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July 18, 2014

On September 16<sup>th</sup> the New York State Department of State accepted the Certificate of Incorporation submitted by **Consumer Directed Services, Inc.** under section 404 of the Not-for-Profit Law. A certificate that included the following statement:

*To insure that the corporation remains focused on the empowerment of the people being served, as the service population grows, the corporation will expand the Board of Director Membership to insure that a majority of its seats are held by people with disabilities.*

To assist Consumers with the problem of finding new Personal Care Assistants, [Consumer Directed Services](http://www.consumerdirectedservices.com) created a FREE Employment Information Bridge between Consumers and PCA Candidates.

- [Consumers / Advocates](#)

- To receive a copy of the weekly Newsletter, a Consumer or Advocate need only send me an email to [elitcher@consumerdirectedservices.com](mailto:elitcher@consumerdirectedservices.com) and include your name and the text **Newsletter Request**.
- To search for a New Personal Assistant go to the [Consumer Directed Services](#) website and complete the form at the following link [Consumer / Advocate - Search for a PCA Candidate](#). When your information is received it will be distributed to all of the PCA Candidates enrolled in the database and a variety of other Employment Resources.

- [Personal Care Assistant \(PCA\) Candidates](#)

To include your information in the Newsletter and Database, go to the [Consumer Directed Services](#) website and complete the form at the following link: [Look for a PCA Job \(FREE\) - New York City Metro](#).

Previously distributed Newsletters (**from January 12, 2011 to present**) have been archived on the [Consumer Directed Services](#) home page. Finally, if you have any questions, comments, or recommendations about this service, or should you wish to remove your address from this list, please contact send an email to [elitcher@consumerdirectedservices.com](mailto:elitcher@consumerdirectedservices.com).

Best Regards, Ed Litcher

## **Comment - Perhaps it is time for Unions** **but maybe not a traditional Union**

*During the past week I received two emails about the Comment I posted concerning some of the problems that will develop now that the Consumer Directed Personal Assistance Program (CDPAP) has been included in the Managed Care Program, and the role Unions could serve in stabilizing some of its effects. Although I had hoped for a more robust response from the Consumer community, the responses I received were significant.*

*As you can imagine, both of the emails were negative, one pointed out that the Unions had no ability to understand the CDPAP, that the current crop of Unions are more interested in representing themselves than the people they represented and the writer finally mentioned the Union's role in advocating for the changes in overtime rules, which the writer sees as a major threat to the future viability of the CDPAP. The second email expressed the opinion that no Union could ever understand the significant difference in the employer / employee relationship that makes the CDPAP unique and they recounted their personal recollection of the effects a Union action had on the residents of a nursing home.*

*Although I cannot fully agree with all the points made in these emails, I must agree that I too doubt that any Union could ever fully understand the uniqueness of the CDPAP. Unions are a powerful tool that can help workers receive better wages and benefits than they could on their own. But they are also bureaucracies, which by their natures will look for simple "cookie cutter" solutions that will ignore the needs of smaller groups like the needs of people who are part of a CDPAP. I have also witnessed the effects a Union action can have on a vulnerable population. Many years ago when I was an employee of Goldwater Memorial Hospital and not a member of a union, I scrubbed pots and assisted with meals to help the people who lived in the hospital get the services they required, people who would receive no benefit from the result of the labor action and people who had no choice but to be innocent participants in the labor / management contest.*

*Well if my experience with the CDPAP taught me anything, it taught me that sometimes you need to think sideways. In other words, if traditional Unions are not the answer, perhaps we need a unique approach to the problem that will encourage a more stable wage and benefit environment.*

*Perhaps it is time for Consumers to create a Union of Consumer Information that Consumers could use to guide their participation in the CDPAP. As you may know, there are relatively few Consumers in the CDPAP (in comparison to the rest of the home care community) making each Consumer important to the agency and collectively positioned to influence an agency's behavior through the decisions they make. But for Consumers to make decisions that will have a positive*

*impact on the Personal Care Assistants (PCAs), Consumers will need more information and they need to be willing to use it.*

*Unfortunately, this information is not readily available, but Agencies do make it available to the Consumers they serve. And if Consumers chose to share the information and the information was published in a centrally accessible neutral location, this depository of information could have an important impact on the program in two significant ways; first Consumers would have the information they need to make an informed choice about the agencies in their community, second Agencies would understand that a sudden reduction in the PCA wage and benefit package could make them a less competitive member of the service community.*

*The CDPAP is a cost saving alternative to conventional home care programs. And as such Consumers and PCAs should not be made to pay the price whenever a real cost increases. The program has permitted "conventional" elements to creep in causing the program to become more complex and costly than its original design, perhaps some of the program's real costs like the need to pay overtime should come from eliminating some of the unnecessary program elements, like the excessive levels of administrative support, quality control (that neither improves quality or controls anything), full time Registered Nurses who serve no function within a CDPAP, and full time IT staffs for a program that is more dependent upon consistency than innovation. When I was directing a CDPAP we had an administrative component that cost less than 10% of our billing rate, perhaps it is time for the program to promote Consumer choices by, encouraging a more stable wage and benefit environment, and by streamlining the program to keep most of the funds where they belong.*

