



Jeffrey A. Meyers
Commissioner

Deborah D. Scheetz
Director

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF LONG TERM SUPPORTS AND SERVICES
BUREAU OF DEVELOPMENTAL SERVICES

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November 27, 2019

Chris Muns
One Sky Services
755 Banfield Rd. Suite 3
Portsmouth, NH 03801

Dear Mr. Muns,

As you and the One Sky Community Services Board know, redesignation is a fundamental aspect to the Developmental Services System and is required by State Statute RSA 171-A:18 and He-M 505.08. Per He-M 505.08(a) an area agency is required to apply to the Bureau of Developmental Services (BDS) for redesignation every five years. The Redesignation Review focused on a number of key areas: Area Agency governance, financial management, compliance with contractual and regulatory requirements and individual, family, and guardian satisfaction with Area Agency supports and services.

Based on the information gathered through the Redesignation Review process, One Sky did not meet the standard for redesignation in the following key areas:

- Area Agency Financial Condition
- Compliance with DHHS Program Certification Requirements
- Compliance with Family Centered Early Supports and Services
- Compliance with Medication Administration and Health Care Coordination
- Compliance with Employment Supports for Individuals
- Stakeholder Feedback

On June 10, 2019, One Sky was conditionally redesignated for 180 days in accordance with He-M 505.09 and submitted a corrective action plan to BDS by August 1, 2019. The corrective action plan for redesignation was reviewed on an on-going basis by BDS. Detailed information on the corrective action plan is on the Department's web site at:

<https://www.dhhs.nh.gov/dcbcs/bds/documents/oneskyremediationplan.pdf>

Given the information provided by One Sky over the course of the conditional redesignation period, BDS has determined that One Sky meets the majority of requirements set forth in the corrective action plan, with the exception of the following areas that need improvement and/or ongoing monitoring:

- Area Agency Fiscal Condition -- Is fiscally sound, manages resources effectively to support its mission, and utilizes generic community resources and proactive supports in assisting people.
- Stakeholder Feedback -- Assesses and continuously improves the quality of its services, and ensures that the recipients of services are satisfied with the services that they received.
- Compliance with DHHS Program Certification Requirements -- Complies along with its subcontractors, if applicable, with state and federal requirements.

New Hampshire Department of Health and Human Services (DHHS)
Division of Long Term Supports and Services (DLTSS)
Bureau of Developmental Services (BDS)

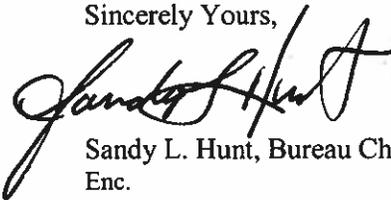
Given the number of areas that need improvement and ongoing monitoring, the Department remains concerned about the agency's ability to meet its contractual and regulatory obligations. Due to these areas of concern, the Department will be implementing increased monitoring with One Sky.

As part of this monitoring, the Department requires One Sky Community Services to deliver all remediation items attested to by the agency Board of Directors in its letters dated November 25, 2019 (see attached letters). One Sky senior management and the Board's Executive Committee must meet with BDS by January 10, 2020 to further address the agency's 1.) fiscal condition inclusive of its SFY20 operations plan and plan to become more fiscally sound given its \$1,155,743 SFY19 loss according to the draft audit report 2.) approach to continuously improve its stakeholder feedback including a specific plan to work collaboratively with one or more area agencies to ensure greater satisfaction for providers served by its business office and people served through its service coordination, 3.) engagement in planning and operationalizing the Corrective Action Plan with CMS through attendance at system wide planning meetings and the provision of data as requested by Community Support Network, Inc. and/or BDS, 4.) develop a system that results in timely and accurate provider payments as well as focuses on customer service improvements with providers, and 5.) corrective actions are incorporated in the next area plan developed by the agency after the redesignation review.

BDS will provide ongoing monitoring to ensure One Sky is in compliance with the Department's rules, contract provisions, mission statement, and the area plan. Should BDS find that One Sky is not in compliance with the Department's rules or contract provisions, the Department shall move forward with the provisions of He-M 505.06 relative to Revocation of Designation. Attached is the referenced rule He-M 505.06.

The Department will continue increased monitoring until the Department has an acceptable level of confidence in One Sky's ability to comply with He-M 505. One Sky Community Services is redesignated, with reservation, with the stipulations outlined above for the period of November 27, 2019 through September 30, 2023.

Sincerely Yours,



Sandy L. Hunt, Bureau Chief
Enc.

CC. Richard Bagley, Outgoing One Sky Board President
Bob Brown, Incoming One Sky Board President
Kerrin Rounds, Department of Health and Human Services
Chris Tappan, Department of Health and Human Services
Meredith Telus, Department of Health and Human Services
Deborah Scheetz, Division of Long Term Supports and Services



One Sky Community Services, Inc.
755 Banfield Road Suite 3
Portsmouth, NH 03801

Phone: 603-436-6111
1-800-660-4103
Fax: 603-436-4622

www.oneskyservices.org Facebook/ @oneskyservices Twitter/ @onesky_services

November 25, 2019

Deborah Scheetz
Division Director
Division of Long Term Supports and Services
105 Pleasant Street
Concord NH 03301

Dear Deb:

Thank you for your time and openness during our meeting on November 22. We appreciate all of the time and effort you and others within the Bureau of Developmental Services and Department of Health and Human Services you have committed to helping us complete the re-designation process. We look forward to continuing to support the individuals in Region VIII we have served for the past 36 years and to strengthening the relationships we have with all stakeholders in the years ahead.

Attached are the following documents:

- Attestation of the One Sky Board of Directors to the Bureau of Developmental Services to the required items included in the update you provided to us on Friday November 22, 2019. This attestation was approved by a vote of the board of directors as noted.
- One Sky's supplemental response to the specific questions relating to One Sky's Financial Condition included in the November 22 Corrective Action Plan Checklist you reviewed with us.
- A letter from Bob Brown, our current Treasurer and incoming President of our Board of Directors providing additional background and perspective on our Fiscal Year 2019 financial results.
- An updated summary of outstanding transfer requests. Of the 33 requests we have processed this year, 22 were due to the individual/family physically moving to another area.
- An updated copy of Exhibit ZZ (Employee Tenure and Turnover) which highlights that in 2019, 19 of the 43 individuals who left One Sky were employees of Futures, which we divested on July 1, 2019. Another 3 individuals were Family Managed Hires, leaving a balance of 21 One Sky Staff who left during 2019. This compares to 24 One Sky Staff who left in 2017 and 14 in 2018.

