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Private Provider Network

Lisa Steadman, Vice Chair
Family Support Council Member

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Karen Blake
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Donna Corriveau
Direct Support Professional Member

Kelly Ehrhart
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Marissa Berg
Community Support Network, Inc

Mary St. Jacques
Institute on Disability

Stephanie Patrick
Disability Rights Center - NH

Jennifer Bertrand
At-Large Member

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September 17, 2026

Manager
Bureau of Licensing and Certification
Main Building
129 Pleasant Street
Concord NH 03301

Re: HeM 1001 Rule

Dear Doreen,

As you know, the Quality Council has significant concerns regarding both the content of the proposed HeM 1001 rule and the process utilized by the Bureau to develop the rule and engage or more accurately, the failure to engage stakeholders in the process.

Last month, the Council considered bringing its objections to the proposed rule to the Joint Legislative Committee on Administrative Rules (JLCAR). We postponed this decision after the presentation of the rule was delayed and staff from the Bureau of Licensing and Certification agreed to meet with members of the Quality Council to address the Council's concerns.

This meeting was held on Monday, August 31 st . We appreciate that you made some changes to the rule in response to our concerns and agreed to open the rule for additional feedback once the rule is approved by JLCAR.

The Council does not plan to object to the rule at the September 17 th JLCAR meeting, but we want to express our continued concerns with the rule as it exists and the failure to engage with stakeholders in the rule development process.

First, we believe that the rule is still confusing and contains significant gaps. At the meeting on August 31 st , staff of licensing and certification shared processes and procedures not outlined in the rule and indicated that they use their discretion to implement certain parts of the rule even when the language of the rule when the rule says that they "shall" take certain actions. We hope that this is addressed in the next rule revision.

Second, we want to outline what we feel is the appropriate process for stakeholder engagement in rule revisions from any part of DHHS. First, the bureau should solicit informal feedback on the rule as it exists from a variety of stakeholders including people with disabilities, family members and providers. This input should be solicited in multiple ways. This process requires openness from the bureau to both positive and critical feedback and a commitment to consider revising controversial standards that do not significantly alter the authority required to provide necessary oversight.

With this feedback, the bureau should develop draft changes to the rule and solicit similar feedback on the draft from all stakeholders. We recognize that stakeholders may not agree on changes to be made and the bureau must make some difficult decisions in this process; however, stakeholders must feel like they have been heard and understand the rationale behind these decisions.

The formal rulemaking process can only begin once this informal process has been completed.

In our opinion, taking the time to engage in this type of process will lead to much improved rules that ensure people with disabilities are safe.

We look forward to the start of this process in the next few weeks and are happy to engage with you to offer our opinions, though we are only one of many stakeholders who should be engaged in this process.

Thank you for taking the time to meet with us and consider our feedback.

Sincerely,

Emily Manire, Chair

Lisa Steadman, Vice Chair

Cc: Commissioner Lori Weaver