

**COMMUNITY BENEFITS PLAN- REPORTING FORM**

*Pursuant to RSA 7:32-c-1*

**FOR FISCAL YEAR BEGINNING 7/1/2015**

*To be filed with:*

**Office of the Attorney General  
Charitable Trusts Unit  
33 Capital Street, Concord, NH 03301-6397  
603-271-3591  
[www.nh.gov/nhdoj/charitable](http://www.nh.gov/nhdoj/charitable)**

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AUG 24 2015

CHARITABLE TRUSTS UNIT

<b>Lakes Region Community Services Council</b>	<b>0200329795</b>
<b>Organization Name</b>	<b>Federal Tax Identification #</b>
<b>719 North Main Street</b>	
<b>Laconia, NH 03246</b>	<b>1573</b>
<b>Street Address</b>	<b>State Registration #</b>

Has the organization filed its Community Benefits Initial Filing Information form?

Yes  No

If No, please complete and attach the Initial Filing Information form.

If Yes, has any of the initial filing information changed since the date of submission?

Yes  No

**Section 1- Community Benefits Contact Person:**

Christine Santaniello, Executive Director  
P.O. Box 509  
Laconia, NH 03247  
(603) 524-8811 x. 1500; [Christine.Santaniello@lrscs.org](mailto:Christine.Santaniello@lrscs.org)

**Section 2- Mission Statement:**

1. The mission statement of Lakes Region Community Services (LRCS) is "Dedicated to serving the community by promoting independence, dignity and opportunity." This was board approved on August 18, 1996.
2. The mission statement was reaffirmed at the August 19, 2015 Board Meeting.

**Section 3- Miscellaneous:**

Is this plan available on your web site? Yes \_\_\_\_\_ No  X

If yes, may we include a link to the plan on the CTU web site?

Yes \_\_\_\_\_ No \_\_\_\_\_ Web Address \_\_\_\_\_

X  Please check here if you are an area agency that reports to the Department of Health and Human Services

\_\_\_\_\_ Please check here if this report is filed for two or more healthcare charitable trusts.

**Section 4- Definition of Community and Population Served (RSA 7:32-d, II)**

The services provided by LRCS are defined both by geographic location and as a special population. This definition comes from the State of New Hampshire, Department of Health and Human Services (DHHS), Bureau of Developmental Services (BDS). LRCS is one of the ten designated Area Agencies responsible to provide services to individuals who have developmental disabilities and acquired brain disorders and their families. LRCS' geographic area for developmental services includes Belknap and southern Grafton counties. LRCS also operates a Family Resource Center for the same geographic area as above. LRCS' Elder Services Program, Home Assist covers Belknap, Grafton, and southern Carroll counties.

**Section 5- Community Needs Assessment Information (RSA 7:32-f)**

1. In accordance with He-M 505, LRCS is required to be designated by the State of New Hampshire, Department of Health and Human Services. Every five years, area agencies are required to go through an extensive review process conducted by the BDS. As part of this process, LRCS underwent a number of needs assessments in the fall of 2006 and winter of 2007. Following redesignation, LRCS developed the Continuous Growth Plan that was approved by the LRCS Board on August 8, 2007 and submitted to the Bureau of Developmental Services. This plan was most recently reviewed and updated on October 15, 2013 and is attached. LRCS is developing new agency goals on September 15, 2014. LRCS' Redesignation has been extended and in effect through September 2015. The BDS has begun the Redesignation process for LRCS. In June, LRCS supplied governance documents and BDS is scheduled to be on-site at LRCS this fall.
2. The Governance components of the Redesignation Assessment are attached.
3. Not applicable.
4. Not applicable.

**Section 6- Community Benefits Plan/Report (RSA 7:32-e, II-VI, RSA 7:32-1)**

LRCS' Continuous Growth Plan was submitted to the Department of Health and Human Services, Bureau of Developmental Services on August 8, 2007 and approved. LRCS reviewed and updated this plan on July 16, 2012. New goals for the organization were developed on October 15, 2013. New agency goals were developed on September 14, 2014, these are attached. Following Redesignation, LRCS will develop new organizational goals.

**Section 7- Public Notice:**

The Community Benefits Plan and Continuous Growth Plan are made available to the public upon request.

