

## ELEVATING HOME CARE: A YEAR OF PROGRESS

## YEAR IN REVIEW 2022-2023





## We are all in this together!



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YEAR IN REVIEW 2022-2023

At HCP, our fundamental belief in the basic right of every person to access health care that meets their unique needs is the foundation of what we do. We do this by fostering an environment where individuals can receive care in their homes, enabling them to maintain their independence, social connections, and dignity. By influencing policies, regulations, and funding mechanisms that encourage choice, we create a comprehensive environment that addresses the physical, mental, and spiritual needs of those individuals.

Aging in place and receiving care at home in the community is a choice that is too often limited by structural barriers and social determinants of health. Our advocacy this year has focused on issues that are directly related to patient access. We are taking on workforce challenges, confronting flawed payment mechanisms, and demanding greater transparency and accountability from the state. Patient access depends on a robust marketplace of providers, a market designed to meet our needs as we age, rather than one that is limited by what any one state agency or legislature can conceive.

To that end, our Public Policy team has dedicated itself to vigorously representing home care within the Master Plan for Aging framework. We see the Master Plan as a vehicle for communicating the regulatory and structural changes that home care requires to thrive. More than anything, we see the Master Plan as an opportunity to hold our lawmakers accountable. The promise of the Master Plan is to guide the state in preparing for the demographic reality that is here, now. Our promise is to find the opportunities that come with an aging society - to make sure that home care is not only a preference but a choice.

A more granular reflection on our work throughout 2023 follows. We look forward to engaging and re-engaging with you as we move past the pandemic and the transitional year that was 2023. It is starting to feel like "the new normal" is here, and it was inspiring to see so many of you in person at our conference in October! Your presence, your priorities, your voice - these are what spur us forward. Legislative and regulatory change is possible, and although those changes are often painfully slow coming, HCP is tenacious and devoted to seeing our core beliefs manifested.

I hold our members in the highest esteem. Your integrity and grit are unsurpassed, and I am proud of the care that you have delivered to New York's aging and disabled populations. I am proud of our Association which has tirelessly championed home care, and while I recognize that the challenges are daunting, your success is our true north.

President/CEO

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# THE NEW YORK STATE BUDGET 2022-2023

On New Year's Day 2023, Governor Kathy Hochul began her first term as the elected executive after a closely contested gubernatorial race against Lee Zeldin. Assembly Member Amy Paulin replaced retired Assembly Member Dick Gottfried as Assembly Health Committee Chair and appointed Mark Kissinger as her Senior Policy Advisor. She quickly earned a reputation as a champion for home care, meeting early and often with home care advocates including HCP. She crafted and advanced legislative solutions to bring stability to the industry, taking on challenges such as payment structures, reimbursements, staffing, regulatory burdens, and unfunded wage actions. After three years of pandemic restrictions, Albany once again bustled with advocates, lobbyists, school groups, and activists.

HCP's legislative priorities for the 2023 session were similarly focused on industry-wide challenges in health care. We sought to improve the workforce shortage, fight for fair reimbursements, increase transparency in the managed long-term care system, and maintain patient access to 24-hour care. Our primary goal was to ensure that home care providers received fair reimbursements that reflected state-mandated wage actions and related costs. We advocated for contractual mechanisms that would guarantee the passing through of state funding for minimum wage advancements.

## THE STATE OF THE STATE

On January 10, Governor Hochul delivered her State of the State Address to the legislature, marking the start of the 2023 legislative season. The address unveiled the governor's policy agenda for the year, which focused on housing, business, agriculture, transportation, childcare, citizen safety, education, and environmental protections. Improving state government operations and the health care system, particularly mental health care, were also prioritized.

The governor proposed indexing the state minimum wage to inflation based on the regional Consumer Price Index. Absent commensurate increases in state funding, HCP was troubled this would create another unfunded wage increase with negative financial ramifications for home care providers whose ability to pay their employees is directly tied to state investments in health care.

Also addressed in the Executive Proposal was the Medicaid Buy-in Program for Working People with Disabilities, with the governor acknowledging the high cost of home health aides for lower-income households and individuals. The program offers Medicaid coverage to people with disabilities who are working and earn more than the allowable limits for regular Medicaid. The governor pledged to submit a federal waiver proposal to expand the program and prevent beneficiaries from losing coverage if they earn income through employment. In response, home care providers emphasized that wage increases affect not only Medicaid-paid services providers but also non-Medicaid payers, including private pay consumers. We called on the governor to consider the total impact and propose

relief measures to minimize the negative consequences on patient access to care and providers' viability in the market.

The State of the State Address included a proposal to simplify the Certificate of Need process for health facilities and to invest in aging services and long-term care, focusing on empowering low-income New Yorkers to age in place, providing support for family caregivers, and improving quality in assisted living residences.



## EXECUTIVE BUDGET PROPOSAL

The 2023-24 Executive Budget Proposal, released on February 1, focused heavily on financial investments in hospitals and nursing homes while neglecting the home care sector. This imbalance is at odds with the stated goals of the governor's flagship initiative, the Master Plan for Aging. The Executive Budget Proposal is a policy statement, so it was disturbing that it entirely neglected such a large portion of the health care sector. Despite the clear desire of most New Yorkers to age in place in their homes and communities, the governor chose instead to invest in more expensive care settings.

The governor's budget proposal included three policy items related to home care, the first of which was to halt the minimum wage for home care workers at \$18.00/hour until the general minimum wage caught up, indexing it thereafter with all other minimum wages. The governor also sought Medicaid Managed Long Term Care (MLTC) reforms, focusing on performance categories for MLTCs with the goal of contracting with the minimum number of Licensed Home Care Services Agencies (LHCSA) and Fiscal Intermediaries (FI) necessary to provide care to the most enrollees. Lastly, the budget proposal eliminated Worker Wage Parity (WWP) in the Consumer Directed Personal Assistance Program (CDPAP), replacing it with a worker subsidy for health insurance through the New York State of Health.

HCP opposed all three measures. Halting the minimum wage would have rolled back advancements recognizing the importance of home care workers and increasing their earning potential. HCP advocated, instead, for a correction of the flawed implementation of previous wage actions for home care workers by correcting the payment mechanisms that allowed insurance companies to benefit from increased Medicaid spending. These funds were allocated to fund wage increases, though there has been no consistent direction to pass the money on to home care agencies who must ultimately meet their statutory wage and hour obligations to their employees. Furthermore, the budget proposal failed to address long-standing, systemic

underinvestment in home- and community-based services. HCP emphasized the need for fair reimbursements to providers, sufficient funding in the state budget, and tax relief for businesses that have incurred costs related to wage increases for home- and community-based services not reimbursed under Medicaid.

