



STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF COMMUNITY BASED CARE SERVICES
BUREAU OF HOMELESS AND HOUSING SERVICES



Nicholas A. Toumpas
Commissioner

Nancy L. Rollins
Associate Commissioner

105 PLEASANT STREET, CONCORD, NH 03301
603-271-5059 1-800-852-3345, Ext. 5059
Fax: 603-271-5139 TDD Access: 1-800-735-2964 www.dhhs.nh.gov



BHHS POLICY OF HPRP APPEALS

- Termination/Action appeals should first be requested at the HPRP provider agency.
- All appeals that do not find resolution at the agency level will be submitted to the BHHS in writing within 60 days of the termination/action being appealed.
- Written appeals will include the participants name and contact information, an explanation of the action being appealed, the reasoning for the appeal (why it is unjust or inaccurate), and any corroborating documents that support their position.
- BHHS will interview agency staff and review all participant file(s) related to the appeal.
- BHHS will make a determination on all appeals within 45 days of receiving the written appeal.
- BHHS will notify both the appellate and the agency involved of the determination in writing.
- ALL HUD HPRP regulations around eligibility will remain in force throughout the process. If a participant is no longer eligible for HPRP services at the time of the review determination, HPRP assistance will not be issued retroactively regardless of the review determination.

Appeals should be submitted in writing to:

Diane Fontneau, BHHS Program Manager
105 Pleasant St.
Concord, NH 03301

Phone: (603) 271-5153
Fax: (603) 271-5159

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