

ADvancing States Next Gen HCBS Leaders: 2024



Alexandra Bauman
**Navigation & Supportive
Services Director**
Iowa Department of Health
and Human Services

Alexandra Bauman, RD, LDN is the Navigation & Supportive Services Director at the Iowa Department of Health and Human Services, Division of Aging and Disability Services. She is a Registered Dietitian, and she manages the Older Americans Act programs and services for the state of Iowa, including nutrition, navigation, ADRC, and transition services. She also serves as the Director of the National Resource Center on Nutrition and Aging, a partnership with the Administration for Community Living to enhance and promote Older Americans Act nutrition programs nationwide. Her experience includes initiating innovative programming, working with partners to elevate the needs of older adults, public speaking, and strategic planning. Notably, she acquired over \$6.5 million of discretionary federal grants in her first 3 years of employment and worked with local partners to develop The Iowa Café restaurant partnership program to increase congregate nutrition participation by 100% after a 60% decline from 2010-2019. In her personal life, you can find her with her husband and son, preferably outside, playing tennis, practicing yoga, or cooking something delicious.



Edward Clark
**Aging Services Branch
Manager**
Kentucky Department for
Aging and Independent
Living

Edward Clark oversees the administration of programs and supports provided under the Older Americans Act and state funded programs that support older Kentuckians and their caregivers as well as grandparents raising grandchildren. Under his leadership, Kentucky's Aging Services branch has overseen the largest state funded appropriation to address senior nutrition including eliminating the waiting lists for meals for older adults. Edward also led Kentucky's Aging/SHIP Statewide Conference in 2023 which brought together over 200 local aging leaders to engage in 4 learning tracks. He has both directly written and obtained SHIP and MIPPA grants, as well as assisted his staff in crafting numerous additional aging services grants that the department oversees.

Edward's twenty-year career in state government has included areas of child support enforcement, community-based services through TANF administration at the local level, Medicaid policy implementation and aging services. In 2021, he was elected to serve on the SHIP Steering Committee representing Regions 3 and 4. In July 2023, he was elected to serve a one-year term as the Chair of the SHIP Steering Committee. Edward attended Sullivan University studying computer science. He resides with his husband and five children in Lexington, KY.



Dina Agngarayngay
Nurse Consultant
Hawaii Department of Human
Services

Dina C. Agngarayngay is the LTSS nurse at Med-QUEST Division, the State of Hawaii’s Medicaid agency. At Med-QUEST, she monitors and ensures that LTSS/HCBS is implemented according to the regulatory requirements of the State’s QUEST Integration (QI) Section 1115 Demonstration Waiver and Hawai’i Medicaid State Plan. Dina supports quality assurance activities related to managed care organizations’ (MCOs) implementation of LTSS/HCBS and is involved in the implementation of the HCBS Settings Final Rule and various American Rescue Plan Act (ARPA) of 2021 initiatives. She also led the final revision of the State’s Health and Functional Assessment and Health Action Plan and the trial phase of an approach to allow community healthcare workers (CHWs) to collect data for the HFA. Her other functions include participation in the state’s COVID-19 Public Health Emergency (PHE) unwinding activities, and participation in Hawai’i’s Section 1115 Demonstration Waiver renewal.

She began her career as a registered nurse in long-term care and home and community-based settings and has held administrative roles in various healthcare institutions in Hawai’i. In addition to providing direct clinical care, she has extensive understanding of the Resident Assessment Instrument (RAI) process, which includes the Minimum Data Set (MDS) assessments. She also operated a Community Care Foster Family Home, during which she gained unique insight as a HCBS provider.

Dina received her Bachelor of Science in Nursing at Mount St. Mary’s University in 2007.



Jonathan “JD” Tilford
Lead Operations and Policy Analyst
Oregon Department of
Human Services – Aging &
People with Disabilities

Jonathan “JD” Tilford is the Lead Operations and Policy Analyst for Oregon’s Medicaid Services and Supports unit. Known for his versatility and proficiency, JD strives to provide better services to Oregonians and enjoys using his skills to support the creation and modernization of long-term care programs. JD utilizes a positive and “can do” attitude to encourage those around him to succeed.

