

# CDBG-DR Appeals and Complaints Policy



**NEW MEXICO HOME RECOVERY PROGRAM  
DEPARTMENT OF HOMELAND SECURITY AND  
EMERGENCY MANAGEMENT**

This policy is effective as of 3/20/2026 and may be updated periodically to reflect program implementation and evolving guidance from the U.S. Department of Housing and Urban Development (HUD).

<b>Version</b>	<b>Date</b>	<b>Summary Description</b>
1.0	03/20/2026	Initial Publication



## Table of Contents

I. PURPOSE AND SCOPE.....	1
II. BACKGROUND .....	1
III. POLICY STATEMENT .....	1
IV. DEFINITIONS .....	2
V. SCOPE OF WORK AND EVALUATION CRITERIA.....	4
A. Communication of Appeals Procedures.....	4
1. Programmatic Appeals: Applicants Advised of Appeal Procedures .....	4
2. URA Appeals: Tenants Advised of Appeal Procedures .....	4
B. Submission of an Appeal .....	4
1. All Appeal Requests .....	4
2. Programmatic Appeals: Timeframes for Appealing a Program Determination .....	4
3. URA Appeals: Timeframes for Appealing a URA Determination.....	4
4. Acknowledging All Appeal Requests.....	5
C. Extension Requests .....	5
1. Programmatic Appeals: Extension Requests .....	5
2. URA Appeals: Extension Requests .....	5
3. Extension Approvals (All Appeals).....	5
D. URA Appeals.....	5
1. Conformance with Regulations.....	5
2. Legal Representation .....	5
3. Communication Barriers.....	6
4. Access to Records.....	6
5. Notification of Determination and Judicial Review .....	6
6. Right to Appeal.....	6
E. Timeframes for Appeal Review and Determination.....	6
1. Appeal Readiness for Appeals Review (All Appeals).....	6
2. Timeframe and Notification of Appeal Determinations (All Appeals) .....	6
F. Voluntary Withdrawal of the Appeal.....	7
G. Reasonable Accommodation Grievances/Appeals: Additional Information.....	7



H.	Complaints .....	7
VI.	ROLES AND RESPONSIBILITIES .....	8
A.	URA Appeals: Additional Information.....	9
VII.	COMPLIANCE & ENFORCEMENT .....	9
VIII.	CONFLICTS OF INTEREST AND MODIFICATIONS.....	9
A.	Conflicts of Interest.....	9
B.	Consistency and Monitoring (All Appeals) .....	10
IX.	DOCUMENTATION & RECORDKEEPING .....	10
A.	Tracking Appeals (All Appeals) .....	10
B.	System of Record Documentation (All Appeals) .....	10
X.	REFERENCES .....	10
XI.	APPENDICES .....	11



## I. PURPOSE AND SCOPE

**Purpose:** The purpose of this policy is to establish a compliant and appeals framework for reviewing, responding to, and documenting appeals and complaints from applicants of the Community Development Block Grant – Disaster Recovery (CDBG-DR) program.

**Scope:** The following appeals and complaints policy applies to all Community Development Block Grant – Disaster Recovery (CDBG-DR) activities carried out by the New Mexico Department of Homeland Security and Emergency Management (DHSEM), its subrecipients, and/or agents. Additional guidelines are outlined in each program’s corresponding program policy manual, Award Determination Letter, Offer to Purchase and Contract, and/or other legally binding documents DHSEM and program participants or subrecipients. This policy is effective from the date adopted.

This policy refers to applicants of the New Mexico Home Recovery Program and includes those persons actively applying to or participating in the New Mexico Home Recovery Program or individuals empowered to act on an applicant’s behalf. It also applies to persons who may be relocated involuntarily, either temporarily or permanently, due to the activities of the federally funded New Mexico Home Recovery Program; such persons are referred to here as **tenants**.

## II. BACKGROUND

The New Mexico Department of Homeland Security and Emergency Management (DHSEM), as the grantee of CDBG-DR funds allocated by the United States Department of Housing and Urban Development (HUD), is responsible for ensuring that all appeals and complaints are processed in a manner that is transparent, well-documented, and consistent with applicable federal and state regulations.

## III. POLICY STATEMENT

Applicants and tenants may submit a written appeal related to any determination made by the New Mexico Home Recovery Program that affects their eligibility for assistance they may receive, except in cases of potential fraud, recapture, or revocation of assistance, as determined by DHSEM. Appeals may only be submitted prior to the execution of a Award Determination Letter, Offer to Purchase and Contract, and other legally binding documents executed with the New Mexico Home Recovery Program, unless otherwise allowed by federal regulatory obligations, such as 49 CFR 24.10(b) in the case of URA Appeals.