HCP recognizes that MLTC reforms are needed as part of a holistic correction to the flawed flow of home care dollars, but the governor's proposal would have resulted in fewer contracts for LHCSAs and FIs, squeezing out small agencies and providers in remote areas. HCP urged for benchmarked reimbursement rates and clear direction to pass Medicaid dollars through to providers, and for the Department of Health (DOH /the Department) to hold plans accountable for providing sufficient services and funds.

HCP opposed eliminating Worker Wage Parity in CDPAP as it would have resulted in lower take-home pay for workers in that program, and many workers would not have benefited from the health insurance subsidy. The net result would be much-needed workers fleeing the industry for better wages and benefits elsewhere.

## ONE HOUSE BUDGET BILLS

Given the disappointing policy slate presented in the governor's budget proposal, HCP's Public Policy team focused on the legislative response as both the Assembly and Senate prepared their one-house budget bills. In March, the Senate and Assembly released their own budget proposals, which rejected the governor's plan to return home care jobs to minimum wage. The Senate proposed a \$2 increase for home care workers over two years, along with protective language for home care providers. The provisions included directing DOH to apply to the Centers for Medicare and Medicaid Services (CMS) for a directed payment methodology and creating an oversight and enforcement mechanism to ensure adequate provider reimbursements. HCP encouraged the Assembly to adopt the Senate proposal, which promised to move the industry closer to financial stability. HCP was pleased that both the Senate and Assembly rejected the governor's ill-conceived MLTC reforms and the elimination of WWP from CDPAP.

Our work with the Caring Majority continued into its second year, allowing us to amplify our concerns about the unreimbursed costs of providing care while supporting a fair wage for home care workers. The collaborative advocacy efforts for fair pay and fair reimbursement garnered wide-ranging press coverage, bringing attention to legislators and the public.





Throughout the state budget process, HCP's Public Policy team and other home care advocates worked tirelessly to press for a fix to the broken home care funding mechanism. HCP's consistent messaging highlighted the necessity of tying wages to reimbursements. An article appearing in the online news outlet *In These Times* illustrated the importance of the Fair Pay for Home Care bill for New Yorkers. HCP's President/CEO Kathy Febraio was quoted in the article, emphasizing the need for accountability, and addressing structural challenges within the payment system. The article also shed light on managed long-term care plans' role in diverting state home care investments to insurance executives' pockets, leaving home care agencies to bear the cost. Overall, HCP's efforts and messaging were critical in bringing attention to the broken home care funding mechanism and advocating for a solution that ensures fair pay AND fair accountability.

To increase transparency, we advocated for the accessible publication of key data sets by the DOH, including aggregated cost reports from LHCSAs, quarterly reporting on home care service authorization and usage, and access to Health Electronic Response Data System (HERDS) survey data.

Budget negotiations between the governor and the legislature stagnated well past the April 1 due date, frustrating lawmakers and advocates alike. Multiple budget extenders bought additional negotiating time but allowed the rumor mill to run amok as most of the negotiations took place behind closed doors. News outlets reported on various issues over which the governor and legislature were at odds, including bail reform and Hochul's affordable housing initiative. The challenge for HCP was keeping lawmakers' attention on issues immediately relevant to home care like the Fair Pay Accountability Act and fixing the funding mechanism for Medicaid home care services.

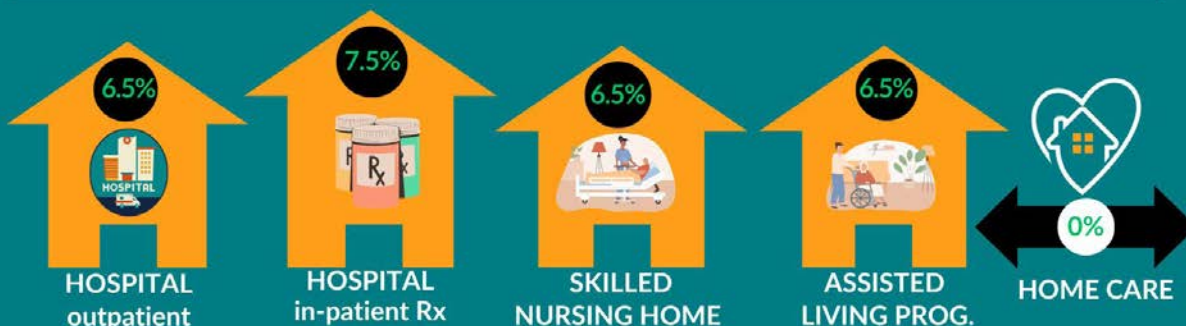
## SURPRISE BUDGET DEAL BROKERED BY 1199 SEIU

Governor Hochul's April 27, 2023, announcement of a "conceptual agreement" on the 2023-2024 State Budget came as a surprise to many, including lawmakers who had already left Albany for the weekend. The agreement signaled that a compromise had been reached on several priority issues, allowing for the printing of budget bills to begin. Additionally, HCP received intel on a purported home care wage package that had been negotiated as part of the state budget. Sources indicated that 1199/SEIU had approved a budget package that lowered WWP and redirected those savings to a subsidy for employer-sponsored health coverage, such as the National Benefit Fund for Home Care Employees.

On May 3, 2023, the Governor signed the Fiscal Year 2023-2024 budget into law, at a cost of \$229 billion - approximately \$2 billion over what she had proposed originally. The budget did not increase personal income taxes and linked minimum wage increases with inflation. Furthermore, the Medicaid Global Spending Cap was extended through Fiscal Year 2025, with savings of \$475 million from a Global Cap Index Update. Recall that the FY 2023 Enacted Budget implemented a new Global Cap index based on the five-year rolling average of the Center for Medicare and Medicaid Services (CMS) annual projections of health care spending to better account for enrollment, including specific populations, such as the aging and disabled populations. Additionally, the Health Care Reform Act (HCRA) was reauthorized until March 31, 2026, along with its related provisions and funding streams. HCRA governs hospital reimbursement methodologies and funding for various health care initiatives.

The state budget allocated a 6.5% increase in Medicaid reimbursement rates to institutional care settings such as nursing homes. However, no provisions were made to increase reimbursements to home care providers or to enhance the transparency and accountability of the MLTCs.