We are pulling together the information requested in Addendum A to the Remediation Checklist (Region 8 2019) provided to us on November 22, 2019 and will provide that information to you by not later than Noon tomorrow (Tuesday November 26, 2019).

Please let me know if you have any questions or if we have inadvertently omitted anything. My cell phone number is (603) 493-5775

Very truly yours,

A handwritten signature in black ink, appearing to read "Chris Muns". The signature is fluid and cursive, with a large initial "C" and "M".

Chris Muns
CEO

cc: Jeffrey Myers – Commissioner, NH Department of Health and Human Services
Sandy Hunt – Bureau Chief, Bureau of Developmental Services
Melissa St. Cyr – Chief Legal Officer
Darlene Ferguson – BDS Area Agency Liaison
Jennifer Doig – BDS Finance Administrator
Ann Driscoll – Bureau of Improvement and Integrity
Robert Brown – Incoming President, One Sky Board of Directors
Richard Bagley – Outgoing President, One Sky Board of Directors
Anna Brennan Curry – Incoming Vice President, One Sky Board of Directors
Kyle Trinward – Incoming Treasurer, One Sky Board of Directors
Vivian Winham – Secretary, One Sky Board of Directors
Other members of the One Sky Board of Directors



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November 25, 2019

Deborah Scheetz
Division Director
Division of Long Term Supports and Services
105 Pleasant Street
Concord NH 03301

Director Scheetz,

Thank you for meeting with One Sky on Friday, November 22, 2019 to review our responses to the 2019 Redesignation Review Corrective Action Plan. On behalf of the Board of Directors and the entire management team at One Sky we appreciated the open and transparent dialogue. The management team under the direction of the CEO, Chris Muns, have worked hard to develop corrective actions to the issues identified during the Redesignation Review process. Progress has been made and the team has demonstrated a disciplined commitment to executing on all the actions contained in our response. The team is committed to a continuous focus on improvement and working collaboratively with all stakeholders associated with the Area Agency system. As stated several times in the meeting on Friday, transparency and collaboration are critical to ensuring clients are served and providers are paid.

As a parent and guardian of a 31 year old woman who receives services, I appreciate the importance of the system and local access to assistance when needed. I firmly believe that the current team in place is fully committed to working to implement the corrective actions as quickly as possible and continue to build a culture of trust with all One Sky stakeholders.

I am writing to offer some perspective around the 2019 financial performance and ensure you that we at the Board are taking this seriously. We have a financial committee that meets monthly in advance of our board meeting and reviews the most recent closed financial monthly performance. We discuss a variety of issues in the meeting but focus on the YTD and monthly financial performance to budget and variances associated with specific line items of the budget. As is the case in many non-profit boards, we have a small team but review in detail the financials. 2019 posed a set of unique challenges with the departure of a long time individual who had recently been promoted to the CFO position. We acted immediately to find and hire an individual to take on the role of CFO and I believe a good job of vetting the individual was done using a professional resource. However it became clear after several weeks that the cultural fit of this new individual was proving difficult. Hiring is a challenge and clearly this was not a good fit. The individual left abruptly and provided us little or no notice on his departure. This clearly created some issues for the operation. However the team rallied and continued to function in a professional manner. The Finance Committee along with the CEO quickly took action and engaged an acting CFO to step in and assist the team. John Moran comes with

experience in the Human Services area and is currently engaged with the organization. All this background is not provided to serve as an excuse but simply to provide information.

I joined the Board of Directors in 2010 and have been an active member of the Board serving on the finance committee since 2010. I mentioned in the meeting on Friday that I thought it was important to provide context for One Sky's historical financial performance and governance. As a general statement I believe One Sky have been managed in a responsible manner with appropriate governance and oversight. In reviewing our independent audit reports from 2009 through 2018, the agency has worked hard to protect its net asset base and manage its working capital in a responsible and efficient manner. Over the period from 2009 to 2018 our current ratio has been in the range of 1.8 to 1.3 with net assets of \$2.6 million in 2009 and \$1.9 million in 2018. The agency has no long term debt and access to a \$1.5 million line of credit with Provident bank. While the agency at times has drawn on the line of credit from time to time, it does so under an approved delegation of authority and always with the expressed requirement to pay down the line immediately. That liquidity is available as needed to help ensure service to our clients and payment to our providers. Our day's cash on hand to cover expenses from 2009 to 2018 has ranged from 33 days to a low of 13 days in 2017. In 2018 our day's cash on hand was 24 days.

As the Chair of the Finance Committee I want to assure you we do not take the loss in 2019 lightly and have been working diligently to understand the root cause of the loss at a detail level so we can ensure our 2020 Operating Plan addresses the cause. We continue our efforts to fully analyze the loss but have developed our 2020 plan with specific actions to try and address key areas that have contributed to the loss.

In reviewing the detailed Statement of Functional Expenses for 2019 included in Berry Dunn's preliminary audit report, it is significant to note that the total operating cost for the agency of \$28,951,327 was \$2,436,913 higher than the same cost for 2018 of \$26,514,414. Two line items in the Statement of Functional Expenses were responsible for \$2,356,311 of the \$2,436,913. So 96.6% of that year over year expense increase came from these two line items. The specific line items and corresponding amounts are Client Treatment and Services with an increase of \$763,765 and Subcontractor Expense with an increase of \$1,592,546. All other expense line items accounted for a net combined increase year over year of \$80,602. Much of that net increase is associated with account receivable write offs.

What is important for us to all understand is that one would expect that a significant portion of the \$2,356,311 cost increase are direct costs associated with delivery of services and therefore billable. However the agency 2019 revenue of \$27,849,431 only increased year over year \$1,295,498 from the 2018 level of \$26,553,933. If we look only at Medicaid revenue the increase is a bit larger year over year (an increase of \$1,467,937 from \$24,311,091 in 2018 to \$25,779,028 in 2019) but the fundamental area of concern does not change. On a revenue increase of \$1,295,494 year over year, expenses that should be billable went up \$2,356,311.

It is also important to note that we believe the Program Service driving this increase is our Day Services program. When you compare our audit results and look at program services year over year the Day Services Program cost increase was \$1,590,157. This is an increase of 149%.

We are currently focused on reconciling all Day Service PA's for 2019 to confirm client budgets are aligned to approved PA's and that all services delivered were appropriately billed and paid.

Our 2020 Operating Plan has specific actions focused on expenses and revenue. It is focused on specific cost areas that we can address to bring 2020 performance back in line. We will continue to work on understanding the specific year over year cost increases discussed above and make appropriate adjustments to our 2020 plan as needed.

I clearly acknowledge your concerns about some of the actions contained in our 2020 plan related to the Homes we own and operate and our Rep Payee activity. It of course is not our intent to simply cut these assets or services but to focus on efforts to mitigate losses associated with them by finding more efficient and effective strategies to support them.