JD is an alumnus of the University of California Santa Cruz, graduating Cum Laude with a bachelor’s degree in anthropology, emphasizing in forensic science. Among his accomplishments, obtaining the rank of Eagle Scout has been one of his greater achievements and his inspiration to excel comes from his wife and daughter. JD currently lives in Southern Oregon where he enjoys the beautiful outdoors. In his free time, he traverses the mountains, coaches youth soccer, enjoys playing video games and brews beer.



Jenna Girdosky
**Operations Compliance
Officer**
Arizona Health Care Cost
Containment System

Jenna Girdosky began her career with the state of Arizona in 2017, and she has since accumulated more than six years of experience in Long-Term Services and Supports (LTSS). Jenna started as a Case Manager for the Arizona Division of Developmental Disabilities (DDD), and she was later promoted to a Case Manager Lead position. As a Case Manager Lead, Jenna assisted Arizona's aging population and individuals living with physical and developmental disabilities. Jenna then transitioned to the Arizona Health Care Cost Containment System (AHCCCS), where she served as an Arizona Long Term Care System (ALTCS) Case Management Specialist.

While at AHCCCS, Jenna was able to earn her Master of Arts in Special Education with a concentration in Applied Behavior Analysis. Upon her graduation, she transitioned to her current role as an Operations Compliance Officer for AHCCCS, where she continues to work closely with DDD. Jenna's responsibilities include monitoring programmatic compliance, drafting compliance actions, conducting operational reviews, updating policy/contract, and addressing provider/member complaints including concerns on new LTSS waivers that AHCCCS is pursuing. As a result of her specialized experience with DDD, she was selected to be the lead point of contact for stakeholder concerns related to ALTCS, specifically the DDD program brought to the attention of AHCCCS.



Julie Cortright
**Regional Aging
Representative**
Michigan Department of
Health and Human Services

Julie Cortright is a Field Representative and Program Manager for Title V Senior Community Service Employment Program (SCSEP) within the Bureau of Aging, Community Living, and Supports for the Michigan Department of Health and Human Services.

With over 15 years in both hospital and long-term care, Julie has experience in program development, strategic implementation, and collaboration. Julie holds her degree from Ferris State University and licensure as a Nursing Home Administrator. Prior to her work at the ACLS Bureau, Julie worked within the Michigan Department of Military and Veterans Affairs and was the co-lead for the VA and Substance Abuse Mental Health Administration framework that looked at innovative and community-based ways to end suicide in Service Members, Veterans, and their families.



Kristen Smith
Deputy Director
Nebraska Department of
Health and Human Services

Kristen Smith has dedicated her career to ensuring high-quality services for some of the most vulnerable Nebraskans in the developmental disabilities and mental health fields. She graduated from Nebraska Wesleyan University with a bachelor's degree in social work. Her career has flourished from a Direct Support Professional (DSP) role to executive leadership positions in quality and operations. In 2019, Kristen joined the Nebraska Department of Health and Human Services (DHHS) as the Special Populations Program Administrator with the Children and Family Services (CFS) division. After 3 years with CFS, Kristen was promoted to the Deputy Director of Eligibility, Quality, and Policy for the Division of Developmental Disabilities (DDD). She has made it her mission to make her teams feel supported and motivated to make effective changes for vulnerable populations across the state of Nebraska.



Kristina Ickes
Long Term Care Administrator
New Hampshire Department of
Health and Human Services

Kristina Ickes serves as the Administrator for Long Term Care at the New Hampshire DHHS Bureau of Elderly and Adult Services. In this role, she oversees vital long-term care programs, including Nursing Facility and the Home and Community Based 1915(C) waiver program, Choices for Independence (CFI). Prior to this position, Kristina served as the Administrator of Medicaid Third Party Liability for the New Hampshire DHHS Office of Improvement and Integrity, Administering Medicaid Third Party Liability functions, the Office of Reimbursements, HIPP and Parental Liability Units.