### Medicaid Reimbursement Rate Increases by Care Setting



# THE LEGISLATIVE SESSION AND BEYOND



## LEGISLATIVE SESSION - BLINK AND YOU MAY HAVE MISSED IT

The legislative session that was scheduled to end on June 8 came quickly on the heels of the Budget Session, which ended on May 3, 2023. With a late state budget, there was only a month for advocates to influence the legislative process. Due to the fast timeline, the legislative process was severely compressed, and the session ended without much progress. The Senate concluded its legislative work on June 10, while the Assembly returned on June 20 to consider bills that focused on local-level issues. After a tough year that was remarkable for inter-party fighting, state Democrats did not deliver on the governor's chief policy goal, neither introducing nor passing any legislation to tackle the state's affordable housing crisis. Neither were there any significant advances for the home care industry.

As was the case last year, lawmakers' attention was narrowly focused on a handful of issues that mired the legislature and the governor in a stalemate. The end of the session included passage of a bill to create a commission to study slavery's lasting impact on racial disparities in New York and to recommend remedies, passage of the Clean Slate Act, and some limited campaign finance reforms. Legislators were able to set the date for the 2024 presidential primary: April 2.

During the Legislative Session, HCP's Public Policy team provided valuable testimony in legislative hearings, met with elected officials, and continued coalition work to link wages to reimbursements. HCP members provided timely information and assistance to the team. Our advocacy on public policy issues brought increased awareness about the ongoing and systemic challenges in home care, and built strong support in the legislature, despite a disappointing end to the session. We adopted a proactive advocacy and grassroots strategy that focused on the impacts of minimum wage increases across the industry and emphasized the need for commensurate reimbursement to home care providers. We monitored legislation and provided input where we felt we could influence and inform legislative outcomes, and celebrated incremental victories along the way.

One such victory was the introduction of the Fair Pay Accountability Act, which was a result of HCP's input and strong advocacy with Assembly Health Chair Amy Paulin. The legislation defines the expenses that comprise the cost of care, creates a floor under which reimbursement rates may not drop, and creates a process for rate adjustments to meet annual wage increases. The bill was introduced in both houses and referred to the Assembly and Senate Health Committees. Since bills introduced in this session remain active in the 2024 session, we are set up for a strong start when the legislature returns in January.

## HCP Memos and Letters

*2022-2023 Legislative Session*

### Strongly Supported

HCP authored 3 Memos in Strong Support

### Supported

HCP issued 7 Memos in Support

### Signed Letters in Support

HCP signed onto 3 joint letters in support

### Opposed

HCP issued 3 Memos in Opposition

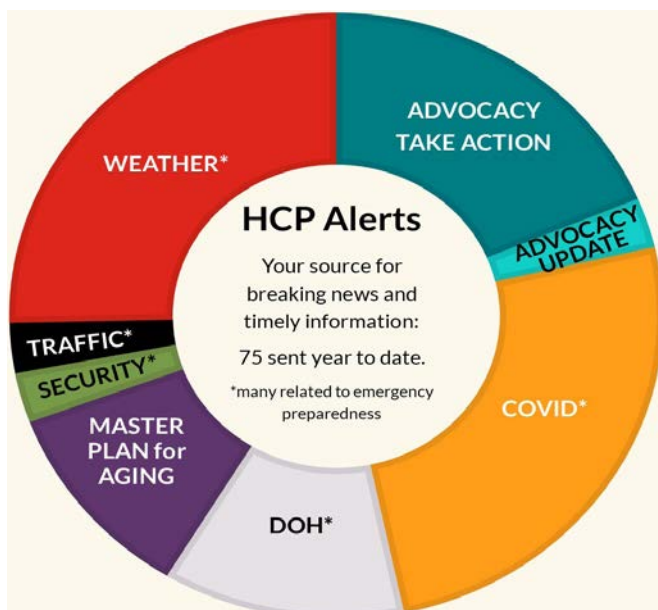


## IN THE MEANTIME, ...

HCP's Public Policy team has been busy throughout the summer and into the fall, preparing for the coming state budget fight and for implementation of the enacted FY 24 budget. We have worked assertively within the Master Plan for Aging to raise awareness of the systemic problems that have persisted in home care. Our work has helped stakeholders recognize the intricate connections that home care has with other sectors of the health care spectrum. We continue the work of building consensus around solutions to the workforce crisis, managed care funding mechanisms and underfunding, siloed and often opaque points of access to care, and regulatory burdens imposed on providers.

We continue to meet with key state officials within the Executive Chamber, the Division of the Budget, the Department of Health, and the legislature to demand significant investments in home- and community-based services to bring sustainability to our industry. The new year will be the start of reforms within the MLTC sphere, and with that comes concern for continuity of and access to care. Those members providing services through the Nursing Home Transition and Diversion or Traumatic Brain Injury Waivers will see changes even sooner if Conflict of Interest requirements aren't pushed out to allow for sufficient care transition planning.

Our work isn't done in a vacuum, as we engage stakeholders including the Managed Long Term Care Plans to work collaboratively toward a smoother implementation of the home care worker minimum wage increase coming in January. Our message is simple: if the minimum wage increase is to be successful, three things are required. Providers and plans need sufficient funding, including commensurate reimbursement rates. Timely contract amendments must be completed, ideally in the early fall. The state must provide clear, consistent instructions to all stakeholders (plans and providers) to level-set expectations.



More than anything, our policy work is informed by our members. Whether you serve on HCP's Public Policy committee or raise concerns and questions to us individually, our members are our greatest asset. Your experiences, your challenges, and your successes inform everything we do. By sharing so generously with us, our advocacy on your behalf carries greater weight; we aren't just an association representing an industry. We are advocates representing caring professionals whose businesses and employees deliver quality, cost-effective care that New Yorkers demand.

## SUMMARY AND TIMELINE

### Home Care Minimum Wage Actions Enacted in the FY 2023-24 State Budget

#### Wage Increase Delayed

The home care worker minimum wage increase originally slated for 10/1/23 is delayed until 1/1/24.

#### Wage Increases on 1/1/24

DOWNSTATE:	UPSTATE:
Increases to \$18.55/hour	Increases to \$17.55/hour

#### Wage Annually Adjusted

DOWNSTATE:	UPSTATE:
2025: \$19.20	2025: \$18.10
2026: \$19.65	2026: \$18.65

Starting in 2027, wage increases tied to inflation. Difference between home care worker min. wage and the general min. wage is capped at \$3.00/hr.

#### Worker Wage Parity Decreased by \$1.55 effective 1/1/24

NYC New WWP Rate:	LI & Westchester New WWP Rate:
\$2.54	\$1.67

Agencies with Collective Bargaining Agreements (CBA) are bound by WWP terms in CBA.



