



In SUPPORT of HB 5426: AN ACT CONCERNING LIENS FOR UNPAID WAGES AND A REQUIREMENT THAT FISCAL INTERMEDIARIES MEET EMPLOYER TIMELY PAY OBLIGATIONS

Good Evening Senator Kasser, Representative Lopes and members of the Committee, My name is Danielle and I'm a PCA from New Haven who has been caring for my mom the last three years. I am here today to testify in support of HB 5426 because I have had so many problems with Allied over the years and it's time that they be held responsible. This bill will allow me to hold Allied and other fiscal intermediaries responsible for any wages they do not pay me.

I became a PCA in 2016 when my mom broke her shoulder and I was caring for her unpaid. An Agency on Aging social worker introduced me to the PCA program and told me I could get paid to provide the care I was already giving mom. Right from the start, Allied messed up my first paycheck. Three months into the program, my pay was issued late or in the wrong amount 4 times – they claimed they were not receiving the faxed timesheets. Now, I've had the same fax machine in my home for the past 20 years, and I'm a small business owner and know that my fax machine works. When I was given extensions to reach Allied that came from the pamphlet I received, none of them took me to a person who would answer the phone. What upset me was thinking about my mom, my consumer, spending those hours that I spent trying to reach a human being at Allied.

Finally, I said “enough” and googled who the CEO was and contacted her directly. Finances were tight at that time, so it was crucial to get paid so I could even put gas in my car and pay my car insurance to get back and forth to mom. Amazingly, I reached the CEO and by that time I was in tears, explaining to her the frustration and fear that Allied were causing for me and my mom. The CEO, Carol, finally asked me to please fax my timesheets *to three different numbers and also email them by pdf to make sure they would get it.*

Today, I submit my time FIVE different ways every single week. Sometimes Allied says they never receive it; sometimes they say the fax is too light; sometimes there's no explanation or return call to know why I'm not being paid. Just this past pay period, I received a paycheck for \$13.50 for ONE hour of work even though I submitted an accurate timesheet before the deadline for 25.75 hours. I immediately called Allied when I got the paystub and left them a detailed, polite message and resent the timesheet the same evening.

On Sunday I received my regular paycheck without any explanation for why I hadn't gotten it on time and four days later they returned my call but gave me no reason for the late pay.

Without changes to how Allied works I'm not optimistic about things getting better. We're in the 21st century. Instead of pouring my time, energy and effort into caring for my mom like I want to be, so much of my mental energy goes into first submitting my timesheets FIVE different ways and then inevitably fixing problems with Allied when those 5 submissions aren't enough. We desperately need your help to make sure we get paid on time, every time. Please pass HB 5426. Thank you for your time.