

ADvancing States Next Gen HCBS Leaders: 2026



Carol Burt
Section Chief, Aging Services
North Carolina Division of
Aging

Carol Burt is the Aging Services Section Chief with the Division of Aging at the North Carolina Department of Health and Human Services, focused on strengthening home and community-based services so older adults and people with disabilities can age with dignity, independence, and choice. Her work centers on Older Americans Act (OAA) services, strategic planning, policy development, and performance improvement ensuring programs are sustainable, equitable, and responsive to the evolving needs of older adults. Carol collaborates with state and federal partners, Area Agencies on Aging, and community stakeholders to translate complex information into clear direction that informs policy, funding, and long-term system design.

Carol is committed to using data and evaluation to guide decisions, support accountability, and demonstrate the value of aging services. Beyond program oversight, she leads cross-functional initiatives, contributes to emergency preparedness and response efforts, and provides expertise to build cross-sector collaboration. Carol's leadership approach emphasizes collaboration, trust, and continuous improvement, and focuses on modernizing systems, strengthening the workforce, and positioning North Carolina to meet the evolving needs of older adults. The expertise she gained from working in behavioral research with the University of Michigan-Flint, Jackson State University, Shaw University, Johns Hopkins University, and as a consultant with PHC Research and Data Institute has led to data-informed initiatives, program innovation, informed policy decisions, and improved outcomes.



Verdavia Coleman-Hunter
Director of Programs
Mississippi Department of
Human Services

Verdavia Coleman-Hunter is the Director of Programs of Aging and Adult Services at the Mississippi Department of Human Services. Verdavia has over 13 years of dedicated experience in the social services field and has since pivoted her experience to serving vulnerable adults. She provides leadership and oversight for programs supporting older adults and vulnerable adults and ensures compliance and quality service delivery. Verdavia is committed to advancing program effectiveness, policy development, and client-centered service delivery.

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Brian Glennon
Home Care Waiver / Program Manager
Massachusetts Executive Office of Aging & Independence

Brian Glennon is a program manager with ten years of experience working in aging services and Home and Community-Based Services. Brian currently serves as Home Care/Waiver Program Manager at the Massachusetts Executive Office of Aging & Independence, where he oversees HCBS waiver administration, regulatory compliance, quality assurance, and cross-agency collaboration with MassHealth and CMS. Brian's work focuses on strengthening program integrity, improving data transparency, and advancing equitable, person-centered service delivery for older adults.

Previously, Brian held leadership and case management roles at South Shore Elder Services, supervising Medicaid and housing programs, mentoring staff, and supporting policy implementation at the operational level. Earlier in his career, he worked in public education as a Special Education Aide, an experience that grounded his commitment to inclusive, supportive systems.

As a father of twin girls, Brian's professional work is deeply personal. He is motivated by the responsibility to help build sustainable, high-quality public systems that support individuals and families across the lifespan.



Allison Hendrickson
Social Service Senior Administrator
Delaware Division of Services for Aging and Adults with Physical Disabilities

Allison Hendrickson is a Senior Administrator with the Delaware Department of Health and Social Services, Division of Services for Aging and Adults with Physical Disabilities, where she provides leadership for statewide Healthy Aging initiatives. In her current role as Social Service Senior Administrator, she oversees program implementation, supervises staff, and leads policy development, quality improvement, and operational planning to ensure effective, compliant, and person-centered service delivery for older adults and individuals with disabilities.

Allison brings extensive experience in program evaluation, data analysis, workforce management, and cross agency collaboration, with a strong focus on translating policy into practice. She holds a Master of Science in Administration in Human Services and a Bachelor of Arts in Human Services and will be pursuing a Doctorate in Preventative Social Science at Wilmington University. Allison has completed the Foundational Leadership in Home and Community Based Services (HCBS) program and holds an Executive Certification in Home Modification. She is committed to advancing innovative, data informed, and equitable HCBS systems that promote independence, healthy aging, and community-based living

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Nathan Lampenfeld
Special Assistant to the
Secretary
Pennsylvania Department of
Aging

Nathan Lampenfeld is a fresh but experienced health and human services professional with a passion for supporting older adults and individuals with disabilities. He possesses growing skills in qualitative and quantitative research and analysis, project and policy design and management, strategy development, and futures thinking.

