

May 9th, 2025

Good Morning, Senator Ingwersen, Representative Meyer, and esteemed Health and Human Services Committee members. My name is April Kerr, and I am a resident of Farmington. I am here today to testify in favor of **LD1835**.

There is so much that is going on in today's world that we don't know about. We have technology at our fingertips, and yet there is still so much that we don't know. People are standing in the hallway right now, in buildings all over the state. We don't know why, but I am willing to bet that if you was walking out of a Dr.'s office or a hospital the last thing you would expect to find is a elderly person or a young mother with her baby, standing there crying and/or shaking while they were frantically searching for a ride back home, because their MaineCare driver left them stranded to rush off to pick up the next client when they didn't come out at the expected time. They had blood work that had to be done, and the nurse took longer than expected. Now they're 45 miles away from home in a strange city, and it's almost time for the doctor's office to close. They are standing in the hallway with little to no money in their pocket, no one to call because the one person they did try to call didn't answer the phone.

Other people are being told that if they miss one more appointment, they won't be able to continue being a patient there anymore, even though it's because the driver came to pick them up, and the client didn't hear them beep the horn, so they left. Another incident was where a person was struggling with hearing and had mobility issues, so by the time they realized the driver was there, and they made their way outside, the driver was gone. There have also been at least two different times where a person reported waiting in their driveway for an extended amount of time for their driver who never came, and when the person called to find out where their ride was, the broker told them the driver came to get them, but you never came out. They were outside the whole time waiting, but it was too late because now their appointment time had passed. Another missed appointment.

People are being told they have to go on waiting lists because they missed one too many appointments, and when they try to explain that it is not their fault, they are told things like I am sorry, but it's our policy when you miss three times. This is just a few of the things that are happening to people. I have had people also tell me they don't dare call for a ride because they have had bad experiences with the drivers in the past.

There needs to be someone in place to collect the information and report it to those who are funding these much-needed services. It's not a good thing to have state-funded programs deliver such services as these with no oversight of what is going on, or a plan or attempt to correct it. Let's have some oversight.

In closing, I urge you to vote in favor of **LD 1835**.

Thank you for your time and consideration.

April Kerr
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