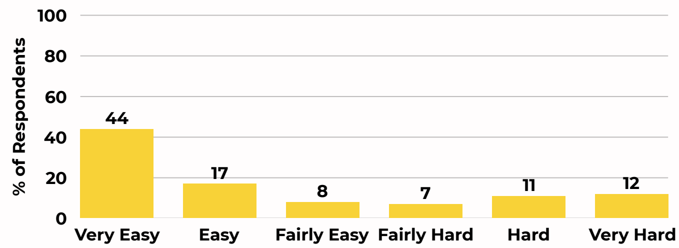
80% of CDPAP consumers and workers want to return to their former Fiscal Intermediary

PPL's Systems are Broken

67% say it's hard or very hard to get problems fixed by PPL's customer service

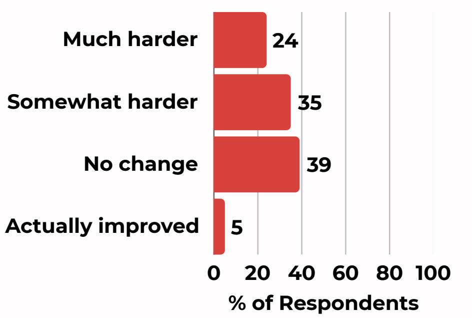


61% said it was easy or very easy to get help from their former FI

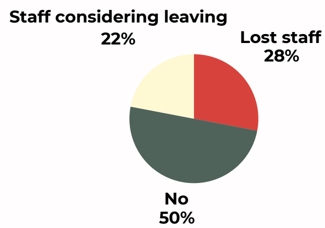


Consumers are Losing Care - and Leaving CDPAP

59% are having more trouble living independently

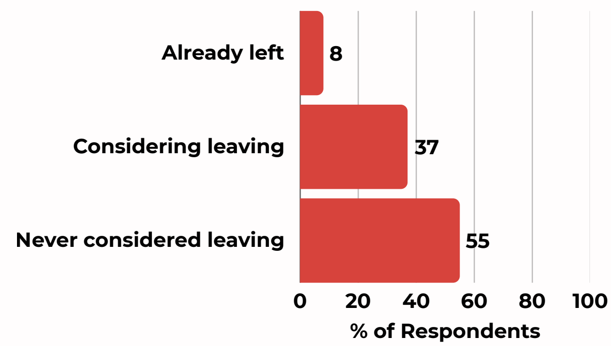


50% have lost staff or have staff planning to leave



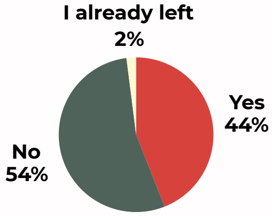
**Just 10% of consumers lost staff under their former FIs

45% are considering leaving CDPAP or already left

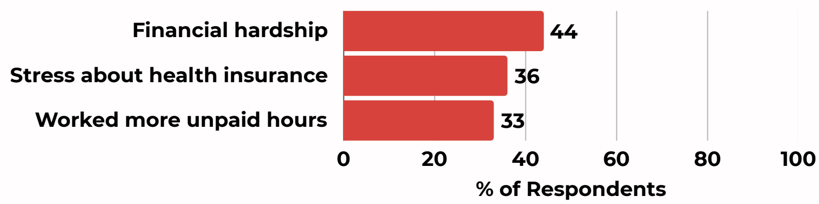


Workers are Struggling and Leaving the Field

44% of workers have considered leaving CDPAP since PPL took over



44% of workers have experienced financial hardship since the transition



Methodology

New York Caring Majority conducted an online survey of CDPAP consumers and workers from November 17-December 8, 2025. 339 respondents replied to the survey.