# RESTRUCTURING HCP'S CHAPTERS: A NEW ERA OF COLLABORATION

Adaptability is crucial in the ever-evolving home care industry and to address this, HCP established the Chapter Infrastructure Task Force and charged them with assessing HCP's relationship with its chapters, evaluating the impact of the pandemic, and determining if the current structure meets members' changing needs. After months of diligent work, the Task Force suggested transitioning to a regional representation governance model, which the HCP Board of Directors accepted on September 12, 2023, and HCP membership approved at the Annual Membership Meeting October 24, 2023.

## THE PROPOSED CHANGES

The Board's aim in conducting this review was to guarantee HCP's accessibility to its members, while also maximizing member involvement at the local level. To this end, the Board proposed a shift to a regional representation model of governance by means of bylaw changes, rather than continuing the structure of separately incorporated chapters.

By way of background, HCP and its five chapters are separate corporate entities bound to one another through cooperative bylaws. An organization that is a member of HCP has the opportunity to join one or more local chapters. Each chapter has a Board of Directors elected by its members and the chapter president is a member of the HCP Board of Directors, ensuring geographic representation at the state level. Additional board members are elected to the HCP board through annual elections.

The shift from a chapter model to a regional representation model means that the chapters will no longer exist as separate corporate entities, but will function as extensions of the HCP structure. This move will eliminate the associated responsibilities and costs of managing the chapters, and transfer the operation of local activities to HCP staff in collaboration with regional representatives. In addition, the election of HCP regional board members would be open to all HCP members providing services in a region, instead of being limited to dues-paying chapter members.

With the general membership approving the change, existing chapters will each vote on whether to dissolve or remain active as a separate corporate entity. However, new chapters will no longer be allowed to form. The current Board of Directors will remain until new regional elections are held in October 2024, as laid out in the revised bylaws. This will ensure continuity and stability during the transition period.

In response to member feedback, the Public Policy Committee will also be restructured to include a representative elected from each region. The HCP Board of Directors will have the flexibility to assign additional members to the committee as needed. The committee will elect its chair, who will serve on the HCP Board of Directors.

## DAY-TO-DAY IMPLICATIONS

For most members, the daily operations of local HCP activities will remain unchanged. Volunteer leaders at the local level will see more of the impact with a decrease in responsibilities without the requirements to operate the chapter as a separate corporate entity.

### In summary:

- Regions will continue to hold regular meetings, with HCP staff and Regional Officers collaborating to plan agendas and calendars.
- HCP will continue to provide updates to members at both the state and regional level fostering a culture of information sharing and collaboration among regions. Associate members will continue to be encouraged to keep HCP members informed at the regional meetings.
- Regions will not charge dues, simplifying member engagement at the local and state levels.
- Membership in a region will be determined by whether an HCP member offers services within that region. Members can participate in multiple regions if they provide services in multiple areas.
- In the absence of chapter boards of directors, local volunteers will play a crucial role in organizing meetings, local advocacy efforts, and serving on the HCP Board.

## NEXT STEPS

The process of restructuring will continue in 2024 as each chapter votes on its corporate status. Those chapters that choose to dissolve will be provided with guidance on how to manage the process. The first Regional Officers will be elected in October 2024, and the current chapter presidents will remain on the HCP board until then. Each chapter will continue to operate as governed by its bylaws until the dissolution process is complete.

## CONCLUSION

The structural change represents a fundamental shift in HCP's structure, aimed at better alignment of the organization with the evolving needs of its members. This transformative journey will bring about more streamlined communication, collaboration, and representation among regions. As HCP members embark on this journey, they are poised to usher in a new era of home care advocacy and cooperation.



# POLITICAL ACTION

The HCP PAC is a tool that funds some of the advocacy efforts of HCP by supporting legislators and political organizations that are of key importance to the home care industry. Ours was the first political action committee (PAC) in New York State dedicated solely to home care and its interests. For over 30 years, the HCP PAC has worked to develop a strong presence within the Albany political scene to ensure HCP members and the home care industry remain significant political players.

HCP Board Members Annette Horvath, Denise Tripodi, Jennifer Barnett, James Rolla, and Karen Clark made calls to our members and associate members during this year's PAC-A-Thon and did a tremendous job raising pledges for the HCP PAC totaling, just over \$4800.

## HCP PAC SUPPORTERS

### LEADER

Pledges of \$1001-\$2500

Better Home Health Care

### ADVOCATE

Pledges of \$501-\$1000

Able Body Homecare Agency  
of NY

NY Best Care Inc.

Venture Forthe

### SUPPORTER

Pledges of \$251-\$500

Always Manageable Health  
Care Services, Inc.

Emina Poricanin

Home Instead

RBC Limited

### ALLY

Pledges up to \$250

Anonymous

Accredited Aides Plus, Inc.

Caroline Casale

Karen L. Clark

Rebecca Leahy

Jacob T. Wilkins



## PAC AND ADVOCACY DAY SPONSORS

Gary Carpenter and Associates

Helping Heart at Home

Caribou

Leo D'Sa- KISIT

Nevvon

Risk Strategies

Care Connect

Reindeer

RBC Limited

Sandata

We extend our sincere gratitude to the sponsors who support our events, ensuring that the majority of our donations are used for political causes.

To learn more about the HCP PAC or to make a pledge of your own, please visit the [HCP PAC website](#).

# HCP ANNUAL AWARDS

Every year, members of HCP nominate candidates to receive one of our prestigious annual awards. The HCP Board of Directors then votes on the honorees who are recognized for their valuable contributions to the home care industry and to HCP. The awards were presented on October 26 during the HCP Management Conference and Exhibition at the Long Island Marriott in Uniondale, NY. HCP extends its congratulations to all 2023 award recipients and expresses gratitude for their unwavering commitment to HCP and the home care industry.

## THE RICHARD Z. STEINHAUS AWARD



### ***Gary P. Carpenter***

The Richard Z. Steinhaus Award is a highly esteemed accolade given by HCP to recognize individuals who have greatly influenced the field. This year, Gary P. Carpenter is the recipient of this prestigious award, in recognition of his exceptional knowledge, leadership, and steadfast support for home care.

Gary P. Carpenter, the President of Gary Carpenter & Associates, Inc., stands as a distinguished figure in healthcare consulting, particularly within the state of New York. With a career that has spanned decades, Gary has consistently demonstrated a profound understanding of the intricacies of the home care industry, making him a true expert in the field.

What sets Gary apart is his unshakable dedication to enhancing the quality and efficiency of home care services. This passion has been the driving force behind his illustrious career, which has left an indelible mark on the industry. His journey includes a pivotal role as the Vice President of Quality Care Inc., a nationwide public company specializing in home health care.

