



It was a Good Day: When we recognized growth from within and watched a staff member turn that growth opportunity into meaningful career advancement, highlighting the true value of supporting our workforce. At VillageCare, we believe that investing in our workforce is essential in building strong teams and delivering high quality services to the residents we serve. Hilda Zegarra began working at VillageCare at 46 & Ten in 2021 as a Resident Service Associate (HHA), where she provided direct care, while developing a strong understanding of our residents' needs and daily program operations. In 2024, VillageCare at 46 & Ten participated in a workforce initiative funded through the American Rescue Plan Act (ARPA), as part of the New York State Department of Health's Assisted Living Program (ALP) Workforce Initiative. This initiative was designed to improve and support the assisted living workforce by providing training and professional development opportunities for staff impacted by the COVID-19 pandemic. Through this initiative, Hilda was afforded the opportunity to enroll in and successfully complete a Medical Administrative Assistant course at Hostos Community College, expanding her administrative and health care support skill set. Hilda's additional training combined with her hands-on experience and familiarity with residents and internal processes made her an excellent fit when a position became available in the Wellness Office in 2025. She was transitioned into the role of Wellness Office Assistant, where she supports scheduling, data entry in the electronic medical record (EMR), coordination of resident appointments, and various administrative functions that help ensure smooth daily operations. Reflecting on her journey, Hilda shared: "I started at VillageCare 46 & Ten as a Resident Service Associate and was given the opportunity to further my education which allowed me to grow professionally. I am very grateful for the support and encouragement I received, and I am proud to continue contributing to the organization in a new, meaningful way." Her transition into this role marks an important milestone in her professional and personal journey, and we are proud to join her in celebrating this achievement.

-Submitted by Sandy Freeland, SVP/Program Operations/Administrator,  
VillageCare at 46 and Ten