Nathan serves as a Special Assistant to Pennsylvania's Secretary of Aging. He started his public service career with the Commonwealth of Pennsylvania as a William and Hannah Penn Fellow. As a Fellow, Nathan worked with the Department and Governor's Office as the content lead for the development of Aging Our Way, PA, Pennsylvania's Multisector Plan for Aging. Nathan continued his work in developing an innovative support tool for informal, unpaid caregivers.

Nathan earned a bachelor's degree from the University of Pittsburgh, majoring in biological sciences and minoring in both chemistry and studio arts. Nathan has a master's degree in health policy, also from the University of Pittsburgh. Nathan's various research interests and experiences include aging service policy and planning, strategic planning, long-term services and supports, home- and community-based services, health law, and novel pharmaceutical development.



Alyssa Matthews
Program Manager
Louisiana Department of
Health

Alyssa Matthews is a Program Manager in the Quality Section of the Louisiana Department of Health, Office of Intellectual and Developmental Disability Supports, where she supports statewide health and safety initiatives for individuals receiving Home and Community-Based Services (HCBS). She oversees critical incident reporting processes, provides technical guidance and training to staff and partner agencies, and collaborates with contractors and protective service entities to ensure timely and accurate incident resolution. Alyssa specializes in incident data monitoring, system performance evaluation, compliance reporting, and quality improvement efforts. She holds a bachelor's degree in Child and Family Studies from Louisiana State University and began her career as a case manager serving individuals with disabilities who were receiving HCBS waiver services, with additional experience in aging and disability services before advancing to a state-level manager role. She is interested in continuing to develop her leadership, management, and policy expertise within the Medicaid and disability services arena, with the goal of contributing to strategic initiatives that strengthen HCBS programs and promote participant health, safety, and independence.

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Amy Miller
Director of the Division of
Aging and Adult Protective
Services
Colorado Department of
Human Services

Amy Miller is the Director of the Division of Aging and Adult Protective Services at the Colorado Department of Human Services. In this role, she serves as a state executive leader, providing strategic oversight for all 64 county Adult Protective Services programs and 16 Area Agencies on Aging. Amy is responsible for the administration of the Older Americans Act and Adult Protective Services program delivery, ensuring that Colorado's older and at-risk adults receive high-quality, person-directed support.

Amy's leadership is defined by a "servant leadership" philosophy and a commitment to operational integrity. Amy has worked in the field of aging for nearly 20 years, with a five-year tenure at the Alzheimer's Association, where she rose to become the statewide Director of Family Services. Prior to her current appointment, she served as the Director of Adult Outpatient Services at the Jefferson Center for Mental Health, where she led a workforce of 100 employees and oversaw complex outpatient operations, rural mountain services, supported employment, and peer services programs.

A graduate of the University of Denver with an MSW focused on Late Life Challenges, Amy blends clinical expertise with executive acumen. Throughout her career, she has been a vocal advocate for fighting the stigma around mental health and developing innovative programs that address the intersection of aging, housing, and behavioral health.



Michael Peccerilli
HCBS Integration and MFP
Program Manager
Connecticut Department of
Social Services

Michael Peccerilli is a highly qualified Social Services professional with over 10 years of experience dedicated to improving service delivery, strengthening program performance, and advancing equitable outcomes for individuals and communities. Throughout his career, he has developed strong expertise in staff development, strategic analysis, problem-solving, and communication, allowing him to consistently meet complex organizational goals while supporting innovative solutions. Currently, Michael serves as the HCBS Integration Manager and Money Follows the Person (MFP) Program Manager at the Connecticut Department of Social Services. In this role, Michael oversees statewide MFP operations and leads efforts to integrate and enhance Home and Community-Based Services (HCBS) programs. Michael's work focuses on improving efficiency, maintaining compliance with federal and state requirements, and supporting person-centered outcomes for individuals receiving Long-Term Services and Supports.