*I welcome your responses.*

*Ed Litcher*

## **Consumers Searching**

**Consumers Wanted:** *For an Employment Information Bridge to work it requires traffic to flow in both directions. If you are in a Consumer Directed Personal Assistance Program, you will eventually need to find a new Home Care Worker. And up to now you may have relied upon Friends, Family, an Agency or you may have chosen to put your own advertisement on the Internet (See the list of Internet resources on the PCA Employment Agency page of this newsletter). Therefore, to help you find the PCA Candidate of your choice, I urge you, to do everything you ordinarily do, to consider an Internet resource and to try [www.ConsumerDirectedServices.com](http://www.ConsumerDirectedServices.com). Finally, if you try Consumer Directed Services, please spread the word. Tell your friends and associates about this **FREE** service.*

**(BETTYTOLLIVER@VERIZON.NET) on Wednesday, June 18, 2014 at 19:44:01**

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Consumer: BETTY TOLLIVER  
Address1: 546 MAIN ST., #1111  
**Phone: 212 593 1882**  
Email Authorization: Yes  
Consumer Age: Between 51 and 70  
Consumer Gender: Female  
Payroll Method: Agency  
Type of Candidates: Personal Care / Home Health  
Candidate Experience: Seniors,, Paraplegia,, Wheelchairs,, Lifters,, Visual / Auditory  
Impairments,, Languages  
Description of Languages: ENGLISH ONLY  
Preferred Candidate Gender: Female  
Required Documentation: Social Security Number,, Proof of Identity,, Recommendations  
Hours: 12  
Days: 3-5  
Start Time: 8PM OR 8AM  
Description of Schedule: DAYS AND HOURS ARE FLEXIBLE  
Pay Per Hour: \$10 OR \$11 Per Hour  
Comments: PEOPLE,PLACES, AND THINGS ARE FLEXIBLE. TRY CALLING ME.

## **PCA Candidates**

*Consumer Directed Services is not an Agency and makes no representation (positive or negative) regarding the appropriateness of any PCA Candidate, or the terms and conditions of any employment relationship. All employment and payment decisions are the exclusive responsibility of the Consumer.*

### **Dear Personal Care Assistant Candidate,**

*I would like to thank you for your participation in Consumer Directed Services. If you submitted your **more than one year ago**, please complete and submit a new **Personal Assistant Enrollment Form**. When the updated information is received, your new profile will be added to the next newsletter. Again thank you for your participation.*

**[Newworld14@hotmail.com](mailto:Newworld14@hotmail.com)** on Thursday, July 17, 2014 at 22:19:14

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Personal Assistant Candidate: Norha Mejia

Address1: 93 Fulton St., Brentwood, NY 11717

Phone: 6313834966

Gender: Female

Type of Position: Personal Care / Home Health

Worked with a CDPAP Consumer/Surrogate: Yes

Consumer/Surrogate References Available: Yes

Years Employed with a Consumer/Surrogate: 3

Enrolled with a CDPAP: No

Experience: Children,, Seniors,, Wheelchairs,, Lifters,, Other Equipment,, Mental Impairments / Alzheimer's Disease,, Visual / Auditory Impairments,, Special Diets,, Languages

Description of Special Diets: Diabetic, low salt,

Description of Languages: Spanish

Documentation Available: Social Security Number,

Certificate/License: Personal Care,, Home Health Aid,, Driver's License,

Hours per Week: 40

Days per Week: 3

Preferred Start Time: September

Days I Would Like to Work: Mondays, Tuesdays , Thursdays

I am willing to work a 24 Hour Sleep-In schedule: Yes I am

Target Salary Per Hour: 15.00

Target Salary Per Day: 360.00i

Comments: Hi, I am a CHHA , with more than 15 years of experience. I have a lot of TLC to give. I am Compassionate and love to work with seniors, enjoying their experience in life.

**[Maquela18@hotmail.com](mailto:Maquela18@hotmail.com)** on Thursday, July 17, 2014 at 21:01:01

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Personal Assistant Candidate: Maquela Garvey

Address1: 101 Woodruff Ave, Brooklyn NY 11226

Phone: 347-420-5679

Best Time: 10:00am

Gender: Female

Type of Position: Personal Care / Home Health

Worked with a CDPAP Consumer/Surrogate: No

Enrolled with a CDPAP: No

Experience: Children,, Young Adults,, Wheelchairs,, Mental Impairments / Alzheimer's Disease,

Description of Languages: English

Documentation Available: Social Security Number,, Proof of Identity,, Recommendations

Certificate/License: Personal Care,  
Hours per Week: 40  
Days per Week: 7  
Preferred Start Time: 9:00 am  
Days I Would Like to Work: All Day Is Fine  
I am willing to work a 24 Hour Sleep-In schedule: Yes  
Target Salary Per Hour: 11.00  
Target Salary Per Day: 120.00

**[Hipolitomae@msn.com](mailto:Hipolitomae@msn.com) on Thursday, July 17, 2014 at 19:14:14**

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Personal Assistant Candidate: Mae Lee Hipolito  
Address1: 30-42 93rd Street D7  
Phone: 9174999501  
Best Time: After 5 p,  
Gender: Female  
Type of Position: Personal Care / Home Health  
Worked with a CDPAP Consumer/Surrogate: No  
Consumer/Surrogate References Available: Yes  
Enrolled with a CDPAP: No  
Experience: Seniors,, Languages  
Description of Languages: Tagalong  
Documentation Available: Social Security Number,, Proof of Identity,, Recommendations  
Certificate/License: Driver's License,  
Days per Week: 3  
I am willing to work a 24 Hour Sleep-In schedule: Yes  
Target Salary Per Week: 300

