



Consumer Directed Personal Assistance Association of New York State

Talking Points - Create funding for a CDPA information line

- Since 2018, the New York State Department of Health (DOH), through the Medicaid Help Line, has directed anyone seeking information on consumer directed personal assistance (CDPA) or experiencing issues with existing CDPA services to a toll-free number purchased by the Consumer Directed Personal Assistance Association of New York State (CDPAANYS), a number that had been disconnected and which we only rebought to prevent people from falling through the cracks.
- This has resulted in nearly 5,000 calls to the Association, which lacks the personnel and resources to effectively assist all these callers.
- The State is legally required to offer assistance in multiple languages. Because CDPAANYS is not funded, we cannot and do not meet this requirement.
- CDPAANYS has significant experience providing aid to consumers through a peer mentoring program we developed and implemented. The Association currently provides Peer Mentoring services to contractual clients. It allows individual attention and followup to be given to consumers who reach out seeking information from peers.
- The most sustainable way to address the Medicaid Help Line issue is to supplement the Peer Mentoring service operated by CDPAANYS, which will ensure need is met and that the language needs of callers can be addressed.
- The amount of funding needed would be a modest \$75,000 per year. Will you support this effort and ensure this funding is provided in the budget?

The state must provide \$75,000 in funding to fund a peer-run information and help line for CDPA.