A major part of Michael's role includes leading IT modernization initiatives, including the redesign of the Universal Assessment to promote consistency, equity, and improved outcomes across HCBS programs and waivers. He also serves as the business lead for Connecticut's Enterprise Care/Case Management (ECCM) system, developed in collaboration with CT METS, to strengthen care coordination and streamline workflows.

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Alana Souza
Community Access Program
Manager; Money Follows the
Person Project Director
Hawaii Department of Human
Services

Alana Iwalani Souza is a Native Hawaiian Social Worker and Community Access Program Manager with Hawai'i's Med-QUEST Division (MQD). She began her public service career with the Department of Health's Developmental Disabilities Division in 2014, serving as a Case Manager and later as a statewide Trainer supporting quality assurance and trauma-informed, person-centered care across DD/ID services. In 2020, Alana joined the Med-QUEST Division, where she now leads or co-leads several major initiatives that improve access to home- and community-based services (HCBS), including Electronic Visit Verification (EVV), self-direction, Community Integration Services+ (CIS+) and medical respite, and the Money Follows the Person/Going Home Plus (MFP/GHP) demonstration. Her work focuses on strengthening system design, fostering cross-sector partnerships, and improving transitions for individuals moving from institutions into the community. Alana also serves on the Hawai'i State Council on Developmental Disabilities, where she chairs the Health & Child & Youth Committee. Alana brings experience from acute care, long-term care, and the nonprofit sector, along with a culturally grounded leadership approach rooted in aloha, collaboration, and a belief in the dignity and autonomy of every person.



Jackie Siukola Tompkins
Master Plan for Aging (MPA)
Project Director
California Department of Aging

Jackie Siukola Tompkins is the Master Plan for Aging (MPA) Project Director at the California Department of Aging (CDA). In this role, Jackie leads statewide efforts to advance California's MPA through fostering collaborations with multi-sector partners, stakeholder advisory committees, and local age- and disability-friendly efforts. Before joining CDA, Jackie worked at the California Department of Public Health, where she focused on chronic disease prevention, obesity prevention, nutrition education, behavioral health, and substance use prevention. In addition to state government, Jackie has taught health science and gerontology courses at California State University, Sacramento. Throughout her career, Jackie has worked with diverse partners to develop strategic plans, build consensus, and drive action on health and equity priorities. Jackie's lived experience as a family caregiver inspires and informs her work to create more coordinated, navigable, and responsive systems of care for older adults, people with disabilities, and caregivers. Jackie holds a BS in Kinesiology (minor in gerontology), a Master of Public Health (MPH), and a PhD in Public Administration with a dissertation focused on building a disability-competent public health workforce. Jackie is committed to lifelong learning and maintains two professional certifications - Certified in Public Health and Master Certified Health Education Specialist.

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Jack Teters
Senior Policy Advisor
New Jersey Department of
Human Services

Jack Teters is the Aging and Disability Services senior policy advisor for the New Jersey Department of Human Services, supporting policy development and implementation in the Divisions of Aging, Disability Services, Developmental Disabilities, and Deaf and Hard of Hearing, as well as the Commission for the Blind and Visually Impaired. Prior to his work in the Department of Human Services, he worked for the Office of Governor Phil Murphy as a policy analyst and worked in the non-profit sector designing and supervising employment and college readiness programs for at-risk youth. He earned his MA in Public Policy from Rutgers in the Edward J. Bloustein School of Planning and Public Policy, and his BA in Psychology from Drew University.



Susanne Trexler
**Assistant Director of Quality
and Risk Management**
Vermont Department of
Health Access

Susanne Trexler serves as the HCBS Quality Lead for Vermont's Department of Health Access (DVHA), the state's single Medicaid Managed Care Organization. In this role, she leads Vermont's HCBS Quality Committee, collects and analyzes program performance data, and coordinates quality improvement and compliance efforts across departments.