**[vicki Mercedes@ymail.com](mailto:vicki Mercedes@ymail.com) on Thursday, July 17, 2014 at 19:13:49**

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Personal Assistant Candidate: Vickie Mercedes  
Address1: 2343 Wallace Avenue #1st fl, Bronx New York 10467  
Phone: 347-366-6530  
Best Time: 12.00pm  
Gender: Female  
Type of Position: Personal Care / Home Health  
Worked with a CDPAP Consumer/Surrogate: No  
Consumer/Surrogate References Available: No  
Enrolled with a CDPAP: No  
Experience: Seniors,, Other Equipment,, Mental Impairments / Alzheimer's Disease,, Visual /  
Auditory Impairments,, Languages

Description of Languages: Spanish

Documentation Available: Social Security Number,, Proof of Identity,, Recommendations

Certificate/License: Personal Care,, Home Health Aid,, Driver's License,, Other,

Description of Other Certificate/License: medical billing and coding certifications

Hours per Week: 25

Days per Week: 4

Preferred Start Time: 9.am

Days I Would Like to Work: Monday/Wednesday/Thursday/Saturday

I am willing to work a 24 Hour Sleep-In schedule: Yes

Target Salary Per Hour: 13

Target Salary Per Day: 160

Target Salary Per Week: Open

Comments: Well am bilingual Spanish I have worked with the elderly as an HHA and PCA as well as a nurse Interpreter am also certified as a medical biller and coder I have volunteer for a senior facility I have recommendation letters

**[facebaby43@gmail.com](mailto:facebaby43@gmail.com) on Thursday, July 17, 2014 at 11:29:04**

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Personal Assistant Candidate: Donniece Masterson

Address1: 54 east 179th St Bronx N.Y.

Phone: 3477344214

Best Time: any

Gender: Female

Type of Position: Personal Care / Home Health

Worked with a CDPAP Consumer/Surrogate: No

Consumer/Surrogate References Available: No

Enrolled with a CDPAP: Yes

CDPAP Agency Name(s): concepts of independent

Experience: Children,, Teens,, Young Adults,, Seniors,, Paraplegia,, Quadriplegia,, Wheelchairs,, Lifters,, Mental Impairments / Alzheimer's Disease,, Visual / Auditory Impairments,

Documentation Available: Social Security Number,, Proof of Identity,, Recommendations

Certificate/License: Personal Care,

Hours per Week: 40

Days per Week: 5

Preferred Start Time: 8am

Days I Would Like to Work: any

I am willing to work a 24 Hour Sleep-In schedule: yes

Target Salary Per Hour: 10

**[thomastanique@hotmail.com](mailto:thomastanique@hotmail.com)** on Sunday, July 13, 2014 at 12:52:13

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Personal Assistant Candidate: Nikki Thomas  
Address1: 5411 Glenwood Rd., Brooklyn NY 11234  
Phone: 9292935820  
Best Time: anytime  
Gender: Female  
Type of Position: Personal Care / Home Health  
Worked with a CDPAP Consumer/Surrogate: Yes  
Years Employed with a Consumer/Surrogate: 1  
Enrolled with a CDPAP: Yes  
CDPAP Agency Name(s): concepts of independence  
Experience: Young Adults,, Seniors,, Paraplegia,, Quadriplegia,, Hemiplegia,, Amputation,,  
Wheelchairs,, Lifters,, Other Equipment,, Mental Impairments / Alzheimer's Disease,, Visual /  
Auditory Impairments,, Special Diets,  
Description of Languages: English  
Documentation Available: Social Security Number,, Proof of Identity,  
Certificate/License: Personal Care,, LPN or PN,  
Hours per Week: 40  
Days per Week: 5  
Preferred Start Time: 8am  
Days I Would Like to Work: Monday, Tuesday, Wednesday, Thursday, Friday and some  
Saturdays  
I am willing to work a 24 Hour Sleep-In schedule: only on a weekend  
Target Salary Per Hour: 10  
Target Salary Per Day: 120  
Target Salary Per Week: 500  
Comments: I am an LPN graduate. I have experience with most types of cases. I am honest,  
reliable and hard working

**[gaudrey48@gmail.com](mailto:gaudrey48@gmail.com)** on Friday, July 11, 2014 at 11:26:04

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Personal Assistant Candidate: Audrey Grant  
Address1: 289 East 94 Street, Brooklyn NY 11212  
Phone: 6463622755  
Gender: Female  
Type of Position: Personal Care / Home Health  
Worked with a CDPAP Consumer/Surrogate: No  
Consumer/Surrogate References Available: No  
Enrolled with a CDPAP: No  
Experience: Children,, Seniors,, Wheelchairs,, Mental Impairments / Alzheimer's Disease,



Description of Languages: English  
Documentation Available: Social Security Number,  
Certificate/License: Personal Care,, Home Health Aid,, Driver's License,  
Hours per Week: 48  
Days per Week: 4  
Preferred Start Time: 9am  
Days I Would Like to Work: Tuesday to Friday  
I am willing to work a 24 Hour Sleep-In schedule: no  
Target Salary Per Hour: 20  
Target Salary Per Day: 240  
Target Salary Per Week: 960  
Comments: Licensed certified home health aid.

