

# Spa City home care expert honored

## HCP president retires, gets achievement award

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Phyllis Wang, almost singlehandedly, made the New York State Association of Health Care Providers, Inc. (HCP) into what it is today.

"I was hired [as president] on the condition that I would open an office in Albany for them, which I did over a period of months," said Wang, who started out as a volunteer with HCP 34 years ago. "I worked from my house for awhile until a location was set up. At the time it was me and a bunch of mirrors; just me, no people, and I was doing all the jobs."

Wang, of Saratoga Springs, has spent 24 years as president of HCP, a post she retired from in October. To honor the massive growth and noticeable changes she brought to HCP all those years, she was honored with a Lifetime Achievement Award the week of her retirement at the annual meeting.

"The award was a little overwhelming to me; I didn't expect that. It was very emotional to be recognized in that way because I love to talk about the industry but don't necessarily like to talk about myself," said Wang. "It's overwhelming that so many people thought so much about the work that had been done over the

years to feel by recognizing me they were recognizing the industry."

HCP is a statewide trade association that represents home and community-based providers. What started off very small in Long Island eventually grew to be one of the most respected in the state, known for its integrity and more than 500 offices, said Wang.

"We became a real association with a full professional staff and that's something I am very proud of that occurred over all those years. It took a lot of hard work because it's not an industry with a lot of money; homecare is always struggling in terms of resources," said Wang.

One of her priorities has always been to inform everyone, from the public to state legislators, about homecare because contrary to popular belief, it's not just elderly people who are affected.

"It's not just old people, we have services for chronically ill people, young disabled children, traumatic brain surgery patients, a wide variety of things that we needed to educate, not only in membership but to state agencies and the legislature," said Wang.

HCP is a trade association, meaning it does advocacy on behalf of its members.

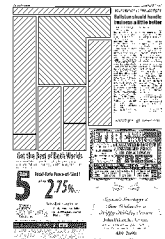
"A very important piece and many people join for that purpose, is advocacy, which means we represent the members on their

behalf at the legislative level and state agency level both in Albany and Washington DC," said Wang. "We work on issues to change, modify, eliminate and sometimes promote. We're also involved in providing education for members."

To deliver that education and information, Wang developed several newsletters.

"We had a weekly newsletter that was just the news of the week, like changes at the government level, new rules, changes in rules, all the important things that an agency needed to run a business. We also did a publication on business news, like what kind of new technology is out there, how did it impact how an agency ran, those kinds of things. We had another on education and grant opportunities for our members. We had one on insurance products for our members and did a newsletter to help members educate the legislature because every year new people are elected and it's helping them understand what home care is," said Wang.

Wang said there is still much to be addressed in the area of homecare and believes it will continue to be difficult, especially in a tough economy, but she remains confident that as long as there are people with a passion for the industry, it will be just fine.





**Phyllis Wang of Saratoga retired as president of the New York State Association of Health Care Providers, after 34 years of service. She was recently honored with a Lifetime Achievement Award.**