Susanne has over a decade of experience working in HCBS, having spent six years in direct support before transitioning to public service. This foundation in frontline service delivery, combined with her family's lived experience navigating HCBS as caregivers, deeply informs her work. Susanne brings a systems thinking perspective that allows her to see the big picture while maintaining focus on the individuals and families who depend on these services. She holds a Bachelor of Science in Public Health and is an ASQ Certified Six Sigma Green Belt.

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Delia Tucker
Assistant Commissioner
New York State Office of
People with Developmental
Disabilities

Delia Tucker is an executive public sector leader with more than 25 years of experience advancing services and supports for people with intellectual and developmental disabilities (IDD) across government and nonprofit systems. She serves as Associate Commissioner of Service Access, Program Implementation and Constituent Supports at the New York State Office for People With Developmental Disabilities (OPWDD), providing executive leadership across statewide initiatives that strengthen service access, program implementation, constituent engagement, and system performance.

Delia's leadership focuses on translating policy into practice, building equitable and person-centered systems, and advancing meaningful access to Home and Community-Based Services (HCBS). She leads efforts to strengthen statewide consistency, improve the constituent experience, enhance system capacity and sustainability, and embed quality improvement into operational decision-making. Her work brings together policy, operations, and constituent collaboration to address complex system challenges and promote responsive, accountable service delivery.

Holding a Master of Public Administration, Delia is committed to developing innovative, equitable, and sustainable service systems that expand opportunities, strengthen community-based supports, and improve outcomes for people with IDD and their families.



Taesha Ward
**Director of Program and
Community Supports**
Georgia Department of
Community Health

Taesha Marion Ward is the Director of Programs and Community Supports at the Georgia Department of Community Health, where she leads critical Medicaid Long-Term Services and Supports, Money Follows the Person, and Home and Community-Based Services programs serving older adults and individuals with disabilities. In this role, she oversees waiver program operations, quality management, compliance with federal and state requirements, and cross-agency coordination to ensure programs are effective, accountable, and member-centered.

With over two decades of experience across state government, managed waiver operations, and community-based service systems, Taesha brings a strong combination of policy knowledge, operational leadership, and quality oversight expertise. She has led and supported major waiver initiatives from inception through implementation, including program monitoring, audits, quality improvement planning, CMS reporting, and waiver amendments and renewals. Her work consistently focuses on strengthening program integrity while improving outcomes for individuals receiving long term supports and services. Taesha's career reflects a sustained commitment to public service, HCBS system improvement, and leadership development. She is recognized for her ability to translate policy into practice, lead through complexity, and support teams through change.

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Jodi Winship
Director of Aging Programs
Virginia Department for
Aging and Rehabilitative
Services

Jodi Winship brings a diverse background to her role in aging services, shaped by experiences across government, healthcare, academia, and community work. Early in her career, she spent nearly a decade at the Federal Election Commission, gaining valuable experience in public service and regulatory oversight. She later pursued her passion for healthcare as an Occupational Therapist and earned a Ph.D. in Social and Behavioral Sciences to deepen her understanding of the social factors that influence health and well-being.

As faculty in the Occupational Therapy program at Virginia Commonwealth University, Jodi developed a strong interest in older adults and the importance of community-based programming. Her academic work included research on aging in place and health equity, which strengthened her commitment to advancing opportunities for older adults to live well in their communities. This passion inspired her to found Richmond Aging and Engaging, a nonprofit dedicated to supporting wellness for low-income older adults living in subsidized housing. Through this work, she witnessed firsthand the impact of accessible, community-driven initiatives on quality of life. Today, Jodi serves at the Virginia Department for Aging and Rehabilitative Services (DARS), where she oversees aging programs, collaborates on policy development, and works to expand resources for older Virginians.

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