

# CDPAP News **volume 2**



Southern Tier Independence Center (STIC)  
Partnered with Public Partnerships LLC. (PPL)



Consumer Directed Personal Assistance Program (CDPAP)

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*Happy Holidays to All!*

**STIC will be Closed for the Holidays**

December 24, 2025 - January 2, 2026

Re-opening January 5, 2026 @ 8:30am

\*\*Some STIC CDPAP staff will be checking on voicemails and emails periodically during the holiday closure. If you need immediate assistance during this time, please reach out to PPL (833-247-5346).

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## **Personal Assistant (PA) Health Assessment Reminder**

A completed PA Health Assessment must include the following:



- TB Test, Physical. Proof of 2 MMR Vaccines or a positive Rubella and Rubeola Titer (blood draw), TBRA (TB Risk Assessment) and the Drug Attestation

If your PA has not yet completed or scheduled their Health Assessment, they must contact Mobile Health as soon as possible at 646-680-0450 or [ppl@mobilehealth.com](mailto:ppl@mobilehealth.com). If your PA chooses to complete the assessment through their own physician, they will need to download the Mobile Health Form and Drug Attestation from the Mobile Health website: <https://www.mobilehealth.com/ny-cdpap-ppl-medical-screenings/>

Alternatively, they may contact STIC's CDPAP Department to request the forms. Their physician must complete, sign, and stamp the Mobile Health Form once finished.

Completed forms can be:

- Emailed: [ppl@mobilehealth.com](mailto:ppl@mobilehealth.com) Faxed: 646-625-3030
  - **Be sure to include the PA's PPL ID on each page.**

Forms may also be brought to STIC, and we will email or fax them to Mobile Health on your PA's behalf.

**Please note:** If you hire a new PA, they must complete their registration, e-verify (face to face via Zoom or Teams with PPL) and their Health assessment before they can begin working.

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## **PPL Trainings Updates for your PA(s)**

### **IMPORTANT INFORMATION**

Personal Assistants that transitioned to PPL, as well as those newly registered and marked *Paperwork Complete* by 10/31, are required to complete their PA training through Nevvon by 12/31. You can view their training completion status under '**Checklists**' in PPL@home.

**\*\*If a PA has started their training in Nevvon (starting with the EVV Time4Care course), they must complete all remaining trainings in Nevvon.**

### **UPDATE SPECIFICS & INSTRUCTIONS**

1. The "Checklist" will show if the PA has started their training in Nevvon. **For any PAs that have not started**, direct the PA to Nevvon. This may require account signup with PPL@Home to connect to Nevvon.

**Nevvon is available in these 14 languages:** English, Arabic, Bengali, Simplified Chinese, Traditional Chinese, French, Haitian Creole, Italian, Korean, Polish, Russian, Spanish, Urdu, and Yiddish. If the PA needs any languages other than the 14 above, please explain they will need someone (friend, family etc.) to translate for them from one of these 14 languages and to select the appropriate one for their translator. They will select the language when they first access Nevvon. If the language needs to be changed with Nevvon because they previously selected a different language, they need to email [Support@Nevvon.com](mailto:Support@Nevvon.com).

2. **If the PA does not have a device**, and is able to come to STIC's office, they can contact STIC's CDPAP Dept. to schedule a date and time to complete training. This will require being registered and able to log in to PPL@Home to access Training, STIC can assist with registration if needed.
3. **If this is not an option**, PPL suggests that the PA should ask a family member, friend or neighbors to use their device to take the Nevvon training online, or a local library or another local community office with free access to a PC or Tablet. This will require the ability to log in to PPL@Home to access Training.
4. **Per PPL, every effort to take training through Nevvon online is expected to be exhausted first.** Mailing a packet is a last resort and reserved only for those who cannot complete training online due to faith, disability or an inability to go elsewhere to take the training. **If they have not started training**, per 'Checklists', the alternative is a 64-page packet summarizing the 4 hours of training.

\* PAs will be required to:

- a. Read the full packet
- b. Complete a quiz
- c. Return the quiz and an attestation within 14 days of receipt
- d. They can return it through Fax, Mail or Email
  - Public Partnerships LLC  
17 Plaza Dr., Latham, NY 12110
  - Fax: 1-833-951-0828
  - Email: [nycdpap@pplfirst.com](mailto:nycdpap@pplfirst.com)
  - STIC as a CDPAP facilitator can also fax or email it on the PA's behalf
- e. Note: Per PPL, there is no reimbursement for travel, postage etc. to complete training at other locations or return the quiz and attestation. This is a job requirement PAs must complete.

**Training is paid for the allotted and approved timeframe typically needed to complete all courses.** PAs who complete training using the packet will be paid exactly 4 hours upon returning the quiz and attestation to PPL. The training packet doesn't include the EVV Time4Care course since they do not use a device, so they will not receive 0.25 hours for that course. This is another reason why they must not have completed any training in Nevvon yet to be eligible for the packet option.