**([esperanza24@verizon.net](mailto:esperanza24@verizon.net)) on Sunday, July 6, 2014 at 16:13:33**

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Personal Assistant Candidate: Paul Longo  
Address1: 578 Metropolitan Ave, Brooklyn NY 11211  
Phone: 347 223 9016  
Best Time: daytime  
Gender: Male  
Type of Position: Personal Care / Home Health  
Worked with a CDPAP Consumer/Surrogate: Yes  
Consumer/Surrogate References Available: Yes  
Years Employed with a Consumer/Surrogate: 12 years  
Enrolled with a CDPAP: Yes  
CDPAP Agency Name(s): concepts of Independence nyc  
Experience: Paraplegia,, Wheelchairs,, Lifters,  
Documentation Available: Social Security Number,, Proof of Identity,  
Certificate/License: Personal Care,  
Hours per Week: 24  
Days per Week: 2  
Preferred Start Time: 10 am  
Days I Would Like to Work: Saturday, Sunday  
I am willing to work a 24 Hour Sleep-In schedule: yes  
Target Salary Per Hour: 12  
Target Salary Per Day: 144  
Target Salary Per Week: 288  
Comments: IAM WORKING FOR MY PRESENT CLIENT FOR 12 YEARS.MY DUTIES  
INCLUDE LIFTING BATHING COOKING CLEANING THE HOUSE.PLEASE CONSIDER  
ME FOR A FUTURE POSITION. THANK YOU. PAUL LONGO.

**[sadaradanita@gmail.com](mailto:sadaradanita@gmail.com)** on Wednesday, July 2, 2014 at 14:43:20

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Personal Assistant Candidate: Sadara Lewis

Phone: 3473222120

Gender: Female

Type of Position: Personal Care / Home Health

Worked with a CDPAP Consumer/Surrogate: Yes

Consumer/Surrogate References Available: Yes

Enrolled with a CDPAP: Yes

CDPAP Agency Name(s): COI

Experience: Children,, Teens,, Young Adults,, Seniors,, Paraplegia,, Quadriplegia,, Hemiplegia,, Amputation,, Ventilators,, Wheelchairs,, Other Equipment,, Mental Impairments / Alzheimer's Disease,, Visual / Auditory Impairments,

Description of Languages: ENG

Documentation Available: Social Security Number,, Proof of Identity,, Recommendations

Hours per Week: 32

Days per Week: 5-7

Preferred Start Time: 8PM

Days I Would Like to Work: Sat-Fri

I am willing to work a 24 Hour Sleep-In schedule: yes

Target Salary Per Hour: 10-11

Target Salary Per Day: 80-120

Comments: I am seeking to serve and help those in need of services. I am reliable and dependable, if you looking for a PA with love and compassion please feel free to call on me .I am flexible with my schedule and ready and willing to work

**[foreverfaleisha@optimum.net](mailto:foreverfaleisha@optimum.net)** on Tuesday, July 1, 2014 at 17:53:11

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Personal Assistant Candidate: Faleisha Escort

Address1: 30 Richman Plaza #LG, Bronx, NY 10453

Phone: 347-712-2030

Best Time: 9am-7pm

Gender: Female

Type of Position: Personal Care / Home Health

Worked with a CDPAP Consumer/Surrogate: No

Enrolled with a CDPAP: No

Experience: Children,, Seniors,, Wheelchairs,, Mental Impairments / Alzheimer's Disease,, Special Diets,, Languages, Other,

Description of Special Diets: Diabetes, High Blood Pressure, etc.

Description of Languages: English

Description of Other: Bed Bound, Disabled, Hospice, etc.

Documentation Available: Social Security Number,, Proof of Identity,, Recommendations  
Certificate/License: Home Health Aid,

Hours per Week: 30

Days per Week: 3-5

Preferred Start Time: 10AM

Days I Would Like to Work: Mondays, Tuesdays, Thursdays & Every Other Weekend

I am willing to work a 24 Hour Sleep-In schedule: No

Target Salary Per Hour: \$10-\$11

Comments: Hello,

My name is Faleisha Escort and I reside in the Bronx. I recently learned about CDPAP home care employment opportunities via [craigslist.org](http://craigslist.org) and I am interested in working a personal assistant position for a consumer located in the Bronx. I am a Certified Home Health Aide and have three years of experience working w/patients w/multiple conditions and disabilities. I recent re-entered the field via an agency, however, I do not have a case as of yet. So my schedule is still flexible at the moment. I'm seeking part-time work in the Bronx. I hope to hear from you soon. Thank you. Faleisha Escort

**[Collettejackson21@gmail.com](mailto:Collettejackson21@gmail.com) on Monday, June 30, 2014 at 22:44:21**

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Personal Assistant Candidate: Collette Jackson

Address1: 147-29 230 Place

Phone: 646 600-2780

Best Time: Any

Gender: Female

Type of Position: Personal Care / Home Health

Worked with a CDPAP Consumer/Surrogate: Yes

Consumer/Surrogate References Available: Yes

Years Employed with a Consumer/Surrogate: 5 months

Enrolled with a CDPAP: Yes

CDPAP Agency Name(s): All Metro

Experience: Teens,, Young Adults,, Seniors,, Paraplegia,, Amputation,, Wheelchairs,, Lifters,,  
Mental Impairments / Alzheimer's Disease,