**Section 8- Additional Information:**

1. LRCS participates in the National Core Indicators (NCI) Project. This is a collaborative project between the Human Services Research Institute (HSRI), State Developmental Services Systems, and the National Association of State Developmental Disability Directors (NASDDS). Currently LRCS participates in this annual assessment through Community Support Network, Inc. (CSNI) and the BDS BDS with a number of surveys to assess individual, family and guardian satisfaction. New Hampshire is one of 30 states that participates in the NCI Project. For more information, please go to [www.nationalcoreindicators.org](http://www.nationalcoreindicators.org). This is on the website of CSNI, [www.csni.org](http://www.csni.org).
2. In addition to the NCI surveys, LRCS conducts a number of assessments and data collection throughout the year, such as the Employment Data (every 6 months) and Medication Survey (every 6 months). LRCS also participates in an annual Early Supports and Services review, an In-Home Support Review, and Case Management file review, all conducted by BDS. The Employment Report is on LRCS' website, [www.lrcs.org](http://www.lrcs.org).
3. As a result of the ongoing assessments conducted by LRCS, it improves how we provide certain services and may also cause LRCS to add some services. LRCS continues to assess our services, practices, and processes. The attached plan is based on this ongoing assessment.
4. LRCS does participate as a collaborative with other non profit organizations in the Lakes Region, the Lakes Region Health Data Collaborative, to conduct a community needs assessment. This assessment is conducted through the Lakes Region Partnership for Public Health and was most recently completed in the Spring of 2013. LRCS provides a link on its website, [www.lrcs.org](http://www.lrcs.org) to this report, located on the Lakes Region Partnership for Health website, [www.lrp-ph.org](http://www.lrp-ph.org).



**Organization Goals  
Fiscal Year 2015  
Board Approved November 19, 2014**

**Resource Coordination:**

**Responsible: Carrie Chandler**

- By December 1, 2014, the Transition to Adult Services Checklist will be revised and updated.
- By February 1, 2015, a training calendar regarding Transition will be developed. A minimum of quarterly trainings will be occur.
- By March 1, 2015 an updated Resource Coordinator Job Description will be developed.

**Shared Family Living:**

**Responsible: Susan Morin**

- By January 1, 2015, Shared Family Living will have increased marketing materials.
- By June 30, 2015, Shared Family Living will increase the number of providers by 10%.
- By June 30, 2015, Shared Family Living will implement strategies for six individuals regarding proactive planning due to aging caregivers.

**Self-Directed Services:**

**Responsible: Shannon Kelly**

- By January 2015, SDS will review and update the certification process. A baseline will be developed for an ongoing process.
- By March 2015, SDS will have updated, revised, and/or created new operational policies.

**Home Assist:**

**Responsible: Shannon Kelly**

- By March 2015, Home Assist will have developed processes and updated/created policies to prepare for Managed Care.
- By June 2015, a minimum of 6 Community Partners/Referral Sources will have had a presentation regarding services.

**Day Services:**

**Responsible: Laurie Vachon and Wendy Robb**

- By January 1, 2015 the Lakes and Northern Day Services will be united into one team, developing one name and department.
- By December 1, 2014 an additional business that creates employment opportunities will be opened in Laconia.
- By June 30, 2015, LRCS will develop two high school job clubs, for students age 16 to 21, with a minimum of 6 students in each club.

**Family Resource Center:**

**Responsible: Cheryl Avery**

- By the December 31, 2014, all Family Resource Center (FRC) direct support staff will receive training on domestic violence and cultural competence.
- By March 30, 2015 two new funders will be identified, representing \$35K in support for FRC programming.
- By June 30, 2015, the FRC will provide 200 sessions of parent education and support directly or through collaborative partnerships.

**Residential Services:**

**Responsible: Jennifer Brown and Holly Styles**

- By December 31, 2014, Specialized Supports and Broader Horizon's will be merged into one department, Residential Services.

- Beginning in October 2014, quarterly meetings of all residential employees will begin.

**Nursing:**

**Responsible: Steve Colombo**

- By March 1, 2015, Health Home participation with Healthfirst will be increased to 12 individuals
- By March 1, 2015 a second Resource Coordinator will be trained to work in the Healthfirst Pilot.
- By March 1, 2015, LRCS will develop a cooperative agreement with Midstate family care to start a health home.