I am providing this narrative as a supplement to the other materials provided for the Corrective Action Plan in the Financial Remediation areas in an effort to ensure you that we take this seriously and are focused on root cause and will work collaboratively with BDS and other resources that can help us.

Director Sheetz, once again the management team is fully committed as is the board to working collaboratively and transparently with all stakeholders to strengthen the performance and delivery of One Sky. I recognize the importance of any decision made but hope you understand we are committed to working in an open manner with BDS to ensure a local presence of the Area Agency system remains in the geographic Region VIII.

Sincerely,



Robert Brown
Incoming President of the Board of Directors

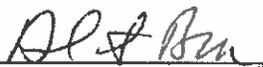
cc: Jeffrey Myers – Commissioner, NH Department of Health and Human Services
Sandy Hunt – Bureau Chief, Bureau of Developmental Services
Melissa St. Cyr – Chief Legal Officer
Darlene Ferguson – BDS Area Agency Liaison
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Anna Brennan Curry – Incoming Vice President, One Sky Board of Directors
Kyle Trinward – Incoming Treasurer, One Sky Board of Directors
Vivian Winham – Secretary, One Sky Board of Directors
Other members of the One Sky Board of Directors
Chris Muns – CEO, One Sky

**ONE SKY COMMUNITY SERVICES, INC.
ATTESTATION OF BOARD OF DIRECTORS
TO
BUREAU OF DEVELOPMENTAL SERVICES**

The Board of Directors of One Sky ("Board") hereby attests as follows to the Bureau of Development Services ("BDS"):

1. That the Board has full confidence in the One Sky Management team going forward to FY20 to resolve all areas marked as "Needing Improvement" on the pending Ongoing Monitoring Report dated November 22, 2019, in the redesignation Corrective Active Plan ("CAP") reviewed by the Board's Executive Committee and Management team with representatives of BDS on November 22, 2019.
2. This Attestation applies to all attestations requested in the CAP and specifically to (1) Action #4 on the CAP regarding timely billing and listed items, and (2) Action #5 on the CAP regarding development of fiscal manual and training of all staff and listed items.
3. The Board attests that Management shall meet with BDS on a date to be determined, pending BDS' determination on One Sky's redesignation.
4. The Board attests there are ongoing issues to be resolved which include resolving FY20 operations plan, collaborative efforts with other Area Agencies, complete and timely provider payments, and as otherwise detailed in the CAP.
5. The Executive Committee has reviewed the CAP and has advised the full Board of the status of the CAP and that this Attestation to BDS is recommended.
6. The full Board has approved this Attestation by email vote.

A true record, attest:

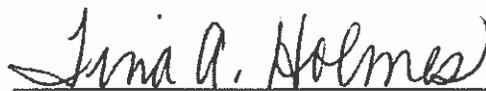


ASSISTANT SECRETARY

Name: David S. Brown, Assistant Secretary

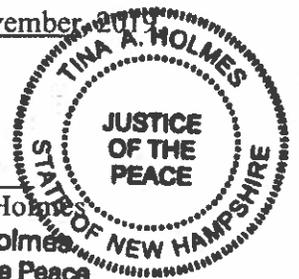
STATE OF NEW HAMPSHIRE
COUNTY OF ROCKINGHAM

The forgoing instrument was acknowledged before me this 25 day of November 2019
by David S. Brown.



Tina A. Holmes

Notary Public/Justice of the Peace: Tina A. Holmes
My Commission Expires: Tina A. Holmes
Justice of the Peace
State of New Hampshire
My Commission Expires February 20, 2024



PART He-M 505 ESTABLISHMENT AND OPERATION OF AREA AGENCIES

Statutory Authority: RSA 171-A:3; 171-A:18, I, IV

He-M 505.01 Purpose. The purpose of these rules is to define the procedures and criteria for the establishment, designation, and redesignation of area agencies, and to define their role and responsibilities.

Source. #1647, eff 10-14-80; ss by #2020, eff 5-11-82; ss by #2678, eff 4-18-84; ss by #4667, eff 8-25-89; ss by #4729, eff 1-15-90, EXPIRED: 1-15-96

New. #6871, eff 10-21-98; ss by #8728, INTERIM, eff 10-21-06, EXPIRED: 4-19-07

New. #8928, eff 6-30-07; ss by #10916, eff 8-26-15

He-M 505.02 Definitions. The words and phrases used in these rules shall mean the following, except where a different meaning is clearly intended from the context:

(a) "Acquired brain disorder" means a disruption in brain functioning that:

- (1) Is not congenital or caused by birth trauma;
- (2) Presents a severe and life-long disabling condition which significantly impairs a person's ability to function in society;
- (3) Occurs prior to age 60;
- (4) Is attributable to one or more of the following reasons:
 - a. External trauma to the brain as a result of:
 1. A motor vehicle incident;
 2. A fall;
 3. An assault; or
 4. Another related traumatic incident or occurrence;
 - b. Anoxic or hypoxic injury to the brain such as from:
 1. Cardiopulmonary arrest;
 2. Carbon monoxide poisoning;
 3. Airway obstruction;
 4. Hemorrhage; or
 5. Near drowning;
 - c. Infectious diseases such as encephalitis and meningitis;
 - d. Brain tumor;
 - e. Intracranial surgery;

- f. Cerebrovascular disruption such as a stroke;
- g. Toxic exposure; or
- h. Other neurological disorders such as Huntington's disease or multiple sclerosis which predominantly affect the central nervous system; and

(5) Is manifested by one or more of the following:

- a. Significant decline in cognitive functioning and ability; or
- b. Deterioration in:
 - 1. Personality;
 - 2. Impulse control;
 - 3. Judgment;
 - 4. Modulation of mood; or
 - 5. Awareness of deficits.

(b) "Applicant group" means a group of area citizens that has submitted the required materials to the bureau for consideration for designation as an area agency.

(c) "Area" means "area" as defined in RSA 171-A:2, I-a, namely "a geographic region established by rules adopted by the commissioner for the purpose of providing services to developmentally disabled persons."

(d) "Area agency" means "area agency" as defined in RSA 171-A:2, I-b.

(e) "Area board" means "area board" as defined in RSA 171-A:2, I-c, namely "the governing body or board of directors of an area agency."

(f) "Area plan" means a document prepared by the area agency that outlines that agency's goals, objectives, and activities pursuant to He-M 505.03 (u).

(g) "Bureau" means the bureau of developmental services of the department of health and human services.

(h) "Bureau administrator" means the chief administrator of the bureau of developmental services.

