

## Meaningful Consumer Engagement Webinar Series:

**William Dean, JD, MSW,**  
*Delivery System & Consumer Engagement Manager*  
**Community Catalyst**

William builds collaborative working relationships with delivery systems serving people eligible for both Medicare and Medicaid ("dual eligible"). As part of Community Catalyst's Voices for Better Health project, William assists health plans, health homes, and provider groups to develop approaches for more meaningful consumer engagement - from member meetings to consumer advisory councils to including consumers on governing boards - among its dual eligible beneficiaries.

Previously, William was the consultant to the California State Senate's Subcommittee on Aging and Long-Term Care, where he staffed legislation and conducted oversight and informational hearings on a variety of issues along the long-term care continuum. A former geriatric social worker with a focus on care management and hospice, William graduated from Boston College, Salem State University School of Social Work, and the University of the Pacific, McGeorge School of Law.

**Email:** [wdean@communitycatalyst.org](mailto:wdean@communitycatalyst.org)

## Meaningful Consumer Engagement Webinar Series:

**Erin McGaffigan, PhD**

*Community-based long-term services and supports Consultant*

Erin McGaffigan, PhD, is a consultant with extensive experience in the area of community-based long-term services and supports for elders and people with disabilities. Her expertise includes research on consumer advisory committee practices; the development of participant directed models; the creation of innovative peer support strategies; and the engagement of cross-disability advocacy groups in policy design. Ms. McGaffigan has assumed various consultant roles since 2006, including her most recent work informing the development of long-term services and support models for managed care as well as working with peer groups to develop new opportunities for peer expansion.

Prior to these roles, Ms. McGaffigan was the Public Policy Lead at Boston College's National Resource Center for Participant-Directed Services where she developed and managed the Center's public policy agenda and stakeholder engagement strategies. Ms. McGaffigan received an MS in Public Policy from the University of Massachusetts, Boston and an MSW with a concentration in Community Organization, Public Policy and Administration from Boston College. She received her PhD from the University of Massachusetts, Boston, where she focused her dissertation research on the complex factors and related outcomes of consumer engagement practices.

**Email:** [ebmcgaffigan@verizon.net](mailto:ebmcgaffigan@verizon.net)

## Meaningful Consumer Engagement Webinar Series:

**Althea McLuckie, CEO**  
*National Participant Network*

Althea McLuckie, CEO of the National Participant Network, facilitates the actions and growth of the nonprofit in collaboration with its membership of people who direct their own services and supports. After decades of experience, she understands the benefits of participants contributing to the design, implementation and quality improvement of all systems affecting their lives. Althea has physical disabilities and is the mother of a teenager who is medically fragile. They have both been enrolled in participant directed services since they were available, and Althea helped design the first state wide comprehensive waiver program in New Mexico supporting these activities, known as Mi Via. Althea continues to serve on the Mi Via Advisory Committee, and is currently the Chair of their membership task force.

**Email:** [mcluckie@wearenpn.org](mailto:mcluckie@wearenpn.org)