She was previously Director for the Office of Consumer Access & Self-Determination, which works in collaboration with other federal agencies to make grants to states to transform Long-Term Service & Support Systems to be more responsive to the needs of people with disabilities, older adults, and their caregivers. The Office of Consumer Access & Self-Determination administers the No Wrong Door System program (ADRC), the Veteran Directed Care program, the Lifespan Respite program, the Inclusive Community Transportation program, the Supported Decision-Making program and the Assistive Technology Act program.