**Quality and Training:**

**Responsible: Mary St. Jacques**

- By January 1, 2015 LRCS' outcome related data collection will be enhanced to be representative of the entire organization.
- By June 30, 2015 the Individual training checklists will be completed for those receiving staffed Residential Services.

**Finance/Information Technology:**

**Responsible: Becky Bryant**

- By January 1, 2015 new budget templates will be released and by June 30, 2015, applicable staff will be trained.
- By June 30, 2015, DocSTAR will be used by all Directors for one process and/or document flow handled by that Director.

**Operations:**

**Responsible: Dave Emond**

- By June 30, 2015 the Plymouth Office will be renovated and employees will be in the updated office.

- By June 30, 2015 utility and/or other operating costs will be reduced by 5% in all offices and homes.

**Human Resources:**

**Responsible: Bob Leda**

- By December 1, 2014 a new Separation Policy will be developed for use by January 1, 2015.
- By June 30, 2015 the Safety Committee will be restructured and formalized. Trends will be analyzed and plans of correction will be developed.
- By June 30, 2015 a New Manager Orientation and ongoing Training Plan will be developed and implemented.

**Development:**

**Responsible: Joanne Piper Lang**

- By April 1, 2015, LRCS will have a Planned Giving Program.
- By June 30, 2015, LRCS will have leveraged at least 3 existing relationships to enhance LRCS' fundraising capabilities.

**Governance Checklist: Summer 2015 Desk Audit – Instructions**

**Please add your Region # in the space provided at the top of the spreadsheet.**

1. Current Board Composition 171A:18; He-M 505.03(m)
  - a. Uneven number of persons
  - b. No fewer than 9, no more than 25
  - c. Consumers to comprise at least 1/3 membership
  - d. Representative of agency's different consumer groups and entire geographic area

**Note: Please check off each item in the space provided that meets expectation (a-d); submit your current Board Roster identifying the consumer group and geographic area they represent; identify and provide contact information including e-mail for the President and Treasurer/Chair of Finance Committee for the Board of Directors.**

2. Executive Director Qualifications 171A:18; He-M 505.03(q)
  - a. Minimum 5 years administrative experience in human services, and
  - b. At least two years' experience in developmental service programs

**Note: Please submit Executive Director resume.**

3. Current AA/BOD By Laws He-M 503.03 (h)
4. Current Board Policies and Procedures He-M 503.03 (e)
5. Current Area Plan ("Biennial" or "Strategic Plan") and any amendments 171A:18; He-M 505.03(t)(u)
6. Board meetings
  - a. Last 12 months of Board minutes
  - b. List of active Board sub-committees
7. Human Rights Committee – RSA 171 A:17

**Note: Please provide the member list with notations on individuals/family members in the group; Meeting Schedule; Agendas; and Minutes for last 12 months.**

**For Questions Number 8 – 11, please make sure to include specific details related to your response and any reports, flyers, agendas and/or policies that reflect your efforts in each specific area.**

8. How does the BOD involve itself in assuring that consumers, the regional Family Support Council, the general public residing in the area and generic service agencies are involved in the planning and provision of and satisfaction with services for individuals with developmental disabilities and acquired brain disorders? Please describe your process for capturing feedback

and input from individuals, families and other stakeholders. 171A:18, He-M 505.03(u); He-M 505.08(f)

9. How does the area agency communicate to its provider agencies information concerning changes in policy, funding, or statewide issues such as quality initiatives, audit results, etc. He-M 505.03(ac); He-M 505.08(e)(6)
10. What are the area agency's ongoing quality assurance activities, especially concerning measuring outcomes relative to the Area Plan? He-M 505.08(e)(5)
11. What steps has to agency taken to be prepared to ensure that people with Limited English Proficiency (LEP) have meaningful access to its programs? (Contract, Exhibit A, Amendment 1: 3.1) (Contract Exhibit C, Amendment 1: 17.)

