

Elder Friendly Futures 2017

Creating the “Next Generation” System of Care: Long-Term Services and Supports Initiative of the Medicaid Transformation Project Demonstration

Susan Engels, Office Chief, State Unit on Aging

Dana Allard-Webb, Family Caregiver Support Program Manager

Kim Boon, Medicaid Alternative Care/Tailored Supports for Older Adults Program Manager
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SUSAN ENGELS

Susan Engels, CPM (Certified Public Manager): Susan’s social service career started in the field with the Area Agency on Aging (AAA) in Bellingham, WA working as a Senior Information & Assistance Specialist and then as an AAA Case Manager serving In-home Medicaid LTSS recipients. She has been with Washington State in the Aging and Long Term Support Administration HQ for the past 15 years holding positions as Quality Assurance Specialist, AAA Specialist, CARE Assessment and Service Planning, and AAA Unit Manager. Since 2011, she has been the Office Chief of the State Unit on Aging, which manages operations for the LTSS parts of Washington’s new 1115 waiver, Family Caregiver programs including use of the TCARE® assessment tool, supports the Dementia Action Collaborative working to implement WA’s Alzheimer’s State Plan, manages programs and contracts for AAA Older Americans Act programs, and Medicaid LTSS assessment & case management. In her personal life, she was a hands on family caregiver supporting her father and mother until her father’s death from Parkinson’s disease in late 2015. She continues to be a frequent support to her mother.

DANA ALLARD-WEBB

Dana Allard-Webb Program Manager of Family Caregiver Support Program: After graduating from Montana State University, Dana worked at Childhaven in Seattle where she had the opportunity to work with at risk children in a day program setting and fell in love with the field of social services. Dana worked at the Lewis Mason Thurston Area on Aging as a case manager for almost 10 years before moving on to Aging and Long-Term Support Administration in Lacey in 2013 as an Area Agency on Aging Specialist. Early this year, Dana accepted the position of Program Manager for the Family Caregiver Support Program. She is excited to coordinate the successes of our Family Caregiver Support Program with Initiative 2 in order to serve more people in Washington. Dana has lived in Washington for 30 years. She and her husband have raised two children in Western Washington and feel that they now have enough moss growing on their belongings to be able to call themselves western Washingtonians.

KIM BOON

Kim Boon, Initiative Two Program Manager: Kim began working in social services in Breckenridge, Colorado, providing (then called) food stamps and child support enforcement services. Kim later changed to aging network services in the field as a Senior Coordinator prior to moving to Washington in 1990. She started working at the Northwest Regional Council Area Agency on Aging as a planner for family caregiver services and stayed in that position for almost 3 decades. In February 2017, Kim accepted her current position with the state as the Medicaid Alternative Care (MAC) and Tailored Supports for Older Adults(TSOA) Program Manager. Kim thoroughly enjoys working with these programs and the expansion of services that they provide in Washington State. Personal Life: Kim raised two daughters in Bellingham, WA before moving to Olympia in February. She is a long distance caregiver for her father who is living with dementia in AZ and with her 5 siblings, helps their mother in Seattle as she navigates her 8th decade.