Gary's leadership extends beyond his consulting firm. He has held key positions as a Healthcare Partner at prominent firms like Holtz Rubenstein & Co., Grassi Inc., and Marcum LLP. These roles solidify his reputation as an outstanding leader in healthcare finance and management, offering valuable insights that have contributed to the industry's growth and evolution.

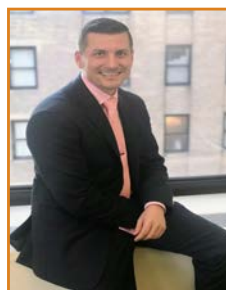
Gary's dedication to service is not confined to the corporate world. He has lent his insights and leadership to various boards, including the Visiting Nurses Association of Long Island, Allion Healthcare Inc., and the New York State Association of Health Care Providers, Inc. including four years as the Associate Representative on the board of directors. His contributions have helped shape the direction of these organizations, fostering positive change in the healthcare landscape.

In addition to his professional achievements, Gary has made an

impact on the next generation of healthcare professionals. He currently serves as a Professor of Accounting at Old Westbury College, where he continues to impart his extensive knowledge and expertise, shaping the future leaders of the healthcare industry.

The Richard Z. Steinhaus Award stands as a testament to the remarkable individuals who drive progress in the home care industry. Gary P. Carpenter is undoubtedly deserving of this honor, as his wealth of experience, thought leadership, and dedication have enriched our industry. His contributions inspire new perspectives and pave the way for a brighter future in healthcare. We extend our heartfelt congratulations to Gary P. Carpenter for dedicating his illustrious career to driving positive change within the industry, and we are honored to have him as our Richard Z. Steinhaus Award recipient.

## EDNA A. LAUTERBACH MEMBER OF THE YEAR AWARD



### ***Julian Hagmann***

In the ever evolving landscape of healthcare, there are individuals who shine brightly and dedicate their time to advancing the goals and objectives of HCP. Julian Hagmann, the 2023 Edna A. Lauterbach Member of the Year Award recipient, exemplifies this commitment to excellence.

Julian's journey toward earning this prestigious award is one marked by an unflagging commitment to education and impassioned advocacy in the field of home care.

In 2021, Julian Hagmann took on the role of HCP LI Chapter President, demonstrating his willingness to step into the breach when his predecessor couldn't complete his term. From the outset, Julian proved himself to be a dynamic leader who actively recruited and supported providers while educating chapter members on pressing industry issues.

One of Julian's standout qualities is his proactive approach to education. He quickly became well-versed in legislative procedures and concerns specific to home care. This knowledge, which he tirelessly acquires and updates, is then shared with the Long Island



Chapter. Julian's drive to educate others empowers fellow members and strengthens the collective voice advocating for home care.

Julian's advocacy for home care is not confined to boardrooms or meetings—it extends to the broader community. He is a strong and vocal advocate who is always willing to speak on behalf of the interests of home care providers and patients alike. His efforts have not gone unnoticed; he has earned the respect and gratitude of the Long Island Chapter. His colleagues and peers recognize him as a steadfast advocate who consistently goes above and beyond to represent their interests.

Julian Hagmann's commitment to advocacy extends beyond his role as HCP Long Island Chapter President. Since 2021, he has served as an HCP PAC Director, demonstrating his zeal for HCP's mission and advocacy efforts. In this capacity, he plays a vital role in shaping the direction of HCP's political advocacy, ensuring that the voice of home care providers is heard and heeded.

Julian's journey toward earning the 2023 Edna A. Lauterbach Member of the Year Award is one marked by passion, education, and staunch advocacy. His willingness to lead, educate, and advocate has strengthened the Long Island Chapter and has elevated the entire field of home care. As we celebrate Julian's achievements and his enduring dedication to advocacy, we recognize that he is not only deserving of this award but is a beacon of inspiration for all those who strive to make a meaningful impact in the healthcare industry.

## ASSOCIATE MEMBER OF THE YEAR



### **NY Best Medical**

has been bestowed with HCP's prestigious Associate Member of the Year award. This remarkable recognition comes as a testament to their outstanding service to the home care community.

NY Best Medical, a leading clinic specializing in employment physicals, has supported home care agencies and their caregivers since its inception. Their commitment to providing exceptional service, an open-door policy, and minimal wait times has set a high standard in the industry.

One of the most commendable aspects of NY Best Medical's work is its education and advocacy within the home care sector. They have gone above and beyond in supporting and empowering caregivers and home care agencies. Their efforts extend to co-creating HCP's Brooklyn Home Care Coordinators Workshop, a platform aimed at enhancing aides' knowledge and understanding of compliance requirements within the industry.

NY Best Medical's proactive involvement in the Brooklyn Home Care Coordinators Workshop has fostered the growth and development of the industry. They have actively collaborated with speakers and HCP's Director of Events and Education to ensure the success of this educational initiative. Not stopping there, they have enthusiastically promoted the event to their customers, further reinforcing their strong role in disseminating knowledge.

Furthermore, NY Best Medical has earned a reputation as a strong advocate for home care. They consistently attend numerous HCP events, where they offer their expertise and assistance to fellow professionals. Their tireless efforts extend to connecting HCP with potential members, fostering a sense of community within the industry.

In the digital age, NY Best Medical has also emerged as a social media booster, utilizing their platform to raise awareness about crucial topics related to home care. This showcases their passion for education and demonstrates their commitment to keeping caregivers and agencies well-informed.

At the heart of NY Best Medical's journey lies a deep-rooted passion for knowledge and education. This passion has driven their clinic to excellence and has had a profound impact on the home care community at large.

The Associate Member of the Year award is a testament to NY Best Medical's focus, its spirit of collaboration, and its commitment to uplifting the healthcare industry. It serves as an inspiration to all those who seek to make a meaningful difference in the world of home care.

## FOUNDERS' SPIRIT AWARD



### **James Rolla**

In the world of home care, leadership is not just about titles and positions; it's about the people who hold those roles and their deep allegiance to the industry and the individuals within it. Among those remarkable individuals is James Rolla, whose dedication and support have made a lasting mark on the home care community.

His journey toward excellence is a testament to what it truly means to deserve the Founders' Spirit Award. James' commitment to the home care industry is unparalleled. He is always ready to lend a helping hand, not only to the industry as a whole but also to individual members within it. This willingness to support and uplift others is a hallmark of a true leader—one who understands that collective success is the result of individual empowerment.

