



Good Evening Senator Osten, Representative Walker and members of the Committee, my name is Brandy Doubleday and I am here today to tell you about my experience with Allied Community Resources.

I've been taking care of my consumer, who is the aunt of a friend, for 5 years now. As a PCA, I love to feel that I'm fulfilling a need my consumer has, and I love to work hands-on with people so this job is a good fit. My consumer is a high-needs senior citizen with both physical and intellectual disabilities. In addition to all the hands-on-care she requires (toileting, transferring, dressing, bathing, housework, cooking), I also coordinate all of the work of other PCAs as well as all aspects of her care. I coordinate all doctors' appointments, all of her extra-curricular activities, and work with the power of attorney in getting everything paid.

What's most challenging about my job is navigating all the coordination of care and dealing with Allied. My consumer can't spend hours on the phone with Allied – if she's on hold for more than 5 minutes she'll hang up – so I'm an authorized representative and try to help resolve issues for myself and the other PCAs. For the entire year in 2019, we had problems every month.

Between March and June 2019, I worked up to 100 unpaid hours that Allied still refuses to pay. I've tried to get answers on multiple occasions, including submitting in writing and filing a grievance, and every time I'm told something different. Sometimes I'm told she exceeded her budget; sometimes I'm told there was an hours' overlap; and sometimes I'm told to contact a specific department at Allied that doesn't return my calls. The other problem is that when I filed the grievance, they stopped sending me pay stubs through my email. I previously got them, checked my junk folder, checked all my email settings, and still get all their other emails but don't get my pay stubs.

On both these issues, I've called and left at least 17 messages since November, and I've never been called back. I also requested in writing, as they require, that they mail my pay stubs to me. I reached out to the Department of Labor as well. I finally got some of my missing paystubs emailed to me after I filed the grievance, but they've stopped again since early January.

These problems have impacted me in several ways. First, fixing problems with Allied takes up time that should otherwise be spent caring for my consumer because Allied's hours of business are the same hours I care for her: Mon-Fri 8am-4pm, and as the authorized representative I have no choice but to deal with Allied since she can't do it.

Second, there have been two instances within the past couple years when my utilities got shut off and I was late on my rent because Allied didn't pay me on time. Luckily, my landlord worked with me but I still paid late fees and had to argue my way out of a \$600 reconnection deposit to get my utilities back in my name.

We work hard, and we care about our consumers. We shouldn't have to rely on luck to make sure we can keep a roof over our heads. If Allied communicated directly with us as PCAs, a lot of these issues could be avoided and we could save ourselves a lot of financial hardship and stress. Please stand with us in reforming these problems so we can do our work and support our families without additional hardship.