Documentation Available: Social Security Number,, Proof of Identity,

Certificate/License: Personal Care,, Home Health Aid,, Driver's License,

Hours per Week: 40-6

Days per Week: 4-5

Preferred Start Time: 8am

Days I Would Like to Work: Mon-Friday

I am willing to work a 24 Hour Sleep-In schedule: Sometimes

Target Salary Per Hour: 13 n up

Target Salary Per Day: \$145

Target Salary Per Week: \$715

Comments: I HAVE OVER 15 years ,I've worked with babies to seniors, I've also worked in the hospitals .I LOVE WORKING AND ADVOCATING FOR EVERYONE WHO DOESNT HAVE HELP.

**[ms.gibson33@gmail.com](mailto:ms.gibson33@gmail.com)** on Monday, June 30, 2014 at 06:01:18

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Personal Assistant Candidate: Debbie Gibson

Address1: 1520 Brook Ave, 5H, Bronx NY 10456

Phone: 3474071431

Gender: Female

Type of Position: Personal Care / Home Health

Worked with a CDPAP Consumer/Surrogate: Yes

Consumer/Surrogate References Available: Yes

Years Employed with a Consumer/Surrogate: 6months

CDPAP Agency Name(s): Chinese American Council

Experience: Seniors,, Paraplegia,, Amputation,, Mental Impairments / Alzheimer's Disease,

Documentation Available: Social Security Number,, Proof of Identity,

Certificate/License: Personal Care,, Home Health Aid,

Hours per Week: 30

Days per Week: 5

Preferred Start Time: 9am

Days I Would Like to Work: Mon-Fri

I am willing to work a 24 Hour Sleep-In schedule: no

Target Salary Per Hour: 10

Comments: I have experience working as an HHA private and with an agency. My experience working is with clients who have Dementia and Alzheimer

**[sdroukas@gmail.com](mailto:sdroukas@gmail.com)** on Thursday, June 26, 2014 at 11:25:02

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Personal Assistant Candidate: Sara Droukas

Address1: 514 West 146th Street, #3B, New York, NY 10031

Phone: 347-490-0749

Best Time: anytime

Gender: Female

Type of Position: Personal Care / Home Health

Worked with a CDPAP Consumer/Surrogate: No

Enrolled with a CDPAP: Yes

CDPAP Agency Name(s): Concepts of Independence

Experience: Children,, Teens,, Young Adults,, Seniors,, Paraplegia,, Amputation,, Wheelchairs,, Mental Impairments / Alzheimer's Disease,, Visual / Auditory Impairments,, Special Diets,

Description of Special Diets: organic, low sodium, liquid, vegetarian  
Documentation Available: Social Security Number,, Proof of Identity,, Recommendations  
Certificate/License: Driver's License,

Hours per Week: 20

Days per Week: 5

Preferred Start Time: 8:00pm

Days I Would Like to Work: M-F

I am willing to work a 24 Hour Sleep-In schedule: no

Target Salary Per Hour: \$11-12

Comments: I am a 38 year old compassionate woman who has experience helping people. I am patient, physically strong, and a good listener. I am willing to help the consumer with anything that is needed, from cooking to cleaning, to assisting with personal hygiene, really anything at all. I was the primary caregiver for my late boyfriend who survived bone marrow cancer for 6 years. I have also assisted my 92 year old grandmother who is blind due to glaucoma. My 32 year old cousin recently became a paraplegic due to an auto accident and I am becoming very familiar with the care that she needs to maintain her quality of life. I am also in school to become a respiratory therapist.

[teresareddi95@gmail.com](mailto:teresareddi95@gmail.com)) on Tuesday, June 24, 2014 at 23:16:25

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Personal Assistant Candidate: Teresa Reddi

Address1: 1593 Rugby Road Schenectady NY

Phone: 518-836-7127

Best Time: Anytime

Gender: Female

Type of Position: Personal Care / Home Health

Worked with a CDPAP Consumer/Surrogate: No

Enrolled with a CDPAP: No

Experience: Children,, Teens,, Young Adults,, Seniors,, Special Diets,

Description of Special Diets: hospital work, dinning and nutrition service

Documentation Available: Social Security Number,, Proof of Identity,, Recommendations

Certificate/License: Personal Care,, Driver's License,

Hours per Week: 30

Days per Week: 6

Preferred Start Time: 7/1/2014

Days I Would Like to Work: Monday, Tuesday, Wednesday, Thursday, Friday, Sat

Target Salary Per Hour: 9.50

## **Articles Related to the CDPAP**

**Able Newspaper**, in its 23rd year, is moving to an online platform. Please help us get the word out, in anyway you can, so that people can read Able online for FREE at [www.ablenews.com](http://www.ablenews.com). So many people depend on Able and we don't want them to miss a single issue. Even when we don't print Able the full issue is online.

### **Medicaid Home Care Cuts Are Unjust, Lawsuit Says**

By [NINA BERNSTEIN](#) JULY 15, 2014

A federal class action lawsuit filed late Tuesday accuses New York State health officials of denying or slashing [Medicaid](#) home care services to chronically ill and disabled people without proper notice, the chance to appeal or even an explanation, protections required by law.