**\*\*Please submit your desk audit materials on USB or Disk organized in folders labelled:**

Board Composition

Executive Director Qualifications

AA/BOD Bylaws

Board Policies and Procedures

Area Plan

BOD Minutes

Human Rights Committee

Stakeholder Involvement

Provider Communication

Quality Assurance

LEP Access

**Send your USB or Disk to Debra R. Gibbs at 105 Pleasant St., 1<sup>st</sup> Floor South, Concord, NH 03301**

**No later than June 30, 2015.**

Governance Desk Audit - Summer 2015

Region #:

	Indicator	Rule citation	Included <input type="checkbox"/>	What's missing (or N/A)	Comments	Contact Person
1	Current Board Composition <i>(Please put a check next to each item meeting the expectation)</i> a. Uneven number of persons ___ b. No fewer than 9, no more than 25 ___ c. Consumers to comprise at least 1/3 membership ___ d. Representative of agency's different consumer groups and entire geographic area ___	171A:18; He-M 505.03(m)				
2	Executive Director Qualifications <i>(Please put a check next to each item meeting the expectation)</i> a. Minimum 5 years administrative experience in human services, and b. At least two years' experience in developmental service programs	171A:18; He-M 505.03(q)				
3	Current AA/BOD bylaws	He-M 503.03 (h)				
4	Current Board polices and procedures	HeM-503.03(e)				
5	Current Area Plan and any amendments	171A:18; He-M 505.03(t)(u)				
6	Last 12 mos of BOD minutes					
7	Human Rights Committee <i>(Please put a check next to each item included)</i> a. Committee Members noting who they represent ___ b. Agendas for part 12 months ___ c. Meeting Minutes for Past 12 months ___	RSA 171 A:17				
8	How does the BOD involve itself in assuring that consumers, the regional Family Support Council, the general public residing in the area and generic service agencies are involved in the planning and provision of and satisfaction with services for individuals with developmental disabilities and acquired brain disorders? Please describe your process for capturing feedback and input from individuals, families and other stakeholders.	171A:18, HeM 505.03(u); He-M 505.08(f)				
9	How does the area agency communicate to its provider agencies information concerning changes in policy, funding, or statewide issues such as quality initiatives, audit results, etc.	He-M 505.03(ac); He-M 505.08(e)(6)				
10	What are the area agency's ongoing quality assurance activities, especially concerning measuring outcomes relative to the Area Plan?	He-M 505.08(e)(5)				
11	What steps has to agency taken to be prepared to ensure that people with Limited English Proficiency (LEP) have meaningful access to its programs?	(Contract, Exhibit A, Amendment 1: 3.1) (Contract Exhibit C, Amendment 1: 17.)				

Lakes Region Community Services  
Board of Directors 2015 - 2016

√\*R. Stuart Wallace, President  
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Sanbornton, NH 03269  
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√ Denotes Executive Committee Member  
\* Denotes a Board Member Consumer  
(6/17/15)