(i) "Commissioner" means the commissioner of the department of health and human services.

(j) "Conditional redesignation" means a written ruling by the commissioner pursuant to He-M 505.09 that an area agency has partially complied with the redesignation criteria listed in He-M 505.08 and that continued designation is contingent upon fulfilling the requirements established by He-M 505.

(k) "Consumer" means:

- (1) An individual;
- (2) An adult who is the mother, father, brother, sister or spouse of an individual; or
- (3) The legal guardian, other than a corporate or public guardian, of an individual.

(l) "Designation" means a written ruling by the commissioner that an applicant group has been determined to be in compliance with the eligibility requirements set forth in He-M 505.05 and has been approved as the area agency for the area.

(m) "Developmental disability" means "developmental disability" as defined in RSA 171-A:2, V, namely, "a disability:

(1) Which is attributable to an intellectual disability, cerebral palsy, epilepsy, autism, or a specific learning disability; or any other condition of an individual found to be closely related to intellectual disability as it refers to general intellectual functioning or impairment in adaptive behavior or requires treatment similar to that required for persons with an intellectual disability; and

(2) Which originates before such individual attains age 22, has continued or can be expected to continue indefinitely, and constitutes a severe handicap to such individual's ability to function normally in society."

(n) "Generic services" means services available to the general population that are not specifically designed for individuals.

(o) "Guardian" means a person appointed pursuant to RSA 463 or RSA 464-A or the parent of an individual under the age of 18 whose parental rights have not been terminated or limited by law.

(p) "Individual" means a person who has a developmental disability or acquired brain disorder.

(q) "Integrated activity" means personal interaction between persons with and without developmental disabilities or acquired brain disorders that occurs within community settings.

(r) "Integrated setting" means a setting where the majority of persons are without developmental disabilities and the primary activity is neither bureau-funded nor designed primarily for individuals.

(s) "Interim designation" means a written ruling by the commissioner pursuant to He-M 505.05 (e)(8) that an applicant group or other organization has been approved as the interim area agency until a final designation is made by the commissioner.

(t) "Mission" means the stated goals of the service system as established by the bureau or area agencies.

(u) "Region" means, when followed by a Roman numeral, the area agency in the area corresponding to the identified numeral.

Source. #1647, eff 10-14-80; ss by #2020, eff 5-11-82; ss by #2678, eff 4-18-84; ss by #4667, eff 8-25-89; ss by #4729, eff 1-15-90, EXPIRED: 1-15-96

New. #6871, eff 10-21-98; ss by #8728, INTERIM, eff 10-21-06, EXPIRED: 4-19-07

New. #8928, eff 6-30-07; ss by #10916, eff 8-26-15

He-M 505.03 Role and Responsibilities of the Area Agency.

(a) The primary responsibility of the area agency shall be to plan, establish, and maintain a comprehensive service delivery system for all individuals who are residing in the area. The area agency shall plan and provide these services according to rules promulgated by the commissioner.

(b) Pursuant to RSA 171-A:18, I, the area agency shall be the primary recipient of funds provided by the bureau for use in establishing, operating, and administering supports and services and coordinating these with existing generic services on behalf of individuals in the area. The area agency may receive funds from sources other than the bureau to assist it in carrying out its responsibilities.

(c) When possible, the area agency shall utilize generic, integrated services, rather than establish separate services for people with developmental disabilities or acquired brain disorders.

(d) Services provided by, or arranged through, an area agency shall:

- (1) Facilitate as much as possible the individual's ability to determine and arrange the services and supports he or she will receive, including the involvement of family and friends as identified by the individual;
- (2) Promote the individual's personal development and quality of life in a manner that is determined by the individual;
- (3) Meet the individual's needs in personal care, employment, and leisure activities;
- (4) Protect the individual's right to freedom from abuse, neglect, exploitation and violations of service rights pursuant to He-M 310.06(a);
- (5) Promote the individual's health and safety;
- (6) Increase the individual's participation in a variety of integrated activities and settings;
- (7) Provide opportunities for the individual to exercise personal choice, independence, and autonomy within the bounds of reasonable risks;
- (8) Enhance the individual's ability to perform personally meaningful and functional activities;
- (9) Assist the individual to acquire and maintain life skills, such as, managing a personal budget, participating in meal preparation, or traveling safely in the community;
- (10) Be provided in such a way that the individual is seen as a valued, contributing member of his or her community; and
- (11) Be in an environment or setting that promotes the person's freedom of movement, ability to make informed decisions, self-determination, and participation in the community.

(e) The area board shall establish policies and procedures for the governance and administration of the area agency and all service components of the area service delivery system. Policies shall be developed to ensure efficient and effective operation of the local service delivery system and adherence to requirements of state and federal funding sources, the area plan, and rules and contracts established by the department. Policies shall be developed to ensure that the area agency avoids any conflict of interest and any appearance of conflict of interest in its business relationships.

(f) The department shall assist area agencies in the establishment and provision of services through contract establishment, contract monitoring, consultation, technical assistance, service reviews, staff and board training, coordination with other service systems, and other means.

(g) The area agency shall be incorporated and have an established plan for governance in accordance with He-M 505.03 (h)-(l) below.

(h) The area board shall have responsibility for the entire management and control of the property and affairs of the corporation and have the powers usually vested in the board of directors of a not-for-profit corporation, except as regulated herein. This shall be stated in a set of bylaws maintained and updated by the area board.

(i) The area board shall include in its articles of incorporation and its bylaws a statement that, in the event of dissolution of the area agency or in the event that the agency is no longer designated as an area agency, disposal of all debts and obligations shall be provided for and ownership and possession of all assets and property obtained with funds granted by the department shall revert to the department so that the agency's assets can be redeployed on behalf of individuals.

(j) The area board shall include in its bylaws a provision requiring rotation of area board membership so that 1/4 of the members' terms expire each year. Said rotation shall not result in all of the consumers' terms expiring in the same year.

(k) The area board shall specify in its bylaws that the maximum consecutive period during which a board member may serve as an officer of the board shall not exceed 6 years.

(l) The area board shall specify in its bylaws a procedure by which inactive members are removed from the area board.

(m) The size and composition of the area board shall be as follows:

- (1) In all cases, the board of directors shall be composed of an uneven number of persons;
- (2) The number of persons serving as members shall be no fewer than 9 and no more than 25;
- (3) Consumers shall comprise at least 1/3 of the membership of the area board;
- (4) Members shall be representative of the agency's different consumer groups and entire area; and
- (5) Membership shall be open to all persons who reside in the area except for those excluded as follows:
 - a. Persons or the spouses of persons who are under financial contract with the area agency or any organization that is a subsidiary or affiliate of the area agency shall not be eligible for membership on the area board;
 - b. Employees or the spouses of employees of agencies that are under financial contract with the area agency shall not be eligible for membership on the area board;
 - c. Employees or the spouses of employees of the area agency shall not be eligible for membership on the area board;
 - d. Employees of the New Hampshire department of health and human services or their spouses shall not be eligible for membership on the area board; and

e. Volunteer board members or the spouses of volunteer board members of agencies or programs under contract with the area agency shall be eligible for membership on the area board but shall comprise no more than 1/3 of the board.