James' journey with HCP began at the Long Island Chapter, where he demonstrated his passion for home care leadership and his desire to make a difference. He eagerly volunteered for leadership positions, actively shaping the future of home care in his community. Over time, he progressed to become the Vice Chair, LHCSA, Executive Vice Chair, and now Board Chair for HCP. Additionally, he has been a part of several committees and task forces, including the Bylaws, Nominations, and Finance committees, as well as the Chapter Infrastructure Task Force and the Disaster Planning, Minimum Wage Implementation, Strategic Planning, and Managed Care Workgroups.

James' expertise in the home care field is not limited to titles and positions; it extends to an in-depth understanding of the industry's dynamics. He stays well-informed about the constant changes in the home care landscape and their impact on home care workers, patients, and providers. This knowledge is a source of empowerment that he uses to advocate for positive change.

As someone with a background in Social Work, James' advocacy efforts are deeply rooted in empathy, compassion, and empowerment. He understands the challenges faced by both home care workers and patients, and this understanding drives him to be a staunch supporter of their rights and well-being. James' tireless efforts in promoting awareness have benefited the industry while improving the lives of countless individuals.

In the journey towards deserving an award, it's not enough to hold positions and titles—it's about the impact an individual makes, the lives they touch, and the effective changes they bring to their field. Jim embodies these qualities and more. His willingness to serve, his extensive knowledge, and his advocacy make him a true champion of the home care industry and the people we serve. In honoring James with this award, HCP recognizes his achievements and his unwavering dedication to a cause larger than himself—an example to which we all aspire.

## ELECTED OFFICIAL OF THE YEAR AWARD



### **Amy Paulin**

HCP is honoring Assembly Member Amy Paulin with the Elected Official of the Year Award recognizing her outstanding contributions to advancing the home care industry and its providers' interests. Born and raised in Brooklyn, Paulin is a graduate of SUNY Albany and currently resides in

Scarsdale, New York. Throughout her life, she has demonstrated a strong commitment to public policy and community activism.

Amy Paulin has been representing a diverse constituency since 2001, including Scarsdale, Edgemont, Eastchester, Bronxville, Tuckahoe, Pelham, Pelham Manor, and parts of New Rochelle and White Plains. Her legislative track record is impressive, with over 350 of her bills becoming law.

In 2023, Paulin took on the role of Chair of the Assembly Health Committee, succeeding her mentor, Dick Gottfried. In this leadership position, she immediately began delving into the intricacies of healthcare policy, demonstrating her resolve to understand the challenges faced by the home care industry. She appointed Mark Kissinger as her Senior Policy Advisor and actively engaged with HCP to gain insight into the financial and regulatory obstacles impacting home care providers. Paulin's approach involved asking pertinent questions, providing valuable input, and seeking practical solutions.

One of the critical issues that Amy Paulin recognized was the shortage of home care workers, which was limiting families' access to essential care services. While the state had taken steps to address this by increasing wages for home care workers in recent State Budgets, these increases were not tied to higher reimbursement rates for employers. Paulin's keen understanding of this discrepancy led to her sponsorship and introduction of the Fair Pay Accountability Act. This legislation aims to rectify the funding system for home care by ensuring that provider agencies receive sufficient reimbursement from managed care plans to offer competitive compensation packages to their workers. This, in turn, would empower providers to attract and retain a workforce capable of meeting the growing demand for home care services.

The Fair Pay Accountability Act is a crucial step in addressing the systemic issues that have plagued the underfunded and destabilized home care industry for years. It ensures that the billions of state and federal dollars allocated for wage increases reach the home care agencies, allowing them to meet wage mandates effectively. The bill establishes clear criteria for reimbursement rates, sets a minimum rate threshold, and incorporates annual adjustments to enhance predictability and transparency in the rate-setting process. The bill has been introduced and is progressing through committees, remaining a top priority for HCP.

As Amy Paulin enters her second year as Chair of the Assembly Health Committee, HCP anticipates a continued and fruitful collaboration. Her commitment to accountability and her desire to serve the state's most vulnerable populations promise a brighter, more sustainable, and more accessible future for home care in New York under her leadership.



# EDUCATIONAL PROGRAMS



## COMMUNITY HEALTH CARE SERVICES FOUNDATION BECOMES NEW YORK STATE HOME CARE PROVIDERS FOUNDATION

### *A Step Forward in Demonstrating Our Vision*

On July 1, 2023, the Community Health Care Services Foundation (HCPF) was thrilled to announce a name change to the New York State Home Care Providers Foundation (HCPF). This change aligns us more closely with the New York State Association of Health Care Providers (HCP) and emphasizes our collective efforts in advancing the home care industry.

Our mission remains the same: to provide comprehensive education on behalf of the home care industry, inform and educate health care providers on issues and strategies relating to the efficient and effective provision of high-quality health care services, and facilitate and/or conduct research on issues and topics affecting providers and the services they offer.

Our new name and logo represent a unified identity between the Foundation and HCP, encompassing the values and goals of both organizations. This will help us better communicate our mission and engage with stakeholders across the industry.

We are excited to embark on this new chapter together, and we remain committed to providing high-quality education and research. All of our commitments and initiatives will continue under our new identity.

## EDUCATIONAL PROGRAMS AND EVENTS

### *2023 Home Care Forum Brings Together Providers and Industry Experts*

*February 27, 2023, Albany, NY*

The New York Home Care Providers Foundation (HCPF), the educational affiliate of HCP, hosted the Home Care Forum in Albany, NY. The forum brought together home care providers and industry experts to tackle pressing issues in the home care industry and collaborate on possible solutions.

During the forum, Assembly Member Josh Jensen and Senator Rob Rolison expressed their support for home care and discussed relevant policies. Laura Ehrich, HCP's Vice President of Public Policy, provided an update on public policy and addressed Governor Hochul's Executive Budget Proposal and HCP's stance on budget issues.

Scott Emery from MS Hall and Associates spoke about the Department of Health's 1115 waiver, which aims to improve health equity for New Yorkers, and encourages home care providers to prepare and take proactive steps. While the waiver's implementation was delayed, HCP will continue to work with industry experts and facilitate member connections for success within the waiver framework.

Valerie Bogart, Director of the Evelyn Frank Legal Resources Program at the New York Legal Assistance Group, demonstrated an online tool for the Managed Long-term Care Data Transparency Project. The tool showed how taxpayer dollars are spent on home care and revealed how different plans provide different levels and types of home care services, highlighting regional disparities. Bogart urged HCP members to advocate for better reporting and transparency, as this was the first time this important data had been made public.