The lawsuit, filed in United States District Court for the Southern District of New York, names three plaintiffs: an impaired 84-year-old woman living alone in Manhattan, a frail 18-year-old Brooklyn man with severe congenital disabilities, and a 65-year-old Manhattan man with diabetes and a schizoaffective disorder. But it was brought by the New York Legal Assistance Group on behalf of tens of thousands of disabled Medicaid beneficiaries who need home health care or help with daily tasks like bathing and eating.

It represents a challenge to an ambitious Medicaid overhaul by Gov. [Andrew M. Cuomo](#) that shifted \$6 billion in public spending on long-term services, including home care, to private managed care companies that are paid a fixed sum for each enrollee. The goal of the overhaul, which was set in motion in 2011, was saving money and improving the coordination of care. But advocates for aged and disabled people have complained that in the scramble for the most lucrative enrollees, companies are shunning frail people with the greatest needs and signing up those who could be given minimal services.

The lawsuit, filed against the state commissioners of the Department of Health and the Office of Temporary and Disability Assistance, takes these complaints to a new level, charging that the state is now allowing companies to quietly reduce or

terminate home care to people whose need for services has not changed, without giving them a meaningful chance to object.

Bill Schwarz, a spokesman for the Health Department, and Anthony Farmer, a spokesman for the disability assistance office, said the state does not comment on pending litigation.

Janie Taylor, the lead plaintiff on the case, was required last year, as part of the Medicaid overhaul, to enroll in one of two dozen plans provided by private managed care companies under contract to the state. Before the changes, Ms. Taylor, an octogenarian with diabetes, high blood pressure and a dangerously unsteady gait, had the help of an aide for 10 hours a day, seven days a week. That care was continued at first by her managed care plan, VNSNY Choice. But on July 1, the lawsuit says, without notice or explanation, VNSNY cut her services to five hours a day, though her condition had not changed.

“I’ve been trying to figure it out and talk about it with God, why they’re doing this to me,” Ms. Taylor said in a telephone interview Tuesday from public housing in Harlem.

Born in Edgefield, S.C., and orphaned at a young age, she said, she came to New York at 14 to care for other people’s children and clean houses, and finally worked for 15 years as a live-in home care worker, until she collapsed while lifting a patient and found she was sick herself.

A social worker in Ms. Taylor’s physician’s office contacted VNSNY Choice and requested an internal appeal to challenge the cut in hours, the lawsuit said. But VNSNY called Ms. Taylor the next day, telling her the internal appeal had been denied, and that her aide would leave at 2 p.m. instead of 7 p.m. that very day. When a written notice of denial finally appeared, it was mischaracterized as the denial of a request for a service increase rather than the appeal of a reduction.

Ms. Taylor contacted lawyers, who immediately called the disability assistance office, requesting a fair hearing. Despite a state directive to continue the full amount of care while the matter is pending, VNSNY Choice has not restored Ms. Taylor’s hours, the lawsuit said. Her aide used to fix her dinner and help her prepare for bed. Now, “I sleep in my clothes,” she said.

Michael McKeon, a consultant speaking for VNSNY, said in an email: “While we can’t comment on a specific case. VNSNY cares for nearly 165,000 people every year and we work hard to get every case right.”

Ben Taylor, one of the lawyers who brought the suit — and no relation to the plaintiff — countered: “Sadly, with the shift to managed care, Ms. Taylor is only one of many individuals who are suffering because they are denied their basic rights.”

The teenage plaintiff, Eddy LeMieux, has Noonan syndrome, a congenital disorder that affects his heart, lungs, spine and mental functioning. He lives with a severely disabled uncle and an aunt who works two jobs, one at night, to support the family, the lawsuit says, and requires 24-hour care to live safely in the community. Mr. LeMieux was required to enroll in Healthfirst, a managed care company, in 2012.

On Jan. 14, Healthfirst sent a document saying his care would be tapered from 12 hours, seven days a week beginning Jan. 25 to no care on April 22. It treated his 24-hour care as a new request, and denied it, saying that “the medical director has determined that the amount of/level of personal care services requested is not medically necessary.”

Despite his aunt’s fair hearing request, the state did not order his care to continue until officials were contacted by the New York Legal Assistance Group in April. Healthfirst then reauthorized Mr. LeMieux’s home care, but only for “sleep-in” help, not the two-shift continuous care the directive required. Then the plan discontinued all care on May 6, until lawyers intervened.

The third plaintiff, Anibal Santiago, is also a Healthfirst client. Harris Brandt, a spokesman for Healthfirst, said by law it could not talk about its clients.

[http://www.nytimes.com/2014/07/16/nyregion/legal-group-sues-over-cuts-to-assistance-in-medicaid-home-care-services-.html?\\_r=1](http://www.nytimes.com/2014/07/16/nyregion/legal-group-sues-over-cuts-to-assistance-in-medicaid-home-care-services-.html?_r=1)



## **[CPANYS] GAO: Increased Oversight Needed to Ensure Integrity of Managed Care Expenditures**

Many states, including New York, are moving their Medicaid program services from the traditional “Fee For Service (FFS)” model to managed care. Under managed care, rather than paying providers directly for the care they give, states give private insurance plans a set rate for each individual and then the private plan is responsible for arranging and paying for care. From a state’s financial perspective, this arrangement provides a way to contain costs.

