



**MONADNOCK  
DEVELOPMENTAL  
SERVICES**

MDS Area Agency Contact List - April 2026

The listing below represents Region 5 staff responsible for services and monitoring in relation to the identified Area Agency roles outlined in He-M 505 and the BDS Contract.

| <b>SERVICE AREA</b>      | <b>INFORMATION</b>  | <b>CONTACT EMAIL</b>   |
|--------------------------|---|--|
| <b>Area Agency</b>       |   |  |
|                          | Universal Change Form (UCF)<br>Demographic, Service & Provider<br>Changes & HRST Access requests &<br>changes | <a href="mailto:changenotification@mds-nh.org">changenotification@mds-nh.org</a> |
|                          | Registry requests from external service<br>coordination entities  | <a href="mailto:Sheila@mds-nh.org">Sheila@mds-nh.org</a>                         |
| <b>Clinical Supports</b> |   |  |
|                          | Area Agency / Monadnock Family<br>Services Liaison  | <a href="mailto:Amyl@mds-nh.org">Amyl@mds-nh.org</a>                             |
|                          | Behavioral Plans/HRC Review   | <a href="mailto:HRC@mds-nh.org">HRC@mds-nh.org</a>                               |
|                          | Health Risk Screening Tool (HRST)<br>Access- Account Access follow-up only                                    | <a href="mailto:Mari@mds-nh.org">Mari@mds-nh.org</a>                             |
|                          | He-M 1201 Reporting   | <a href="mailto:Sheila@mds-nh.org">Sheila@mds-nh.org</a>                         |
|                          | Med Occurrence Reports  | <a href="mailto:Jill@mds-nh.org">Jill@mds-nh.org</a>                             |
|                          | Risk Management Committee   | <a href="mailto:Sheila@mds-nh.org">Sheila@mds-nh.org</a>                         |
| <b>Financial</b>         |   |  |
|                          | AA Representative Payee   | <a href="mailto:Maryg@mds-nh.org">Maryg@mds-nh.org</a>                           |
|                          | Pass-Through Services approval  | <a href="mailto:Joel@mds-nh.org">Joel@mds-nh.org</a>                             |

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|                          | Pass-Through Services invoices  | <a href="mailto:Joyce@mds-nh.org">Joyce@mds-nh.org</a>   |
|                          | Fiscal Managers (PDMS/IHS)  | <a href="mailto:Tess@mds-nh.org">Tess@mds-nh.org</a><br><a href="mailto:Tanya@mds-nh.org">Tanya@mds-nh.org</a>             |
|                          | Provider Acknowledgement Form   | <a href="mailto:Joel@mds-nh.org">Joel@mds-nh.org</a>   |
| <b>Health and Safety</b> |   |  |
|                          | 24/7 On-Call Access<br>MDS - All Dept.                                    | 603-352-1304   |
|                          | Client Rights Complaints  | <a href="mailto:Mari@mds-nh.org">Mari@mds-nh.org</a>   |
|                          | Incident reports <u>from providers to MDS Adult Service</u> Coordination  | <a href="mailto:ASCAdmin@mds-nh.org">ASCAdmin@mds-nh.org</a>   |
|                          | Incident reports <u>from Service Coordination Entities to Area Agency</u> | <a href="mailto:Qualityassurance@mds-nh.org">Qualityassurance@mds-nh.org</a>   |
|                          | Hospital Admittance   | <a href="mailto:MaryAnneW@mds-nh.org">MaryAnneW@mds-nh.org</a><br><a href="mailto:Sheila@mds-nh.org">Sheila@mds-nh.org</a> |
|                          | Mortality Notifications   | <a href="mailto:MaryAnneW@mds-nh.org">MaryAnneW@mds-nh.org</a><br><a href="mailto:Sheila@mds-nh.org">Sheila@mds-nh.org</a> |
|                          | Mortality Reviews   | <a href="mailto:MaryAnneW@mds-nh.org">MaryAnneW@mds-nh.org</a><br><a href="mailto:Sheila@mds-nh.org">Sheila@mds-nh.org</a> |
|                          | Sentinel Events   | <a href="mailto:MaryAnneW@mds-nh.org">MaryAnneW@mds-nh.org</a><br><a href="mailto:Sheila@mds-nh.org">Sheila@mds-nh.org</a> |
| <b>Quality Assurance</b> |   |  |
|                          | Restraint/Seclusion Quarterly Reports                                     | <a href="mailto:Mari@mds-nh.org">Mari@mds-nh.org</a>   |
|                          | Critical Incident Quarterly Reports                                       | <a href="mailto:Qualityassurance@mds-nh.org">Qualityassurance@mds-nh.org</a>   |
|                          | Certification Report  | <a href="mailto:Qualityassurance@mds-nh.org">Qualityassurance@mds-nh.org</a>   |

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|                     | Monitoring and Compliance   | <a href="mailto:Qualityassurance@mds-nh.org">Qualityassurance@mds-nh.org</a> |
|                     | National Core Indicators  | <a href="mailto:Qualityassurance@mds-nh.org">Qualityassurance@mds-nh.org</a> |
|                     | Quarterly QA Reporting  | <a href="mailto:Qualityassurance@mds-nh.org">Qualityassurance@mds-nh.org</a> |
|                     | Service Audits  | <a href="mailto:Filereview@mds-nh.org">Filereview@mds-nh.org</a>             |
|                     | Service Provider Information & Training<br>Monthly Provider meeting<br>(1 <sup>st</sup> Tues - 10:00 am via ZOOM) | <a href="mailto:Training@mds-nh.org">Training@mds-nh.org</a>                 |
|                     | Training & Relias Training System<br>Questions  | <a href="mailto:Training@mds-nh.org">Training@mds-nh.org</a>                 |
| <b>Service Area</b> |   |  |
|                     | Intake and Eligibility  | <a href="mailto:Intake@mds-nh.org">Intake@mds-nh.org</a>                     |
|                     | MDS Family Support & Children's<br>Service Coordination   | <a href="mailto:CSCdept@mds-nh.org">CSCdept@mds-nh.org</a>                   |
|                     | MDS PDMS/IHS Service Coordination   | <a href="mailto:Selfdirected@mds-nh.org">Selfdirected@mds-nh.org</a>         |
|                     | MDS Adult Service Coordination  | <a href="mailto:ASCdept@mds-nh.org">ASCdept@mds-nh.org</a>                   |
|                     | MDS Community Support Services<br>Department (Res, CPS, CSS & SEP)  | <a href="mailto:Cssdept@mds-nh.org">Ccssdept@mds-nh.org</a>                  |
| <b>General AA</b>   |   |  |
|                     | Fundraising & Development   | <a href="mailto:Linda@mds-nh.org">Linda@mds-nh.org</a>                       |
|                     | Individual Record Access  | <a href="mailto:Jill@mds-nh.org">Jill@mds-nh.org</a>                         |
|                     | Family Council Liaison/Coordinator  | <a href="mailto:Alissa@mds-nh.org">Alissa@mds-nh.org</a>                     |
|                     | Self-Advocacy Liaison   | <a href="mailto:SelfAdvocacy@mds-nh.org">SelfAdvocacy@mds-nh.org</a>         |