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Carmen Castro received her Doctor of Public Health from the University of Texas Health Science Center at Houston, School of Public Health in the Department of Management, Policy and Community Health. Her dissertation titled *An Assessment of Long-Term Services and Supports Policies for Residents of Skilled Nursing Facilities: Where We Have Been, Where Are We Now, and Where We Are Going* offers an analysis of several policy initiatives in long-term services and supports. She has dedicated most of her career to serving as an advocate for residents of long-term care facilities in Harris County, Texas which includes the City of Houston. From 2010-2017, Dr. Castro was the Managing Local Ombudsman of the Harris County Long-Term Care Ombudsman Program which is one of the largest long-term care ombudsman programs in the nation providing advocacy to residents of nearly 100 skilled nursing facilities and over 275 assisted living facilities. Under her leadership, the program expanded services to include regular visits to assisted living facilities, and the education of long-term care residents transitioning out of institutions back to the community as part of a larger federal effort to rebalance long-term services and supports away from institutions and back to the community.