



The Advocate

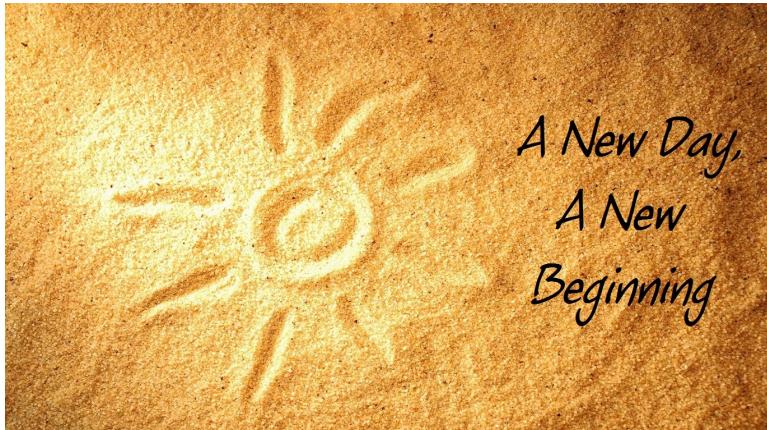


Celebrating New Beginnings on OOAR's Executive Team!

FROM THE DIRECTOR'S DESK

Lisa Lee Williams, D.Min, MaOM
Executive Director,
Office of the Ombudsman and Administrative Review

I am excited to announce that we have two new staff members on the executive team to assist with our administrative and programmatic oversight task. Imelda (Emy) Pastrano, Executive Advisor and I would like for you to Join us in welcoming Malik Shamsid-Deen, Administrative Specialist III and Lora Clubb-Powell, Executive Staff Advisor. Mr. Shamsid-Deen will be providing administrative support and oversight for office-wide tasks related to human resources, reporting, tracking and documenting our efforts. Mrs. Powell will be providing support and oversight for our programmatic initiatives such as pillar work, data analysis and trending of compliance related issues. Teamwork makes the dreamwork and together we look forward to serving the OOAR team with excellence.



Word of the Month — Transformative

(adjective) causing or able to cause an important and lasting change in someone or something (Source: Merriam-Webster dictionary)

STATE ANNOUNCEMENTS:

Daylight Savings Time starts March 13th. Spring Forward!

SUBMISSIONS — Are due on the 24th of each month to:

carolyn.vose@ky.gov



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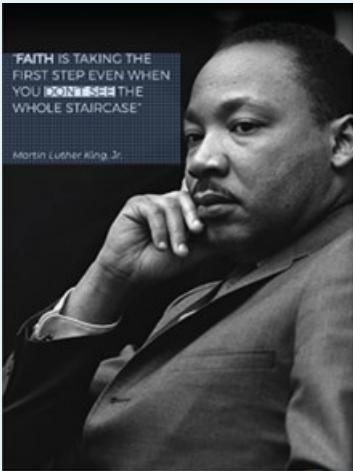
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Special points of interest

- Statewide Announcements
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[Office of the Ombudsman
and Administrative Review](#)

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Employee Spotlights: Malik Shamsid-Deen, Administrative Specialist III

The path to the Executive Director's office of the Kentucky Ombudsman's Office for Malik Shamsid-Deen has had many twists and turns. He grew up in Flint Michigan, but returned in 2000 to the Commonwealth to pursue other opportunities.

From 2008 to 2019, Malik worked as a Resident Clerk at the Auditor of Public Accounts. During that time, he pursued and obtained two degrees – an Associate's degree in Office Management (2011) and a Bachelor's degree in Interdisciplinary Studies with a concentration in Management (2013). Both were from Sullivan University in Lexington.

In 2019, Malik joined the Department for Community Based Services (DCBS) where he held several different positions, including working with the Director of Protection & Permanency. Opportunity knocked again in February 2022, when he became an Administrative Specialist III at the Ombudsman's Executive Office. Malik said he was attracted to his new job by Dr. Williams' "vision and ability to pull a team together." He added that working in Commissioner's office and with the P&P Director provided him with necessary skills to take on his new assignment. While his new position is currently evolving, he noted that Dr. Williams is concentrating on creating a strong infrastructure and procedures within the OOAR. He is also working directly with and assisting Emy Pastrano and Lora Powell.

Malik lives in Frankfort with his wife, Amber. Theirs is a modern blended family with a total of eight children, three of whom are in college.



Lora Clubb-Powell joined the Ombudsman's office on February 15, 2022 as an Executive Staff Advisor, but she is no stranger to Kentucky State Government. After completing her Associate of Arts degree at Jefferson County Technical College (2013), she became a Family Support Worker in the Oldham County DCBS office. Three years later, she moved to the DCBS Central Office in Frankfort to work for the Medical Support and Benefits Branch (MSBB), where she assisted Long Term Care (LTC) providers with eligibility issues. Later on she became the MSBB LEAD for the Kentucky Health Medicaid Initiative where she attended stakeholder meetings all over Kentucky and wrote Medicaid eligibility policy for the program. By 2020, she was the Supervisor at MSBB.

Her current position involves keeping Dr. Williams informed as a Program Manager for the various Divisions as Dr. Williams moves OOAR forward by ensuring systematic processes are in place and aligned throughout the Division. Speaking about her new position Lora said, "I am very excited to take on this role , because it allows me to continue helping people and make sure all staff and branches are providing excellent service to Kentucky's citizens."

Lora lives in Pleasureville, KY, and is married to Andy. They recently welcomed their daughter into the family on Oct. 13, 2021. Lora and her husband have a 12-year old Pomeranian named Digger, who is now their daughter's "BFF."