



Good Evening Senator Osten, Representative Walker and members of the Committee, my name is Lynette Dockery. I have spent the last nine years as a proud Personal Care Attendant from Meriden. I got into home care when my grandmother was diagnosed with Alzheimer's disease in the 1980s. I left my job and stayed home for two years to care for her. We also had a visiting nurse we loved, and after that experience, both my mom and I wanted to honor the care my grandmother had received and give back, so we became Personal Care Attendants ourselves. I hope that one day if I need it, someone will take care of me with the same dignity and respect that I strive to give my consumers.

I am here today to tell you about my experience with Allied Community Resources, which is my payroll company. As long as I've been on Allied's payroll, I've had pay problems. Like clockwork, once every other month or so I have a new issue.

Every Monday before lunchtime I fax my timesheets to Allied so they're received before the 5pm deadline. However, some weeks Allied says they never received them even though I send them on time every week. One month last summer, I missed a paycheck because Allied said they never received my timesheet. I went back to my consumer's house, she re-signed a new timesheet and initialed the revision (even though there was nothing wrong with the initial one, they just claimed they didn't get it). Even though I was paid the next week, the damage was done and I was threatened with eviction. It was a terrifying experience. More recently, one of the PCAs who cares for my consumer worked an extra hour, putting her over my consumer's budget. Instead of holding that extra hour of pay for that individual or putting it toward the next time period, Allied held the entire paychecks for all three of us. For me, that meant I was not paid for 50 hours. I cannot survive without a paycheck.

Being paid every two weeks means I need to budget carefully; in this case, my car payment over drafted my bank account, meaning that now I owe overdraft fees to the bank. Another PCA came close to having her lights shut off. The third PCA, as the primary breadwinner for her family, counted on that income to provide food for her family and couldn't do that when her pay was delayed. In the past, we used to be able to call Allied to get information about why we weren't paid on time. Now, when we call they won't share any information with us and direct us to our consumer, even if the consumer is unavailable or hospitalized.

No matter what, I'm going to give 110% percent at my job. But I deserve to be paid for the hours I've worked. My family depends on me. Everyone who works hard deserves to live and care for our families with dignity. Thank you for your time.