Little is known as to how this major change will impact consumers (in terms of quality of care and access to appropriate services) or Medicaid program integrity (in terms of fraudulent or other misuse of taxpayer funds allocated to pay for care). Thus, this new study by the US Government Accountability Office (GAO) on Medicaid managed care program integrity is important. Seven states were the focus of this study, in which both state agency leaders responsible for ensuring program integrity and their federal counterparts were interviewed. The states included were: California, Florida, Maryland, New Jersey, New York, Ohio, and Texas.

As the GAO notes in its letter to US Senate Finance Committee leaders, in fiscal year 2013, the Medicaid program provided health care coverage to about 71.7 million individuals at a cost of approximately \$431.1 billion. ...The size and diversity of the Medicaid program make it particularly vulnerable to improper payments—including payments made for treatments or services that were not covered by program rules, that were not medically necessary, or that were billed for but never provided. The Centers for Medicare & Medicaid Services (CMS)... estimated that \$14.4 billion (5.8 percent) of federal Medicaid expenditures for fiscal year 2013 were improper payments.

Following are some of the major findings from the GAO report:

- Neither the states nor the federal government are well positioned to identify improper payments made to managed care organizations (MCOs).
- Neither the states nor the federal government are able to ensure that MCOs are taking appropriate actions to identify, prevent, or discourage improper payments.
- “Managed Care Presents a Gap in Medicaid Program Integrity Efforts.” Most state and federal program integrity officials interviewed told GAO “that they did

not closely examine Medicaid managed care payments, but instead primarily focused... on FFS claims. Moreover, federal entities have taken few steps to address Medicaid managed care program integrity.”

- “MCOs have responsibility for identifying improper payments to providers within their plans; however, state officials suggested that MCOs might not have an incentive to identify and recover improper payments. Officials from two of the seven state PI [public integrity] units we spoke with told us that they believed MCOs were not consistently reporting improper payments to the state to avoid appearing vulnerable to fraud and abuse. Further, officials from three PI units described a potential conflict of interest because when MCOs report improper payment recoveries, future capitation rates could be reduced because of any improper payments identified.”
- Conclusion: “Until CMS takes steps to ensure the integrity of Medicaid managed care, state and federal Medicaid dollars remain vulnerable to fraud, waste, and abuse.”

[<http://www.gao.gov/products/GAO-14-341>]

## **[CPANYS] Fw: Social Security Service Changes**

Dear Colleague:

In February, we wrote to tell you about some upcoming changes to the services we provide at Social Security offices across the country. That letter notified you that, after consultation with stakeholders and feedback from agency colleagues, we changed the initial date of implementation from February 1, 2014 to October 1, 2014 to help the public adjust to this change and to allow additional time to conduct outreach and provide education to our customers on the alternate, more convenient services that we offer.

Now, to ensure there are no detrimental consequences to those we serve, we have decided to continue to provide benefit verification letters in our field offices until further notice.

We believe that agencies with existing data exchanges with us should not disadvantage members of the public by needlessly sending them into our offices when they have the information readily available, and we further believe that the public will find the convenience of obtaining the information online much easier and faster than making the trip to an office.

We realize, however, that change does not come quickly or easily. Therefore, we will continue to conduct and expand our outreach and education with the public, as well as with our Federal, State, Tribal, and local partners, while continuing to provide our customers the information they need. This will enable everyone to get more accustomed to using our online tools and data exchanges. We will revisit implementation of this change periodically as we assess the impact of our outreach activities.

For security and privacy reasons, we will move forward with our plans to eliminate the issuance of Social Security number printouts in our field offices effective August 1, 2014.

Please share this information with others in your organization and help us get the word out to all of your members and constituents.

- Important Information: Changes in Certain Services  
(<http://www.socialsecurity.gov/pubs/EN-05-10544.pdf>)
- The Fastest Way to Verify Social Security and SSI Benefits  
(<http://www.socialsecurity.gov/pubs/EN-05-10552.pdf>)

We appreciate your continued support helping to inform the American people about this important update.

Thank you,

[Nilsa Henriquez](#)

Public Affairs Specialist

Social Security Administration, ADO Area II

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## **United Spinal Association - Newsletter**

**75-20 Astoria Blvd., East Elmhurst, NY 11370**

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## **Local Independent Living Centers**