(n) The area board shall fill vacancies by soliciting interested persons to submit applications to the area board. Such solicitation shall be by conducting public meetings, placing public announcements in local media, and by any other means. The area board shall submit to the commissioner those applications that comply with these rules. The commissioner or his or her designee shall review and approve in writing those that comply with (m) (5) above and He-M 505.05 (d) as qualified to sit on the board.

(o) Pursuant to RSA 171-A:18, III, the area board shall appoint an executive director of the area agency. The executive director shall serve at the pleasure of the area board and as a full-time employee of the agency.

(p) The executive director shall be selected, employed, and supervised by the area board in accordance with a published job description and a competitive application procedure pursuant to the area agency's personnel policies.

(q) The executive director shall have the following experience qualifications, at a minimum:

- (1) Five years of administrative experience in human services;
- (2) If hired after the 2015 effective date of these rules, 4 years of experience in developmental services programs;
- (3) If hired before the 2015 effective date of these rules, 2 years of experience in developmental services programs; and
- (4) All or part of the developmental service experience may have been in the above administrative capacity.

(r) The executive director shall demonstrate extensive knowledge of all aspects of the fields of developmental disabilities and acquired brain disorders, including knowledge of:

- (1) Administration;
- (2) Planning;
- (3) Community networking;
- (4) Business management; and
- (5) Financial and social resources.

(s) The executive director's performance shall be evaluated annually by the area board to ensure that services are provided in accordance with the agency mission, area plan, and the department's rules, contract provisions, and mission.

(t) Pursuant to RSA 171-A:18, V, the area board shall prepare and submit to the bureau an area plan for the provision of services to individuals in the area.

(u) The area plan shall:

- (1) Clearly identify the extent to which the area agency has involved its consumers, the area family support council established pursuant to RSA 126-G:4, the general public residing in the area, and generic service agencies in the planning and provision of services for individuals;

(2) Demonstrate that services proposed by the area agency are intended to establish and maintain a comprehensive service delivery system that is:

- a. Based on the nature and extent of the service needs of individuals and their care-giving families; and
- b. Consistent with RSA 171-A and the agency's and bureau's mission statements and priorities;

(3) Be prepared for a 5-year period that coincides with the redesignation cycle identified in table 505-2;

(4) Be submitted to the commissioner for approval pursuant to (v) below; and

(5) Be reviewed by the area board every 2 years and may be amended by the area board at any time, with such amendments submitted to the commissioner for approval if:

- a. The area board proposes to change, discontinue, or expand services to individuals and their care giving families; or
- b. Amendment is necessary to reflect changes in area-wide consumer needs, legislation or in area demographics, vendors, or funding.

(v) The commissioner or his or her designee shall review area plans and amendments to area plans submitted for approval pursuant to (u) (4) and (5) above and approve those plans or amendments that are determined to comply with the agency mission and department rules and applicable state and federal legislation.

(w) The area agency shall be responsible for assuring that appropriate services are provided in accordance with RSA 171-A and the rules promulgated thereunder, including the following:

- (1) Coordination of application for services and eligibility determination process;
- (2) Service planning and coordination;
- (3) Service agreement development and monitoring;
- (4) Provision of services as prescribed in the service agreement;
- (5) Monitoring and safeguarding of rights; and
- (6) Annual assessment of satisfaction with, and review and continuous improvement of, quality of services.

(x) The area agency shall utilize all applicable federal, third party, and other public and private sources of funds to carry out its mission and responsibilities.

(y) The area agency shall not enter any merger, sale, affiliation or other substantial change in its corporate identity without the prior approval of the bureau administrator. The bureau administrator shall review any proposed merger, sale, affiliation or other substantial change in the corporate identity of an area agency. The bureau administrator shall approve such proposed changes if he or she determines that the resulting organization retains sole policy-making authority and responsibility for the area's services and such proposed changes ensure the agency can adequately carry out the responsibilities of an area agency, comply with the rules of the department, and are in the best interest of individuals residing in the area.

(z) The services for which the area agency is responsible may be provided directly by the area agency or the area agency may, pursuant to RSA 171-A:18, II, enter into agreements with persons and organizations for the provision of designated services. The area agency shall not delegate its fiscal management responsibility to any person or organization. Any agreement involving department funds, including Medicaid, entered into by the area agency for the provision of services shall be approved by the commissioner pursuant to He-M 505.03 (ab).

(aa) An area agency planning to enter into agreements pursuant to He-M 505.03 (z) shall:

(1) Notify the commissioner of such plans when the plans involve department-authorized funds; and

(2) Include in said notice a description of services to be provided, payment schedules, and reporting requirements, and assurances that the participants in the agreements agree to comply with all pertinent state and federal requirements.

(ab) The commissioner shall review the information submitted as described in (aa) above and approve those agreements that comply with department rules and applicable state and federal legislation.

(ac) The area agency shall be responsible and accountable for all area agency services whether administered directly by the area agency or provided under contracts with persons or organizations. Monitoring and evaluation of all area agency services, whether administered directly or by contract, shall be conducted by the area agency with its findings and any remedial action taken reported to the area board.

(ad) Services shall be operated in compliance with rules and contract requirements established by the department. Services shall also comply with the goals and priorities of the approved area plan.

(ae) The department shall conduct announced or unannounced reviews of area agencies and audit area agencies at least every 5 years, including all or part of any services, finances, or operations of the area agency, whether operated directly by the area agency or through contracts with persons or organizations.

