



Good Evening Senator Osten, Representative Walker and members of the Committee, my name is Terrell Williams, and I'm from New Haven. For the past 13 years, I have worked on behalf of the State of Connecticut to provide home care for people with physical disabilities and traumatic brain injuries so they can live independently.

I first became a home care PCA to care for my mother, who had a progressive lung disease. I cared for my mom for nearly a decade before she passed away in 2018, but caring for my mother molded the way I care for all of my consumers. I help with everyday tasks: getting in and out of bed, bathing them, brushing their teeth, getting dressed, taking meds, dealing with wounds or bowel movements. My care might also include running errands or taking them to the grocery store. I do all the mundane things that those of us without disabilities take for granted, but that my consumers can't do for themselves. My overall goal is to almost cancel out their disability, or make them forget they forget they have a disability, so that they feel whole again.

I love what I do, but I don't love how difficult Allied makes getting paid for us and our consumers. I'm one of those PCAs who's always had multiple consumers to make ends meet – right now, I have 3 consumers through Allied. I would estimate that at least 10 times per year I discover on payday that I've been paid nothing or the wrong amount.

For example, one of my consumers is my brother. Just last week, he received a call from Allied saying he was over budget, none of his 3 PCAs including me were getting paid last Friday OR this coming Friday. Getting the news that you aren't getting 2 week of pay you've already worked for is bad enough, but to add insult to injury they also said they'd accidentally overpaid us \$762 and now we owe it back. Not only that, but I'd called Allied specifically over a month ago to see how many hours my brother had left in his annual budget to avoid this situation, and Allied said they couldn't provide that information but promised me they would "red flag" any overages in their system so he wouldn't run out of care hours. But that clearly didn't happen and we have no idea how we would pay that money back.

The fact that I am losing two weeks of pay is not even the worst of it. Because I live with my brother, I'll provide care as best I can, but I have two other jobs so can't be there 24 hours a day. And the other 3 PCAs aren't going to be able to provide care when I'm gone, so it leaves both us as PCAs without income and my brother as the consumer without care. Not only that, but we have the added financial and emotional stress of figuring out how to pay back this money that Allied promised us their system would prevent us from going over in the first place.

If we had a system where both consumers and PCAs were notified directly about problems with payroll, changes to the budget, or when our consumers are nearing their budget running out, this kind of situation would never happen.

Being a homecare provider is driven by a love for people and a desire to see our consumers do well. But who cares for the people who care for people? We need a payroll system that protects the protectors and doesn't leave our consumers without care simply because Allied won't communicate with us. Thank you for listening to my story.