Before joining DHHS, Kristina held roles as Chief Information Officer and Chief Financial Officer at LifeLinks, Inc., a Massachusetts based provider organization specializing in Home and Community Based services for Developmental Services. With a background as a financial advisor, Kristina has also worked in Long Term Care planning at firms such as UBS and Merrill Lynch, where she held specialty certification in assisting families with children with disabilities. She earned a dual BA in Philosophy and Psychology from the University of Massachusetts, Lowell, and a Master of Business Administration (MBA) from the University of Phoenix.



Liz Woodward
Director, Special Initiatives
Maryland Department of Aging

Liz Woodward has been working in aging services at the local, state, and national level for 15 years. In her current role as the Director of Special Initiatives at the Maryland Department of Aging, Liz is responsible for identifying and implementing new funding and partnership opportunities that grow and streamline the Department's services. In her seven years at the Department, Liz has also served as the Long Term Services Director and the Food & Wellness Programs Coordinator. Before her time with the state, Liz managed aging and disability initiatives for the Association of Jewish Family and Children's agencies, supporting a network of 100+ Jewish family service agencies to coordinate and expand their services. Liz earned her Bachelor in Sociology with a concentration in Health Services from DePaul University and her Master in International Physical Activity and Health from Friedrich Alexander University of Erlangen-Nuremburg. In her free time, Liz likes to garden, paint, and dance with her husband and kids.



Nikki Peterson
Quality Assurance and Improvement Planner
Minnesota Department of Human Services

Nikki M. Peterson is the Quality Assurance and Improvement Planner for the Minnesota Department of Human Services' Aging and Adult Services Division (AASD). She also provides support to the Minnesota Board on Aging. Nikki leads Minnesota's Own Your Future initiative, which focuses on increasing awareness about the important, but often overlooked, need to plan for long-term care. Own Your Future also strives to help develop more affordable and suitable insurance and financial options to help middle-income Minnesotans pay for their long-term care needs. Nikki also coordinates other projects focusing on culturally appropriate access to long-term services and supports and home and community-based services across the many business areas within the Minnesota Department of Human Services. Prior to working in the aging field, Nikki worked for Minnesota's Deaf and Hard of Hearing Services' Telephone Distribution Program, which provides telephone equipment to people who are deaf, hard of hearing, deafblind, speech impaired or have a physical disability and need adaptive equipment to use the phone. She received her undergraduate degree from the University of Minnesota where she was a Community Engagement Scholar.



Rachelle Ames
Communications,
Government, and External
Relations Director
Washington Department of
Social and Health Services

Rachelle Ames is the Director of the Office of Communications, Government, and External Relations (CGER). CGER is an office within the Office of the Assistant Secretary of the Aging and Long-Term Support Administration in Washington State's Department of Social and Health Services. Rachelle has worked in long-term services and supports since 2004.

For the first ten years of Rachelle's career, she worked in an Area Agency on Aging as a Case Aide and a Case Manager providing case management services to individuals receiving Medicaid in-home services.

Since 2013, prior to becoming the Director of CGER in 2022, Rachelle has held positions at Aging and Long-Term Support Administration in the Home and Community Services division that focused on assessment and case management policy and program development and implementation.

Rachelle holds a bachelor's degree in psychology and a master's degree in public administration, with a public policy focus.



Rosalyn Karl
PACE Manager
Oklahoma Health Care
Authority

Rosalyn Karl is an Oklahoman, born and raised. In her current position Rosalyn is the lead for the Program of All-inclusive Care for the Elderly (PACE) at the Oklahoma Health Care Authority. She manages all phases of the PACE program and serves as a subject matter expert. She helps with all PACE program-related issues, inquiries, and education internally and externally. Rosalyn supports community stakeholders who show interest in becoming a PACE organization and PACE Organizations who wish to expand. PACE is administered by the state, conducted by PACE Organizations, and regulated by the Centers for Medicare and Medicaid Services (CMS). PACE provides both comprehensive medical and social services to aid frail elders ages 55 and older so they can remain safely and independently in their home and community.

