

June 25, 2025

Maria Perrin
President, Chief Strategy Officer
Public Partnerships LLC (PPL)
Sent via email: mperrin@pplfirst.com

Dear Maria,

It has now been a month since our response to your May 8th letter, and unfortunately, we are still not receiving consumer referrals from PPL as outlined in our agreements. We remain committed to a productive and collaborative partnership, but we believe it is critical to meet as soon as possible to discuss a path forward. There are several pressing issues that must be addressed:

- **Lack of Referrals and Promotion:** Despite contract language clearly stating that PPL will actively promote ILCs until each center reaches the approved number in its capacity plan, we are still not receiving referrals. Call center scripts are not being used as agreed, and facilitators are not being actively recommended to consumers.
- **Inaccurate Contract References:** Communication from PPL has cited contract provisions—such as Section 6.1 in your May 8th letter—that do not exist in our ILC teaming agreements. We request a thorough review and clarification of the contractual language specific to the ILC agreement.
- **Billing Discrepancies and Lack of Reconciliation:** PPL is unilaterally determining payments based on internal data that frequently conflicts with data maintained by ILCs. There is currently no established process for reconciliation, despite multiple ILCs raising concerns over discrepancies and non-responsiveness from PPL.
- **Loss of Consumers Month to Month:** ILCs are seeing their consumer counts drop from month to month, which directly affects fiscal payments. For example, ILCs are reporting a decrease in the number of individuals receiving the \$4 monthly transition installment from April to May—despite the payments being tied to a static transition population. This issue was specifically detailed in the June 17 letter from WNYIL.

- **Missing Transition Fees and EVV Compliance Payments:** ILCs are not receiving the contractually agreed-upon transition payments and compensation for EVV compliance, further undermining our financial stability and capacity to serve consumers.
- **Inability to Access and Use Reports:** Despite ongoing assurances, PPL has not provided ILCs with access to meaningful or usable reporting tools. The current process requires manual reconciliation of multiple reports and is overly burdensome. PPL staff have gone so far as to suggest that ILCs develop their own data systems, a wholly unreasonable and inefficient solution.

ILCs have gone above and beyond to support the success of this transition—hiring staff, absorbing overtime costs, and directly offering recommendations to PPL staff on how to improve workflows and system functionality. From the beginning, we have urged you to better utilize the ILC network's deep experience with CDPAP and our historical knowledge of challenges and solutions. Yet, we have been sidelined in critical processes, to the detriment of the program and the consumers it serves.

We are formally requesting a meeting within the next two weeks to review these issues and work collaboratively on solutions. Our goal remains the same: to ensure the long-term success of CDPAP and uphold the independence and dignity of New Yorkers with disabilities.

We look forward to your timely response and to scheduling a meeting.

Sincerely,



Lindsay Miller
Executive Director

CC: Deb Drexler, PPL
Mark Alteri, PPL
Bonnie Vaughn, PPL
Hermes Fernandez, Bond Schoeneck & King