The forum ended with a presentation by Madeline R. Sterling, MD, MPH, MS, from the Division of General Internal Medicine at Weill Cornell Medicine. Dr. Sterling discussed leveraging home care workers for better patient care, emphasizing the importance of keeping patients at home and highlighting the need for improved communication among home care workers and their supervisors. Her presentation showcased qualitative research findings and was both exciting and innovative.

## HOME CARE COORDINATOR WORKSHOP

*May 17, 2023, Garden City*

*June 14, 2023, Brooklyn*

Our highly-regarded Home Care Coordinator Workshop is a single-day intensive course designed to provide Coordinators and Schedulers with the necessary resources to excel in their position. This year, the program was offered in two locations - Garden City and Brooklyn.

The concentrated full-day program offers practical tools and information that coordinators and schedulers can implement immediately to improve customer satisfaction and drive business. The curriculum is tailored to address the numerous challenges that coordinators face and provide strategies to support their success while building core coordination skills.

New and experienced coordinators/schedulers, as well as coordination supervisors and managers, found the program practical and useful. The workshop was presented by Andrea Brown, RN, President/CEO of AB Coaching & Consulting. Andrea is a seasoned professional and experienced trainer and educator with over 30 years of experience in home care.

*"I have been to this event for several years and every time I attend I learn new ways to improve my workflow and better my relationships with my coworkers."*

– 2023 Home Care Coordinator Workshop Attendee

## HCP 2023 ANNUAL MANAGEMENT CONFERENCE & EXHIBITION

October 25 & 26, 2023

The HCP Management Conference & Exhibition is a crucial element of HCP's educational programming. It offers educational sessions, networking opportunities, and a vast exhibit hall with various vendors for the home care industry. The 2023 Conference selected session topics that aimed to help agencies prepare for continuous changes in the home care industry and explore new opportunities for growth and efficiency. The main sessions included the 2023 Wage and Hour Law Update, C-Suite Operational Best Practices Panel Discussion, New York's Master Plan on Aging: An Update, and Regulatory Beef & Brainstorm.

*Some additional key sessions included:*

**The AI Awakening | The Revolution in Healthcare Delivery AI for Everyone: Demystifying the Tools Transforming Healthcare**  
Ron Galloway, Researcher, Author, Data to Diagnosis: How AI Innovation Will Disrupt HealthCare

**The New OMIG Regulations – Compliance Program "Effectiveness" and Self-Disclosure Requirements |**

Michael Weiner, Partner, Glaser & Weiner and Karen Matell, Senior Counsel, Glaser & Weiner

### Federal Medicaid Initiatives and Their Impact on the Delivery of Care

Damon Terzaghi, Director of Medicaid Home and Community-Based Services, National Association for Home Care & Hospice (NAHC).

### The Home Care Workforce | Current Issues and Strategies for Success

Dr. Robert Martiniano, Senior Program Manager, Center for Health Workforce Studies

Panelists: Becky Preve, Executive Director/Association on Aging in New York and Kathy Febraio, President/CEO, HCP

## VIRTUAL AND ON-DEMAND

*In 2023, HCPF developed and presented a wide variety of outstanding virtual educational programs, including:*

- Emergency Management Forum for NYC Home Care Providers
- HCP Statewide Budget Briefing (member-only)
- Wage & Hour Webinar
- NYC EP Reporting Suspicious Activity
- HCP Statewide Budget Briefing (member-only)

In addition to individual webinars, HCPF offered the 2023 Home Care Compliance series, Blueprint for Compliance Success, presented by the esteemed Health Care Consultants RBC Limited's Trish Tulloch RN, BSN, MSN, HCS-D, Senior Consultant.

- Session 1: OMIG Compliance Updates: Optional or Mandated?
- Session 2: Survey Success
- Session 3: Simplify and Strategize
- Session 4: Emerging Industry Best Practices scheduled for December 5

## LOOKING AHEAD

Thank you to everyone who participated in HCPF's 2023 events. Looking forward to 2024, providers can expect the return of many flagship programs as well as new series and webinars.



# EMERGENCY PREPAREDNESS

## EMERGENCY MANAGEMENT

The New York State Home Care Providers Foundation (HCPF), contracts with the NYS Department of Health, Office of Health Emergency Preparedness (OHEP) and the New York City Department of Mental Health and Hygiene (DOHMH) Office of Emergency Preparedness and Response (OEPR) to advance emergency management activities in the home care sector.

## NY STATE

Despite the end of the Public Health Emergency, HCP staff remained diligent in our emergency management endeavors which are financially supported by an HCP Foundation grant through the NYS Department of Health, Office of Health Emergency Preparedness (OHEP).

### Meetings

In addition to participating in virtual monthly meetings and emergency management workshops with state officials, our attendance at regional Health Emergency Preparedness Coalition (HEPC) meetings has now moved to in-person events. This past year, HCP staff traveled to Long Island, the Hudson Valley, Syracuse, and Buffalo to represent the home care sector and bring back important updates and education to share with home care providers. These opportunities allow us to increase awareness among local emergency management teams regarding home care's needs and contributions.

### Publications

We published our last weekly COVID-19 update on March 17, 2023, three years after the start of pandemic conditions in New York State. Of course, with SARSCoV-2 now being considered endemic, we have continued to report on COVID-19 trends and clinical developments as needed.

Our coverage in the *HCP Insider* and through dozens of HCP News Alerts has helped keep home care patients safe and provides ongoing support for the agencies who serve them. With up-to-the-minute news and tips on how to cope with various threats, we make sure all agencies receive state and city announcements and add additional information and resources when available. Over the year, HCPF quickly responded to educate the home care sector about snow and heat warnings, flash flooding threats, and air quality information when wildfires were raging in Canada.

As health updates have replaced COVID-19 updates, we also report trusted infectious disease guidance on illnesses such as Mpox and West Nile virus. Respiratory viruses and vaccines to prevent them have come to the forefront, and HCPF regularly informs home care providers on clinical and regulatory developments that now stretch beyond the typical annual influenza season.

### Other Activities

HCPF is particularly involved with the Lower Hudson Valley emergency management teams, as this is a region historically engaged with the home care sector. Recently we attended the inaugural meeting of the revitalized Home Care Sector workgroup. Working as advisors to local home care agencies, the goal of this workgroup is to develop a mutual aid network. Collaboration of this type has proved critical to emergency response success in other health care industries.

Building on the completion of a two-year project to adapt the [Nursing Home Comprehensive Emergency Management Plan \(CEMP\)](#) for the home care sector, HCPF was asked to review and provide feedback regarding the online NYS CEMP training. We're pleased with the success of this project, and encourage all home care providers to take advantage of these no-cost resources.