Rosalyn began her career with the State of Oklahoma working for the Department of Human Services determining financial eligibility for the aged, blind, and disabled populations. She later transitioned to the Tax Equity and Fiscal Responsibility Act of 1982 (TEFRA) program to equip families and support young children who were profoundly disabled. She was given the chance to be a proponent for TEFRA by growing the program and eliminating barriers to accessing the TEFRA program. Rosalyn obtained her bachelor's degree in Sociology/Multidisciplinary Studies from the University of Oklahoma with a minor in African American Studies. She is a year shy of graduating with her Master's degree in Human and Health Services Administration from the University of Oklahoma.



Ryswick Joseph
Nursing Consultant
New Jersey Division of Aging
Services

Ryswick Joseph is a Nursing Consultant at the New Jersey Department of Human Services' Division of Aging Services. His role includes policy development, implementation, and review, as well as providing guidance, responding to out-of-state inquiries, and addressing public complaints and concerns. He collaborates with other state agencies to implement and monitor the Program of All-Inclusive Care for the Elderly (PACE) and Long-Term Services and Supports (LTSS) programs and services. In addition, responsibilities include providing guidance to managed care organizations (MCOs) on Medicaid service delivery for Managed Long-Term Services and Supports (MLTSS) and serving as the subject matter expert for the state's PACE organizations by providing technical assistance, training, and consultation to ensure proper policy implementation, address participants' needs and maintain program compliance.

Prior to his current role, Ryswick held the position of Quality Assurance Specialist for the state's PACE program, and before that he worked as a Regional Staff Nurse (RSN)/Community Choice Counselor (CCC) in the same division. As an RSN and CCC, he evaluated and assessed individuals who required assistance with their activities of daily living (ADLs) and who is in need of Medicaid services to help them maintain independent living at home or who may require long term facility placement.

Ryswick who grew up in Mercer County, New Jersey and continues to reside there. With nearly 15 years of experience as a nurse in different clinical settings, he has used his expertise to advocate for the best possible care and services for the elderly and populations in need.



Theresa Forrester
Program Manager
Louisiana Department of
Health, Office of Aging and
Adult Services

Theresa Forrester is the Statewide Program Manager of Waiver Operations within the Program Operations Division at the Louisiana Department of Health (LDH) Office of Aging and Adult Services (OAAS). She provides statewide administrative oversight for the Community Choices Waiver (CCW) and Adult Day Health Care (ADHC) waiver programs, which provide home and community based long-term care to individuals who are elderly and persons with adult-onset disabilities, as an alternative to nursing facility care. She manages a team comprised of 9 Regional waiver offices statewide which directly oversee waiver operations. She has held this position at LDH OAAS for the last 8 years while she has been employed with LDH OAAS for 12 years. Theresa's prior roles at LDH include those of Medical Certification Specialist, directly managing caseloads of waiver participants and completing annual monitoring of Support Coordination Agencies (SCAs) and as a Trainer, providing in-person training/certification on OAAS' level of care assessment tool to OAAS staff and providers. In addition to her management role, Theresa is a graduate of the LDH Leadership Academy and has recently served as a mentor for the LDH Inspirational Success Program (ISP).



Yolanda Mendoza-Miller
Social Services Program
Consultant
Georgia Division of Aging
Services

Yolanda Mendoza-Miller is the Social Services Program Consultant for the Georgia Department of Human Services, Division of Aging Services. In her role, she manages the case management program as well as a team of three program owners who oversee OAA Title III services to include IIIB in-home services (i.e., personal care and homemaker services, assistive technology, and home modification and repairs); IIIE Caregiver Services and Kinship Care Program, also known as Grandparents Raising Grandchildren; and the Senior Community Service Employment Program (SCSEP). Yolanda also monitors the Area Agencies on Aging, ensuring goals are met for these programs and the activities are executed according to policy. She earned her bachelor's degree in psychology from Clayton State University and a master's degree in Gerontology from Georgia State University. Yolanda is a native of New York. She moved to Georgia 21 years ago and, today, resides in Fairburn with her family, three dogs and two cats.

