



Toolkit: 3/24 Caring Majority Day of Action Power Hour

Thank you all for showing up to today's Day of Action! With one week to go until the transition deadline, we need all the People Power we can get to blast the message: New Yorkers oppose Governor Hochul's plan to hand CDPAP over to PPL, and we must *TRULY* #DelayTheDeadline! Half-baked "grace periods" are unacceptable.¹

Phone Bank

In this hour (and for the rest of the week!), we want to overwhelm the offices of Governor Hochul, Andrea Stewart-Cousins (State Senate Majority Leader), and Charles Heastie (State Assembly Speaker).

- Governor Kathy Hochul's office: **518-474-8390** (press 1 to leave a message and 2 to speak to a person.) (leave a message only if you can't get through to a person)
- Speaker of the State Assembly, Carl Heastie's office: **718-654-6539**
- State Senate Majority Leader, Andrea Stewart-Cousins's office: **(518) 455-2585**
- Sharable link for phone calls:
<https://actionnetwork.org/forms/call-governor-hochul-cdpap>

Sample Scripts:

For Governor Hochul:

My name is [YOUR NAME] from [YOUR CITY/TOWN]. I'm calling to urge Governor Hochul to defend home care workers and consumers who are imminently at risk due to

¹ On Monday, March 24, the Department of Health (DOH) and PPL announced that there would be a "grace period" for people who haven't been able to register to PPL by the deadline. This is NOT a delay, and it's totally inadequate. All fiscal intermediaries are still expected to close on April 1, meaning workers will go without pay until an undetermined date. DOH *claims* workers will receive back-pay, but IOUs do not pay the bills! We need a true delay and a plan that actually works for consumers and workers!



the state's rushed transition of CDPAP to PPL. She must delay the TRULY transition deadline, or thousands of people will lose their home care and jobs.

The transition to PPL concerns me because... [XXX].

So far, the transition to PPL has been a disaster. In the past three months, less than half of CDPAP's 280,000 consumers have completed their registration, and estimates are that less than 10% of the 425,000 Personal Assistants in the program have enrolled. Last week, CDPAP's online enrollment system crashed with an error message reading "too many requests", and PPL's phone lines have been jammed for weeks.

A short "grace period" isn't enough and does nothing to address the fundamental flaws of the transition plan. IOUs don't pay the rent, and without leaving current FI's in place to act as a safety net if and when PPL's systems fail, Governor Hochul is guaranteeing hundreds of thousands of New Yorkers will lose their home care and their jobs. We must go back to the drawing board and come up with a plan that works.

Can I count on the Governor to do right by hundreds of thousands of New Yorkers and delay, TRULY delay, the transition?

For Speaker Heastie/Majority Leader Stewart-Cousins:

My name is [YOUR NAME] from [YOUR CITY/TOWN]. I'm calling to urge [MAJORITY LEADER STEWART-COUSINS / SPEAKER HEASTIE] to defend home care workers and consumers who are imminently at risk due to the state's rushed transition of CDPAP to PPL. [THE MAJORITY LEADER / THE SPEAKER] must do everything in their power to delay the transition deadline, or thousands of people will lose their home care and jobs.

The transition to PPL concerns me because... [XXX].

So far, the transition to PPL has been a disaster. In the past three months, less than half of CDPAP's 280,000 consumers have completed their registration, and estimates are that less than 10% of the 425,000 Personal Assistants in the program have enrolled.



Last week, CDPAP's online enrollment system crashed with an error message reading "too many requests", and PPL's phone lines have been jammed for weeks.

A short "grace period" isn't enough and does nothing to address the fundamental flaws of the transition plan. IOUs don't pay the rent, and without leaving current FI's in place to act as a safety net if and when PPL's systems fail, Governor Hochul is guaranteeing hundreds of thousands of New Yorkers will lose their home care and their jobs. We must go back to the drawing board and come up with a plan that works.

Can I count on [Speaker Heastie / Majority Leader Stewart-Cousins] to fight for hundreds of thousands of New Yorkers and delay, TRULY delay, the transition?

Social Media Blast

We need you to do TWO types of posts on your social media. One directed at our targets—Hochul, Heastie, and Stewart-Cousins—and one directed at your networks to urge them to make the [same phone calls](#) we just made (via the call tool linked [here](#)).

Sample Post #1 (to targets):

Feel free to tell your own story in these posts! If you are willing and able, share with a photo of yourselves, perhaps holding up a message to the Governor (suggestion: "Governor Hochul—Delay The Deadline!").

Make sure to tag Governor Hochul, Andrea Stewart-Cousins, and Carl Heastie! If there's room on your post, please also tag us at @caringmrising

Sample posts:

- 1) IOUs Don't Pay The Rent! We Need a REAL Delay! @GovKathyHochul must do right by hundreds of thousands of New Yorkers who rely on CDPAP for home care and jobs and #DelayTheDeadline @andreascousins @carlheastie



- 2) I am a CDPAP home care worker, and an IOU means nothing when I'm paying the bills. A "grace period" isn't enough – we need @govkathyhochul to TRULY #DelayTheDeadline @andreascousins @carlheastie
- 3) When it comes to home care for hundreds of thousands of NYers, a so-called "grace period" isn't enough. There are deep structural issues with the CDPAP transition that aren't being addressed. @govkathyhochul must TRULY #DelayTheDeadline and come up with a real plan for NYers @AndreaSCousins @CarlHeastie
- 4) DELAY PPL BEFORE PEOPLE DIE! @govkathyhochul must #DelayTheDeadline for CDPAP transition to PPL before hundreds of thousands of New Yorkers lose their home care and jobs. @andreascousins @carlheastie
- 5) A "grace period" does nothing to address the deep flaws in @govkathyhochul's CDPAP transition plan. W/o current FI's in place to act as a safety net if & WHEN PPL's systems fail, Hochul's guaranteeing hundreds of thousands of NYers will lose their home care & their jobs.

Sample Post #2 (to your networks):

- 1) On April 1, Gov Hochul is handing off the consumer-directed home care program (CDPAP) to a private-equity backed corporation, and hundreds of thousands of NYers could lose their home care and jobs. Please take 2 minutes to make a phone call to defend this critical Medicaid program!
<https://actionnetwork.org/forms/call-governor-hochul-cdpap>
- 2) IT'S A HOME CARE EMERGENCY! In a matter of days, hundreds of thousands of New Yorkers could lose their home care and jobs. Will you take 2 minutes to make a call to Governor Hochul using this script from @caringmrising?
<https://actionnetwork.org/forms/call-governor-hochul-cdpap>

You can also just repost any of Caring Majority Rising's recent posts that resonate with you with a link to the call tool!



Support Caring Majority Rising (@CaringMRising) on social media

Please engage with (*i.e.*, like, comment, and share) our content to increase the likelihood that lawmakers, press, and consumers/workers across New York State will see it! Please also share our posts from today's action in Albany.

- Links: [Instagram](#), [Facebook](#), [X](#), and [Bluesky](#)