## NEW YORK CITY ACTIVITIES

For the second year, HCPF worked with the New York City Department of Mental Health and Hygiene (DOHMH) Office of Emergency Preparedness and Response (OEPR) on projects to advance emergency management activities in the home care sector. The work was undertaken thanks to grant funding provided through the US Department of Health and Human Services (HHS) Office of the Assistant Secretary for Preparedness and Response (ASPR) Hospital Preparedness Program.

HCPF co-developed and presented two Home Care Emergency Management Forums with the Home Care Association of New York State Education and Research. The two-hour sessions covered Hazard Vulnerability Analyses and Emergency Exercises. Independently, HCPF presented a webinar outlining situational awareness and reporting suspicious behavior.

### **Home Care Emergency Management Assessment Survey**

HCPF once again partnered with the team from the Home Care Association of New York State Education and Research to develop, administer, and analyze a survey of New York City home care providers. The final report for this project is publicly available.

The goal of this targeted EM Assessment was to engage the home care sector to identify the industry's emergency management capabilities and capacities. Areas in need of improvement were then identified to drive future funding and project direction.

Compared to the prior year's survey, this project was focused on specific operational areas including training, exercises, and emergency communications. Need drives funding, and the associations and DOHMH will utilize the survey results to plan projects and home care involvement for future ASPR grant years.

Areas highlighted as deserving of future programming included Hazard Vulnerability Analyses (HVAs), training, Incident Command Systems, and emergency communications. Survey data also indicated the need for more widespread inclusion of home care providers in emergency exercises and drills, especially those involving local partners.

### **Emergency Transportation in the Home Care Sector**

HCPF's independent project under the same grant was entitled "Emergency Transportation in the Home Care Sector". HCPF conceived this unique initiative and its goals, and the project's final report is available for review.

This project brought together New York City home care providers and public and private NYC transportation providers/vendors to collaborate on emergency preparedness evacuation procedures, challenges, and areas for improvement.

The group engaged in robust discussions, and most participants viewed the experience positively and indicated an interest in continued involvement. Through shared perspectives and service gaps, it was decided that a mutual aid type of agreement would be pursued for these sectors.

### **Upcoming NYC Emergency Management Activities and Projects**

HCPF is thrilled to continue working with DOHMH during the current budget period. Note that topics have not yet been officially finalized for some of the projects described.

In addition to continuing our efforts to close the transportation gap for home care beneficiaries faced with an emergency, we are developing webinars to educate home care providers on best practices for communication and incident recovery. HCPF has the opportunity to design our own project, and we're excited to get creative as we help the home care sector better serve their patients in the realm of emergency management.

We will again present two EM Home Care Forums. One will focus on helping agencies create or perfect their Comprehensive Emergency Management Plan (CEMP) by reviewing the template developed by the associations at the state level and demonstrating the accompanying online training platform.





# SPONSOR RECOGNITION



HCPF thanks our education sponsors for their support in making valuable programs easier to produce.

◆ Annual Sponsor



# SPECIAL PROGRAMS



## HEROES IN THE HOME, CLASS OF 2023

The Heroes in the Home™ program is designed to recognize exceptional home caregivers throughout the state. These caregivers have been identified by their agency as outstanding and have gone above and beyond in their service over the past year. The program aims to encourage home care providers to offer recognition programs for exceptional caregivers.

HCP's Heroes in the Home™ Class of 2023 consisted of 147 outstanding caregivers who were acknowledged by HCP members and chapters throughout the year for their exceptional service. HCP has received numerous letters from agencies and families, praising the extraordinary impact some caregivers have had on their clients and the community. These caregivers bring health and happiness to their patients every day, and they are caring, compassionate, and reliable. They treat their clients like family and go above and beyond in all areas of service.

The honorees were recognized at the 2023 Annual Awards Luncheon at the HCP Management Conference & Exhibition and throughout November, which is National Home Care and Hospice Month. The program recognizes the outstanding work of these caregivers and encourages others to follow in their footsteps.

[Heroes in the Home™](#) Class of 2023



## EDNA A. LAUTERBACH HOME CARE SCHOLARSHIP FOR NURSES

Every Spring, the Edna A. Lauterbach Scholarship is offered to New York State Registered Nurses (RNs) or Licensed Practical Nurses (LPNs) who wish to advance their careers in home and community-based care. This year, the Scholarship Committee reviewed over thirty applications and combined all scores to determine the recipients. Phillip Alvarez from Bronx, NY was awarded \$4,400, while Jose Perpignan from Webster, NY received \$2,200 for their academic pursuits.

If you want to learn more or donate to the EAL Scholarship fund, more information is available at [www.ednascholarship.org](http://www.ednascholarship.org).





# LEGACY OF CARE® MENTORSHIP PROGRAM



## The Legacy of Care® Mentorship Program Expands to Massachusetts

The Legacy of Care® Mentorship Program expanded into Massachusetts in 2023 thanks to the efforts of the New York Home Care Providers Foundation (HCPF) and its partner, Nevvon, a leading provider of e-learning solutions for healthcare. The program is being integrated by twenty-five agencies, with funding from the Massachusetts HCBS and Human Services Workforce Grant Program, to improve workforce retention rates.

The program was developed by HCPF's team under the guidance of Kathy Febraio, President/CEO of HCP and HCPF, and had already shown significant success in a New York State pilot project. HCPF's partnership with Nevvon has been instrumental in scaling this initiative and bringing quality training on-demand to the mix.

This expansion into Massachusetts is a testament to their commitment to improving job satisfaction and retention rates within the caregiver workforce. The program aims to counter the critical workforce shortages in the homecare sector by improving retention rates and job satisfaction.

Working alongside Nevvon and the Massachusetts Foundation for Home Health, HCPF is taking tangible strides toward deploying innovative solutions on a larger scale. Tim Burgers, Associate Director of the Massachusetts Foundation, believes that the program has the potential to bring significant improvements in job satisfaction and retention rates. The HCPF's partnership with Nevvon has been instrumental in scaling this initiative and bringing quality training on-demand to the mix. By expanding into Massachusetts, HCPF is demonstrating its commitment to improving job satisfaction and retention rates within the caregiver workforce. The program aims to counter the critical workforce shortage in the homecare sector by improving retention rates and job satisfaction.

[Learn more about the Legacy of Care Mentorship Program.](#)





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## NEW YORK STATE ASSOCIATION OF HEALTH CARE PROVIDERS, INC.

20 Corporate Woods Boulevard, Albany, NY 12211

518.463.1118

[hcp@nyshcp.org](mailto:hcp@nyshcp.org) | [www.nyshcp.org](http://www.nyshcp.org)

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