# LRCS Board of Directors

Executive Director  
Chris Santaniello

*All Directors report to the Executive Director*

## Administrative Directors

Director of  
Finance  
Becky Bryant

Director of  
Operations  
Dave Emond

Director of  
HR  
Bob Leda

Director of  
Development  
Joanne Piper  
Lang

## Program Directors

Director of  
FRC  
Cheryl  
Avery

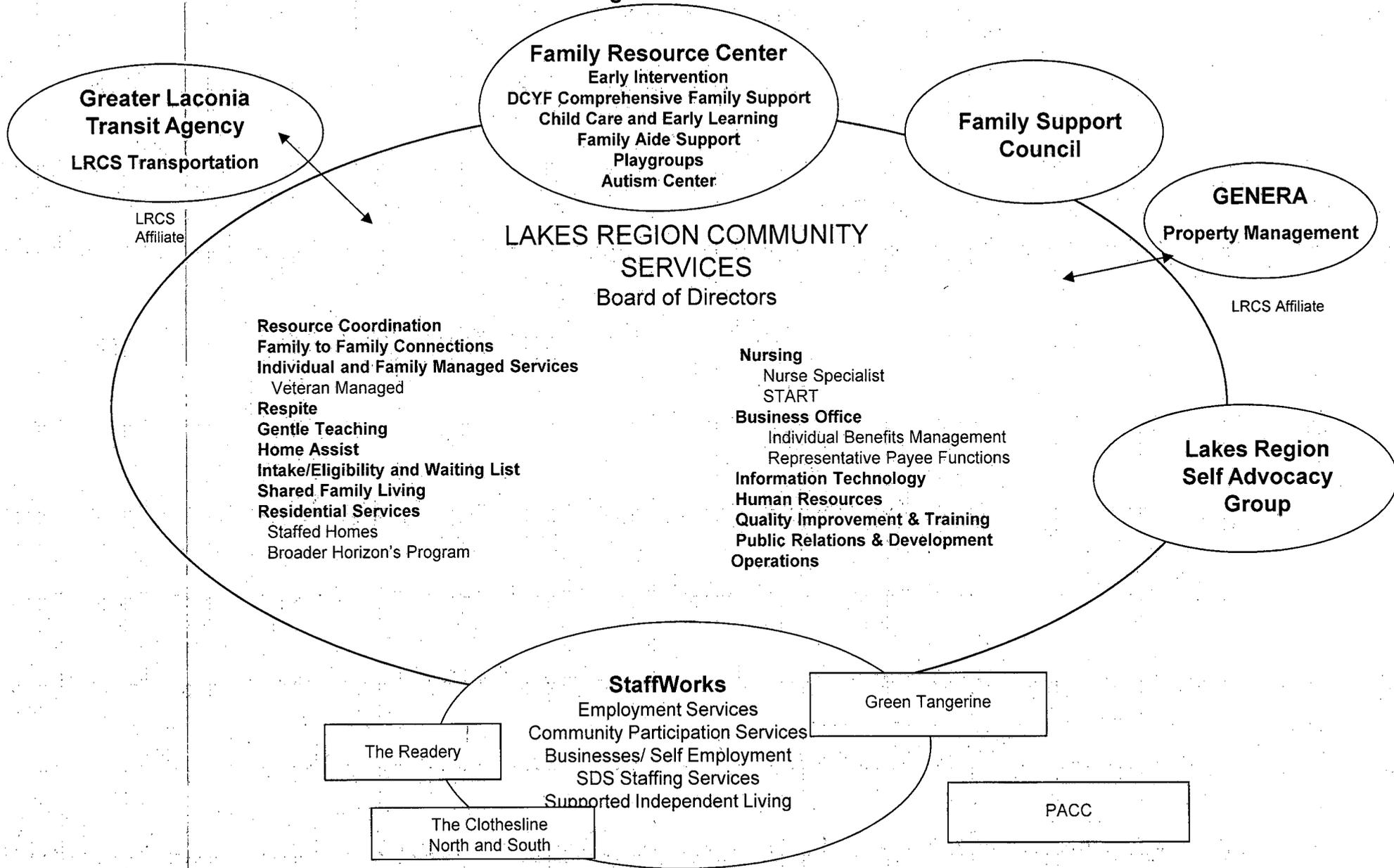
Director of  
SFL  
Susan Morin

Director of  
Individual and  
Family  
Services  
Shannon Kelly

Director of  
Residential  
Jennifer  
Brown

Director of  
Staffworks  
Laurie  
Vachon

**LAKES REGION COMMUNITY SERVICES**  
**Functional Organizational Chart 11/04/14**



**Greater Laconia  
Transit Agency**  
LRCS Transportation

LRCS  
Affiliate

**Family Resource Center**  
 Early Intervention  
 DCYF Comprehensive Family Support  
 Child Care and Early Learning  
 Family Aide Support  
 Playgroups  
 Autism Center

**Family Support  
Council**

**GENERA**  
Property Management

LRCS Affiliate

**LAKES REGION COMMUNITY  
SERVICES**  
Board of Directors

**Resource Coordination**  
**Family to Family Connections**  
**Individual and Family Managed Services**  
 Veteran Managed  
**Respite**  
**Gentle Teaching**  
**Home Assist**  
**Intake/Eligibility and Waiting List**  
**Shared Family Living**  
**Residential Services**  
 Staffed Homes  
 Broader Horizon's Program

**Nursing**  
 Nurse Specialist  
 START  
**Business Office**  
 Individual Benefits Management  
 Representative Payee Functions  
**Information Technology**  
**Human Resources**  
**Quality Improvement & Training**  
**Public Relations & Development**  
**Operations**

**Lakes Region  
Self Advocacy  
Group**

The Readery

The Clothesline  
North and South

Green Tangerine

PACC

**StaffWorks**  
 Employment Services  
 Community Participation Services  
 Businesses/ Self Employment  
 SDS Staffing Services  
 Supported Independent Living