Source. #1647, eff 10-14-80; ss by #2020, eff 5-11-82; ss by #2678, eff 4-18-84; ss by #4667, eff 8-25-89; ss by #4729, eff 1-15-90, EXPIRED: 1-15-96

New. #6871, eff 10-21-98; amd by #8443, eff 1-1-06; amd by #8728, INTERIM, eff 10-21-06, EXPIRED: 4-19-07

New. #8928, eff 6-30-07; ss by #10916, eff 8-26-15

He-M 505.04 Designation of Area Boundaries. Areas designated for the purpose of providing services to individuals shall be the developmental services areas specified in table 505-1, which sets forth the numerical designation of the areas and lists towns by area:

Table 505-1, INCORPORATED TOWNS AND CITIES BY AREA

Area I

Albany	Easton	Lisbon	Stark
Bartlett	Eaton	Littleton	Stewartstown
Benton	Effingham	Lyman	Stratford
Berlin	Errol	Madison	Sugar Hill
Bethlehem	Franconia	Milan	Tamworth

Brookfield	Freedom	Monroe	Tuftonboro
Carroll	Gorham	Moultonborough	Wakefield
Chatham	Hart's Location	Northumberland	Warren
Clarksville	Haverhill	Ossipee	Waterville Valley
Colebrook	Jackson	Piermont	Whitefield
Columbia	Jefferson	Pittsburg	Wolfeboro
Conway	Lancaster	Randolph	Woodstock
Dalton	Landaff	Sandwich	
Dummer	Lincoln	Shelburne	

Area II

Acworth	Dorchester	Langdon	Orford
Canaan	Enfield	Lebanon	Plainfield
Charlestown	Goshen	Lempster	Springfield
Claremont	Grafton	Lyme	Sunapee
Cornish	Grantham	Newport	Unity
Croydon	Hanover	Orange	Washington

Area III

Alexandria	Bristol	Groton	Plymouth
Alton	Campton	Hebron	Rumney
Ashland	Center Harbor	Holderness	Sanbornton
Barnstead	Ellsworth	Laconia	Thornton
Belmont	Gilford	Meredith	Tilton
Bridgewater	Gilmanton	New Hampton	Wentworth

Area IV

Allenstown	Danbury	Hopkinton	Sutton
Andover	Deering	Loudon	Warner
Boscawen	Dunbarton	Newbury	Weare
Bow	Epsom	New London	Webster
Bradford	Franklin	Northfield	Wilmot
Canterbury	Henniker	Pembroke	Windsor
Chichester	Hill	Pittsfield	
Concord	Hillsborough	Salisbury	

Area V

Alstead	Greenville	Nelson	Surry
Antrim	Hancock	New Ipswich	Swanzey
Bennington	Harrisville	Peterborough	Temple
Chesterfield	Hinsdale	Richmond	Troy
Dublin	Jaffrey	Rindge	Walpole
Fitzwilliam	Keene	Roxbury	Westmoreland
Fracestown	Lyndeborough	Sharon	Winchester
Gilsum	Marlborough	Stoddard	
Greenfield	Marlow	Sullivan	

Area VI

Amherst	Hudson	Merrimack	Nashua
Brookline	Litchfield	Milford	Wilton
Hollis	Mason	Mont Vernon	

Area VII

Auburn	Candia	Hooksett	Manchester
Bedford	Goffstown	Londonderry	New Boston

Area VIII

Brentwood	Greenland	Newfields	Portsmouth
Deerfield	Hampton	Newington	Raymond
East Kingston	Hampton Falls	Newmarket	Rye
Epping	Kensington	North Hampton	Seabrook
Exeter	Kingston	Northwood	South Hampton
Fremont	New Castle	Nottingham	Stratham

Area IX

Barrington	Lee	New Durham	Strafford
Dover	Madbury	Rochester	
Durham	Middleton	Rollinsford	
Farmington	Milton	Somersworth	

Area X

Atkinson	Derry	Pelham	Sandown
Chester	Hampstead	Plaistow	Windham
Danville	Newton	Salem	

Source. #1647, eff 10-14-80; ss by #2020, eff 5-11-82; ss by #2678, eff 4-18-84; ss by #4667, eff 8-25-89; ss by #4729, eff 1-15-90, EXPIRED: 1-15-96

New. #6871, eff 10-21-98; ss by #8443, eff 1-1-06; ss by #8928, eff 6-30-07; ss by #10916, eff 8-26-15

He-M 505.05 Area Agency Designation Procedures and Criteria.

(a) The bureau shall initiate the area agency designation process by publishing a notice in a newspaper or newspapers of area-wide distribution to convey information about:

- (1) The role and responsibilities of the area agency;
- (2) Membership on the area board; and
- (3) The area agency application and designation process, including the closing date for submission of application materials required by (c) below.

(b) Existing boards of private, non-profit agencies, including community mental health programs approved pursuant to RSA 135-C:10, may apply for designation as an area agency provided that the requirements under RSA 171-A:18, He-M 505.03 (m), and (d) below have been met.

(c) An applicant group shall submit the following area agency application materials to the bureau:

- (1) The name of the applicant group's contact person;
- (2) Written assurances of adherence to these rules;
- (3) A personal data summary for each member of the applicant group, which shall:
 - a. Contain information documenting the person's experience and knowledge as required by (d) below; and
 - b. Demonstrate that the person is not excluded from board membership pursuant to He-M 505.03 (m)(5);
- (4) A description of the unmet service needs of individuals and how the applicant group proposes to meet those service needs; and
- (5) A written proposal which shall include a line item budget and a description of all services to be provided.

(d) The members of the applicant group shall collectively demonstrate, through the submission of personal data summaries as required in (c) (3) above, experience in development and provision of services as well as knowledge of the fiscal, legal, and management issues of services and of the needs and abilities of individuals. The members of the applicant group shall have a demonstrated commitment to community-based, consumer-directed services and have the capacity to meet the needs of individuals and families.

(e) The designation process shall be as follows:

- (1) The commissioner shall solicit and consider comments from individuals, their families and other stakeholders, such as local human services, educational, or advocacy organizations, in the area as to the ability of the applicant group(s) to carry out its responsibilities as stated in He-M 505.03;
- (2) The commissioner shall review the materials submitted by each applicant group as specified in (c) above and such information as is obtained from comments as provided in (e) (1) above;
- (3) The commissioner shall select for site review the applicant group(s) that appear to be able to comply with all applicable rules;
- (4) The applicant group that is determined to be able to best comply with the rules shall receive designation as the area agency within 75 days following the date of the application deadline by the commissioner;
- (5) Designation shall be for a 5 year term, unless revoked or suspended pursuant to He-M 505.06 or He-M 505.07 or unless an agency applies for redesignation in accordance with He-M 505.08;
- (6) The commissioner shall notify each applicant group that does not receive designation of the reason why the applicant group was not designated;

(7) If there is no applicant group selected for designation in the area, the commissioner shall notify each applicant group and request that a second submission of application materials occur within 30 days following notification by the commissioner;

(8) If no applicant group in the area receives designation following the second submission of area agency application materials, the commissioner shall reinitiate the application procedure for designation of an area agency and either appoint an interim area agency to operate in the area or designate department staff to temporarily operate area agency services until a new area agency can be designated; and

(9) An applicant group denied designation by the commissioner shall have the right to appeal pursuant to He-M 505.11.

