



January 6, 2024

Melissa Hardy  
Director, Division of Long Term Supports and Services (DLTSS)  
New Hampshire Department of Health and Human Services  
105 Pleasant Street  
Concord, NH 03301

Via Email: [Melissa.A.Hardy@dhhs.nh.gov](mailto:Melissa.A.Hardy@dhhs.nh.gov)

Re: AN INVITATION TO JOIN THE QUALITY COUNCIL TO DISCUSS THE IMPACT OF WORKFORCE SHORTAGES ON THE SERVICE DELIVERY SYSTEM.

Dear Ms. Hardy,

In the month of October, the Quality Council had the opportunity to review the status of the waitlist, as well as the statistics related to individuals who are currently under-served or not served at all largely due to workforce shortages. This data was provided through the power point slide deck that was also shared with the DHHS Oversight Committee that month. The detail of the report was helpful, but also of concern to the Quality Council due to the high percentages of individuals under-served or currently not served.

This letter from the Quality Council serves as a request for your participation in an upcoming meeting of the Quality Council to provide information on how the Bureau of Developmental Services intends to mitigate the impact of workforce shortages. The Quality Council seeks to know what efforts are currently underway to bolster and grow the Direct Support Professional workforce. Additionally, the Quality Council would like to know how we can be of support in such efforts and what systemic impact we can have as a collaborative collective.

Concerns regarding the workforce shortage continues to be a very high priority for the Quality Council and we hope we can engage in a meaningful and productive dialogue to address this concern. We would like to invite you to our Council meeting on Wednesday, February 21, 2024 from 10am – 12pm to discuss our concerns. Please respond to this letter via [nhcasdqc@gmail.com](mailto:nhcasdqc@gmail.com) by February 1st to inform the Quality Council of your availability to attend a portion of this meeting. Thank you.

Respectfully submitted,

*Emily Manire*

Emily Manire

NH Quality Council, Data Committee Chair

Stephanie Patrick, Chair  
*Disability Rights Center - NH*

Isadora Rodriguez-  
Legendre, Vice Chair  
*NH Council on Developmental  
Disabilities*

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*Area Agency Board Member*

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*Family Support Council Member*

Debra Opramolla  
*Family Support Council Member*

Mary St. Jacques  
*Institute on Disability*

Sarah Tollefsen  
*ABLE NH*

Kelly Ehrhart  
*Individual*