- Bronx Independent Living Services, Inc. (BILS)  
4419 Third Ave, #2C, Bronx, NY 10457  
TEL [718 515-2800 x 116](tel:7185152800) / TTY [718 515-2803](tel:7185152803) / FAX [718 515-2844](tel:7185152844)
- Brooklyn Center for Independence of the Disabled (BCID)  
27 Smith St, #200, Brooklyn, NY 11201  
TEL [718 998-3000](tel:7189983000) / TTY [718 998-7406](tel:7189987406) / FAX [718 998-3743](tel:7189983743)
- Center for Independence of the Disabled in NY (CID-NY) (Manhattan)  
841 Broadway, #301, New York, NY 10003  
TEL [212 674-2300](tel:2126742300) V / TTY [212-674-5619](tel:2126745619) / FAX [212-254-5953](tel:2122545953)
- CID-NY/Queens  
137-02A Northern Blvd, Flushing, NY 11354  
Phone: [646-442-1520](tel:6464421520) / Sorenson VP [866-948-1064](tel:8669481064) / TTY [718-886-0427](tel:7188860427) / Fax 718-886-0428
- Harlem Independent Living Center (HILC) (Manhattan)  
289 St. Nicholas Ave, #21 Lower Level, New York, NY 10027  
TEL 212-222-7122 / Sorenson VP 646-755-3092 / Relay 866-326-5876 / FAX 212-222-7199  
[info@hilc.org](mailto:info@hilc.org)
- Staten Island Center for Independent Living (SIILC)  
470 Castleton Ave, Staten Island, NY 10301  
TEL 718-720-9016 / TTY 718-720-9870 / FAX 718-720-9664
- Long Island Center for Independent Living (LICIL) (Nassau Co)  
3601 Hempstead Turnpike, #208, Levittown, NY 11756  
TEL 516-796-0144 / TEL (Español) 516-796-6176 / TTY 516-796-0135 / FAX 516-796-0529 [licil@aol.com](mailto:licil@aol.com)
- Self Initiated Living Options, Inc. (SILO) (Suffolk Co)  
2111 Lakeland Ave, Ronkonkoma, NY 11779  
TEL (31-880-7929 / TTY 631-654-8076 / FAX 631-946-6377  
[contact@siloinc.org](mailto:contact@siloinc.org)
- Westchester Independent Living Center (WILC) (Westchester/White Plains)  
200 Hamilton Ave, White Plains, NY 10601  
TEL 914-682-3926 / TTY 914-682-0926 / Sorenson Video Phone 866-933 5390 / FAX 914-682-8518
- Westchester Disabled on the Move, Inc. (WDOM) Westchester/Yonkers)  
984 No. Broadway, #L-10, Yonkers, NY 10701  
TEL 914-968-4717 V & TTY / FAX 914-968-6137

## PCA Employment Agencies

If your Personal Care Assistant (PCA) Employment Service assists Self-Pay and CDPAP Consumers in the NYC Metro Area, you can have your agency information added to the following list by completing the [Employment Service Enrollment Form](#).

**All American Home Care Agency, Albert Isakov, CEO**  
1113 Avenue J, Brooklyn, NY 11230  
[aisakov@allamericanny.com](mailto:aisakov@allamericanny.com)  
Phone: 718-717-8800

**Bronxwork Inc, Kedon Wilson**  
391 E 149th St, Bronx, NY 10455  
[kwilson@bronxworks.org](mailto:kwilson@bronxworks.org)  
(718) 993-8880 ext. 237

**Center For Family Life Employment, Maria Ferreira**  
443 39th St, Brooklyn, New York 11232  
[mferreira@cflsp.org](mailto:mferreira@cflsp.org)  
718-633-4823

**El Barrio's Operation Fight, Gustavo Rosado**  
413 E 120th St # 403 New York, NY 10035-3602  
[ebobf413@aol.com](mailto:ebobf413@aol.com)  
212-410-7900

**Fifth Avenue Committee, Aaron Shiffman**  
621 DeGraw Street, Brooklyn, New York 11217  
[ashiffman@fifthave.org](mailto:ashiffman@fifthave.org)  
718-237-2017

**Goldenhearts Elderly Care Services, Geanette Browder**  
244 5th Avenue, suite G256 New York, NY 10001  
[contact@GoldenElderlyCare.org](mailto:contact@GoldenElderlyCare.org)  
Phone: (866) 531-4620

**Kingsborough Comm. College, Marisa Joseph**  
2001 Oriental Blvd, Brooklyn, NY 11235  
[marisa.joseph@kbcc.cuny.edu](mailto:marisa.joseph@kbcc.cuny.edu)  
718-368-5563

**Konedu Home Care, LLC, Carie Jones Smith**  
140 Captain Thomas Blvd West Haven, CT 06516  
[helpingfamilies@koneduhomecare.com](mailto:helpingfamilies@koneduhomecare.com)  
Phone: 800 418-3299

**Mercy Center, Mary Ellen Gianino**  
377 East 145th Street, Bronx NY 10454-1006  
[meg@mercycenterbronx.org](mailto:meg@mercycenterbronx.org)  
(718) 993-2789

**Reliable Homecare Solutions LLC**  
Contact: Reshmi Maharaj, Director  
104-28 117 St, 2E, Richmond Hill New York 11419  
917 378 5769  
[caresolutions09100@gmail.com](mailto:caresolutions09100@gmail.com)

**New York City College of Technology**  
NYC Technical College Placement Office  
300 Jay St, Brooklyn, NY 11201  
[employmentsvc@citytech.cuny.edu](mailto:employmentsvc@citytech.cuny.edu)  
(718) 260-5050

**Northern Manhattan Improvement Corp**  
Evan Hess  
76 Wadsworth Ave, New York, NY 10033  
[evanhess@nmic.org](mailto:evanhess@nmic.org)  
212-822-8300

**Our Planet Management Institute, Lisa Ying**  
116 John Street, #200, New York, NY 10038  
[lisa@opmi.org](mailto:lisa@opmi.org), 212-269-4000

**YWCA of NYC, Anne Alfred**  
50 Broadway, New York, NY 10004  
[aalfred@ywcanyc.org](mailto:aalfred@ywcanyc.org)  
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