(f) An agency that has had its status as an area agency revoked in accordance with He-M 505.06 shall not be eligible to apply for designation as a successor area agency for 5 years following the date of the revocation.

(g) In cases where 2 or more areas are consolidated as a result of amendment of He-M 505.04, the commissioner shall select one area agency as the designated area agency for the new consolidated area using the criteria identified in He-M 505.08 (e)-(f). The area agency selected shall be one of the area agencies previously designated to serve the areas being consolidated.

Source. #1647, eff 10-14-80; ss by #2020, eff 5-11-82; ss by #2678, eff 4-18-84; ss by #4667, eff 8-25-89; ss by #4729, eff 1-15-90, EXPIRED: 1-15-96

New. #6871, eff 10-21-98; ss by #8443, eff 1-1-06; ss by #8928, eff 6-30-07; ss by #10916, eff 8-26-15

He-M 505.06 Revocation of Designation.

(a) The commissioner shall monitor the services provided by the area agency to assure that area agency services are operated in accordance with the department's rules, contract provisions, and mission statement, and the area plan. In the event that the commissioner determines that the area agency is not providing such services in accordance with said rules, contract, plan, or mission, the commissioner shall send a written notice to the area agency and area board specifying the nature of the deficiencies and the remedial action that is requested. Such notice shall specify when the remedial action shall be completed. All remedial action shall occur within 60 days of the date of notification.

(b) In the event that the commissioner determines that the area agency has not complied with the remedial action requested pursuant to (a) above, the commissioner shall revoke the area agency's designation.

(c) The commissioner shall issue written notice of revocation that specifies the reasons for the decision and its effective date. The effective date of the decision shall be at least 90 days from the date of said revocation notice.

(d) An area agency may request a revocation hearing in accordance with He-M 505.11.

(e) In the event that the decision to revoke designation is upheld following a revocation hearing, the commissioner shall initiate the process to select a successor area agency according to He-M 505.05.

Source. #1647, eff 10-14-80; ss by #2020, eff 5-11-82; ss by #2678, eff 4-18-84; ss by #4667, eff 8-25-89; ss by #4729, eff 1-15-90, EXPIRED: 1-15-96

New. #6871, eff 10-21-98; ss by #8728, INTERIM, eff 10-21-06, EXPIRED: 4-19-07

New. #8928, eff 6-30-07; ss by #10916, eff 8-26-15

He-M 505.07 Suspension.

(a) If the commissioner finds at any time that the health, safety, or welfare of individuals or the public is endangered by the continued operation of services by an area agency, the commissioner shall order the immediate suspension of the area agency's designation.

(b) The commissioner or his or her designee shall conduct a hearing on the suspension within 10 days of its issue. Such a hearing shall be conducted pursuant to RSA 541-A:31-36 and He-C 200, except as provided in (f) below.

(c) The department shall send a notice to the area agency specifying the reasons for the suspension and the time and place of the hearing scheduled pursuant to (b) above.

(d) Within 10 days of the hearing, the commissioner shall either revoke or reinstate the area agency's designation.

(e) The area agency may appeal the commissioner's decision to a court of competent jurisdiction.

(f) In the event that the area agency waives its right to a hearing on a decision to suspend designation, or that such decision is upheld following a hearing, the commissioner shall initiate the process to designate a successor area agency pursuant to He-M 505.05.

Source. #1647, eff 10-14-80; ss by #2020, eff 5-11-82; ss by #2678, eff 4-18-84; ss by #4667, eff 8-25-89; ss by #4729, eff 1-15-90, EXPIRED: 1-15-96

New. #6871, eff 10-21-98; ss by #8728, INTERIM, eff 10-21-06, EXPIRED: 4-19-07

New. #8928, eff 6-30-07; ss by #10916, eff 8-26-15

He-M 505.08 Redesignation.

(a) Each area agency shall apply to the bureau administrator for redesignation every 5 years. If an area agency's current designation is due to expire earlier than the scheduled redesignation in table 505-2, the current designation shall be extended to remain effective until the scheduled redesignation review is completed.

(b) Area agencies shall submit applications for redesignation 90 days prior to the expiration of its current redesignation according to table 505-2 below:

Table 505-2, Redesignation Schedule

2015 and 2020	2016 and 2021	2017 and 2022	2018 and 2023	2019 and 2024
Region III	Region VII	Region IV	Region I	Region II
Region VI	Region X	Region IX	Region VIII	Region V

(c) The application deadline for redesignation shall be September 30 of each year. Submission of an application pursuant to (b) above shall cause the area agency’s current designation to be effective until the commissioner issues a decision pursuant to (e) below.

(d) The commissioner shall consider the area agency’s past and current success in providing supports and services to individuals and their families.

(e) An area agency shall be considered successful and operating efficiently when it annually:

- (1) Demonstrates, through its services and supports, a commitment to a mission that embraces and emphasizes active community membership and inclusion for persons with disabilities;
- (2) Demonstrates, through multiple means, its commitment to individual rights, health promotion, and safety;
- (3) Provides individuals and families with information and supports to design and direct their services in accordance with their needs, preferences, and capacities and to decide who will provide them;
- (4) Involves those who use its services in area planning, system design, and development;
- (5) Assesses and continuously improves the quality of its services, and ensures that the recipients of services are satisfied with the services that they receive;
- (6) Demonstrates, through its board of directors and management team, effective governance, administration, and oversight of the area agency staff, providers, and, if applicable, subcontract agencies;
- (7) Is fiscally sound, manages resources effectively to support its mission, and utilizes generic community resources and proactive supports in assisting people;
- (8) Complies, along with its subcontractors, if applicable, with state and federal requirements; and
- (9) Achieves the goals identified in its area plan and implements the recommendations made in its previous redesignation report from the department.

(f) Approval of an area agency’s request for redesignation shall be granted if, based on the following information, the area agency is found to be in compliance with (e) (1)-(9) above:

- (1) Public comments generated by forums with the board of directors, self-advocacy groups, and the family support council regarding the area agency’s demonstrated ability to provide local services and supports to individuals and their families;
- (2) A comprehensive self-assessment of the area agency’s current abilities and past performance;
- (3) Input from a wide range of people, agencies, or groups who are either recipients, providers, or people who collaborate in the provision of services and supports;

(4) Documentation pertaining to area agency operations available in the area and at the department; and

(5) Input from department staff who have direct contact with and knowledge of area agency operations.

(g) Department staff designated by the commissioner shall issue a written report and recommend redesignation or conditional redesignation of the area agency.

(h) An area agency shall respond to any corrective action request included in a letter of redesignation within 90 days of the letter.