Per PPL, Nevvon will remove access to online training for PA's who have been removed (disassociated) from all consumers in the program (no longer working in CDPAP), the PA will get a message (if trying to access Nevvon) that no programs are assigned.

Note: PAs that have not started Nevvon AND have been approved for timesheet exemption have been removed from Nevvon. They will be shipped a packet in their preferred language (if one of the 14) or otherwise sent in English to be translated.

### **Gratitude Giveaway!**

Starting 11/18, PPL and Nevvon are encouraging completion of training by 12/6 with another gift card drawing. This is in addition to the October drawings. The week of 12/7, Nevvon will select 10 people that have all their training completed by 12/6 to win a \$500 Amazon gift card! If a PA would like to opt out of the drawing, they need to email [Support@Nevvon.com](mailto:Support@Nevvon.com) to have their name removed before 12/7. **This giveaway drawing is for online completion with Nevvon only**

**5. In addition to having completed their Health Assessment, a PA must also have submitted time worked in the last 28 days.**

- a. If the PA has the assessment done but has not submitted time, they will not regain access to training until after they submit time and meet both requirements.
- b. If the PA is 'On Hold' in Nevvon and has met both these requirements, their access should be restored within 5 business days.

If you or your PA(s) have any questions regarding training, they can contact STIC or PPL.



## Have you hired a new PA?

STIC is here to help! We can assist your new PA with:



- Getting connected to you in PPL@home
- Guiding them through their registration forms
- Explaining and assisting with their Health Assessment & required training
- Assisting them with e-verify (face to face via zoom or Teams with PPL) by providing a room and electronic device at STIC where they can complete their virtual appointment if they don't have one of their own.

STIC can also help them understand how to navigate PPL@home and answer any questions along the way!



### **Need to hire a new PA or have a PA wanting to get more hours with another consumer?**

Need to hire a new PA? STIC can post an ad for you on the NY State Dept. of Labor's website! We also have a list of PA's (in select counties) who are looking for additional hours. We can share this list with you so you can call, interview, and hopefully find someone to hire.

Have a PA interested in picking up more hours? They can be added to a list that is shared with consumers who are looking to hire! CDPAP has many consumers who need a PA, and if your PA has additional availability, they may be able to work with another consumer, as well!



Have your PA call STIC at 607-724-2111 to speak to JL Bonner, CDPAP Facilitation Support Specialist, ext. 305 or email [cdpa@stic-cil.org](mailto:cdpa@stic-cil.org).

PA's can also find the form to be on the list on our website at:

<file:///C:/Users/susanh/Downloads/Release%20to%20be%20on%20list%20for%20more%20hours.pdf>

The form will need to be sent back to STIC to JL Bonner's attention.



## **Coming Soon!**

CDPAP is working on a Packet full of information for CDPAP, PPL, and STIC! We hope to have this out to you very soon!

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### **STIC as your Facilitator**

STIC as your Facilitator for CDPAP can assist you and your PA in multiple ways:

- Connect your newly hired PA to you in PPL@home
- Assist you and your newly hired PA with registration
- Assist your PA with e-verify, and PPL@home
- Assist with updating PPL@home with phone, address, email and other changes
- Answer questions and concerns regarding your services
- Assist with providing, faxing, emailing required and/or needed documentation
- Monitor your PPL account and reach out if we see an authorization will be needed soon
- Assist your PA with EVV, annual health assessment and training information

STIC also has many other services that may be of assistance to you. You can find more information on our website at [www.stic-cil.org](http://www.stic-cil.org) and in our soon to be coming Welcome Packet.



## Contacts

### **STIC:**

- Phone: 607-724-2111 ♦ Fax: 607-772-3601 ♦ [cdpa@stic-cil.org](mailto:cdpa@stic-cil.org)

### **STIC's Current CDPAP Staff:**

- Sue Hoyt – Director, ext. 310
- Jillian Kaufman – Lead Facilitator, ext. 321
- Cynthia Grant – Facilitator, ext. 342
- Taylor Plonski – Facilitator, ext. 392
- J.L. Bonner – Facilitation Support Specialist, ext. 305

### **PPL:**

- Phone: 833-247-5346
- Email: [nycdpap@pplfirst.com](mailto:nycdpap@pplfirst.com)
- HR: 833-746-8283
- Website: <https://pplfirst.com/>
- Resources page: <https://pplfirst.com/cdpap-resources/>



### **Mobile Health:**

- Phone: 646-680-0450
- Email at [ppl@mobilehealth.com](mailto:ppl@mobilehealth.com)
- Website: <https://www.mobilehealth.com/ny-cdpap-ppl-medical-screenings/>