Source. #1647, eff 10-14-80; ss by #2020, eff 5-11-82; ss by #2678, eff 4-18-84; ss by #4667, eff 8-25-89; ss by #4729, eff 1-15-90, EXPIRED: 1-15-96

New. #6871, eff 10-21-98; amd by #8443, eff 1-1-06; ss by #8728, INTERIM, eff 10-21-06, EXPIRED: 4-19-07

New. #8928, eff 6-30-07; ss by #10916, eff 8-26-15

He-M 505.09 Conditional Redesignation.

(a) If the area agency fails to meet the redesignation criteria specified in He-M 505.08, the commissioner shall redesignate the area agency on a conditional basis for a period of time not to exceed 180 days.

(b) The commissioner shall specify, in writing, conditions and time frames that shall be met by the area agency in order to be eligible for redesignation.

(c) Department staff designated by the bureau administrator shall review and issue a written report regarding the area agency's progress toward compliance with the conditions identified pursuant to He-M 505.09 (b).

(d) At least 2 weeks prior to the expiration of the conditional redesignation, the commissioner shall:

(1) Approve the application for redesignation, effective as of the date of conditional redesignation, if all conditions have been met within the required time frame; or

(2) Deny the application for redesignation if all conditions have not been met within the required time frame.

(e) Any corrective action not fully completed at the time an application for redesignation is approved in accordance with (d) (1) above shall be incorporated in the next area plan developed by the area agency after the redesignation review.

Source. #1647, eff 10-14-80; ss by #2020, eff 5-11-82; ss by #2678, eff 4-18-84; ss by #4667, eff 8-25-89; ss by #4729, eff 1-15-90, EXPIRED: 1-15-96

New. #6871, eff 10-21-98; ss by #8728, INTERIM, eff 10-21-06, EXPIRED: 4-19-07

New. #8928, eff 6-30-07; ss by #10916, eff 8-26-15

He-M 505.10 Denial of Redesignation.

(a) In those cases where the commissioner denies an application for redesignation, the commissioner shall notify the area agency in writing of the decision. Such a notice shall specify the reasons for the decision and its effective date. The effective date of the decision shall be at least 90 days from the date of the notice of denial. The area agency shall have 20 days following the date of the notice to request a hearing on the denial in accordance with He-M 505.11.

(b) In the event that a hearing request is not made or the denial is upheld following a hearing, the commissioner shall initiate the process to designate a successor area agency as outlined in He-M 505.05.

Source. #1647, eff 10-14-80; ss by #2020, eff 5-11-82; ss by #2678, eff 4-18-84; ss by #4667, eff 8-25-89; ss by #4729, eff 1-15-90, EXPIRED: 1-15-96

New. #6871, eff 10-21-98; ss by #8728, INTERIM, eff 10-21-06, EXPIRED: 4-19-07

New. #8928, eff 6-30-07; ss by #10916, eff 8-26-15

He-M 505.11 Hearings.

(a) An area agency may request a hearing regarding a denial of designation or redesignation or revocation of designation.

(b) A request for hearing shall be submitted to the commissioner in writing within 20 days following the date of the notification of denial or revocation.

(c) The commissioner or his or her designee shall conduct a hearing in accordance with the procedures set forth in He-C 200 within 30 days of receipt of a request.

(d) Within 10 days of the hearing, the commissioner shall grant or deny an application for designation or redesignation or revoke or reinstate an area agency's designation.

(e) The area agency may appeal the commissioner's decision to a court of competent jurisdiction.

Source. #1647, eff 10-14-80; ss by #2020, eff 5-11-82; ss by #2678, eff 4-18-84; ss by #4667, eff 8-25-89; ss by #4729, eff 1-15-90, EXPIRED: 1-15-96

New. #6871, eff 10-21-98; ss by #8728, INTERIM, eff 10-21-06, EXPIRED: 4-19-07

New. #8928, eff 6-30-07; ss by #10916, eff 8-26-15

He-M 505.12 Designation of Successor Area Agency.

(a) If the commissioner or designee upholds the denial of designation or redesignation, suspension of designation, or revocation, the commissioner shall initiate the process described in He-M 505.05 to designate a successor area agency.

(b) Pursuant to RSA 171-A:18, VII, the department shall assume all or any part of the responsibilities of the area agency at any time during which an area agency is not designated.

(c) Following the revocation of an area agency's designation, the department shall operate the services directly, enter a contract with the agency for provision of certain services, or enter into contracts

with other area agencies to ensure the needs of individuals are met by service providers that have the capacity to provide high quality services pending the selection of a successor area agency.

Source. #1647, eff 10-14-80; ss by #2020, eff 5-11-82; ss by #2678, eff 4-18-84; ss by #4667, eff 8-25-89; ss by #4729, eff 1-15-90, EXPIRED: 1-15-96

New. #6871, eff 10-21-98; ss by #8728, INTERIM, eff 10-21-06, EXPIRED: 4-19-07

New. #8928, eff 6-30-07; ss by #10916, eff 8-26-15

He-M 505.13 Waivers.

(a) An applicant, area agency, provider agency, individual, guardian, or provider may request a waiver of specific procedures outlined in He-M 505 by completing and submitting the form titled "NH Bureau of Developmental Services Waiver Request" (September 2013 edition) in accordance with (b) and (c) below.

(b) A completed waiver request form shall be signed by the area agency's executive director or designee recommending approval of the waiver.

(c) A waiver request shall be submitted to:

Office of Client and Legal Services
Hugh J. Gallen State Office Park
105 Pleasant Street, Main Building
Concord, NH 03301

(d) No provision or procedure prescribed by statute shall be waived.

(e) The request for a waiver shall be granted by the commissioner or his or her designee within 30 days if the alternative proposed by the requesting entity meets the objective or intent of the rule and it:

- (1) Does not negatively impact the health or safety of the individual(s); and
- (2) Does not affect the quality of services to individuals.

(f) Upon receipt of approval of a waiver request, the requesting entity's subsequent compliance with the alternative provisions or procedures approved in the waiver shall be considered compliance with the rule for which waiver was sought.

(g) Waivers shall be granted in writing for a specific duration not to exceed 5 years except as in (h) and (j) below.

(h) Those waivers which relate to other issues relative to the health, safety or welfare of individuals that require periodic reassessment shall be effective for the current designation period only.

(i) Any waiver shall end with the closure of the related program or service.

(j) A requesting entity may request a renewal of a waiver from the bureau. Such request shall be made at least 90 days prior to the expiration of a current waiver.

Source. #6871, eff 10-21-98; ss by #8728, INTERIM, eff 10-21-06, EXPIRED: 4-19-07

New. #8928, eff 6-30-07; ss by #10916, eff 8-26-15