Appeal determinations shall be consistent with the policies and procedures contained within the relevant HUD-approved State of New Mexico CDBG-DR Action Plan, federal regulations, state and local codes and ordinances, local guidelines, executed legally binding documents, and New Mexico Home Recovery Program policies, as interpreted by DHSEM. DHSEM does not have the authority to approve an appeal of statutory requirements or regulations that govern CDBG-DR



funds, relocation activities covered under the Uniform Relocation and Real Property Acquisition Policies Act of 1970 (URA), 49 CFR Part 24, as amended, and HUD’s Handbook 1378, Tenant Assistance, Relocation and Real Property Acquisition, or other federal, state, or local requirement. Therefore, any request that seeks to appeal these regulations will not be considered. An appeal submitted based on federal, state, or local regulations will automatically receive a No Satisfactory Basis for Appeal letter informing the applicant or tenant that the program does not have authority nor jurisdiction to overturn a federally regulated matter. Additionally, such appeals will be administratively closed upon sending of the No Satisfactory Basis for Appeal letter.

The appeals process is composed of a thorough review of all relevant materials, while a consultation with the applicant may also be offered to obtain any relevant information. After all materials are reviewed, the appeal will receive a determination by DHSEM.

If at the conclusion of the appeals process the tenant or applicant is not satisfied with the appeal determination, the tenant or applicant may seek a judicial review of DHSEM’s determination on their own accord.

#### IV. DEFINITIONS

Term	Definition
<b>Appeal</b>	A formalized written request by an applicant or tenant, as applicable, asking for a reversal or revision of a program determination that affects their eligibility and/or assistance they may receive from the New Mexico Home Recovery Program. The two types of appeals, Programmatic Appeals and URA Appeals, are defined below.
<b>Applicant</b>	Any individual who submits an application for assistance to the New Mexico Home Recovery Program.
<b>Award Determination Letter</b>	The notification of eligibility and benefits offered to an applicant of the program.
<b>CDBG-DR</b>	Community Development Block Grant – Disaster Recovery.
<b>[CDBG-DR] Action Plan</b>	The planning document required by HUD that describes the State of New Mexico’s strategy for storm recovery including information on programs and the allocation of CDBG-DR funding. The opportunity for citizen review and input on the proposed plan and associated amendments is part of the required plan and amendment development process.



<b>Complaints</b>	Process by which citizens can express their concerns and complaints about the program, its operations, or practices.
<b>DHSEM</b>	New Mexico Department of Homeland Security and Emergency Management.
<b>HUD</b>	U.S. Department of Housing and Urban Development.
<b>Limited English Proficiency (LEP)</b>	A designation for persons whose primary language is not English and who have not developed fluency in the English language. An LEP person may benefit from an interpreter who translates to and from the person's primary language. An LEP person may also need documents written in English translated into his or her primary language so that person can understand important documents related to program activities and services.
<b>New Mexico Home Recovery Program</b>	A CDBG-DR- funded housing program administered by the New Mexico DHSEM to assist residents recovering from 2024 disaster events.
<b>Programmatic Appeal</b>	Any appeal involving an applicant of the New Mexico Home Recovery Program.
<b>Tenant</b>	A person who has the temporary use and occupancy of real property owned by another as defined 49 CFR § 24.2(26) or in applicable program guidelines.
<b>URA</b>	The Uniform Relocation and Real Property Acquisition Policies Act of 1970, as amended (Title 49 CFR Part 24) (42 U.S.C. 4601 et. seq.). See DHSEM URA Policy. Applies to all acquisitions of real property or displacements of people resulting from federal or federally assisted programs or projects. URA's objective is to provide uniform, fair, and equitable treatment of persons whose real property is acquired or who are displaced in connection with federally funded projects. For the purposes of these guidelines, URA mostly applies to residential displacements in involuntary (49 CFR Subpart B) acquisition or multifamily damaged/occupied activities that require the relocation of the tenants.
<b>URA Appeal</b>	Any appeal regarding relocation services stipulated by HUD regulations/policy, and/or the URA.



## V. SCOPE OF WORK AND EVALUATION CRITERIA

### A. *Communication of Appeals Procedures*

#### 1. *Programmatic Appeals: Applicants Advised of Appeal Procedures*

Appeals procedures are provided to applicants when they apply to a New Mexico Home Recovery Program to explain the system for the resolution of concerns or disputes applicants may have with program determinations provided by DHSEM. Further, when a determination of eligibility and/or assistance is made, appeals procedures are provided to applicants once more, along with the necessary documents to submit an appeal. The appeals policy and related documents are also available on the program website at [www.dhsem.nm.gov/cdbg-dr2025](http://www.dhsem.nm.gov/cdbg-dr2025) for ease of access and review by applicants and their designees at all times.

#### 2. *URA Appeals: Tenants Advised of Appeal Procedures*

Appeal procedures are provided to tenants when they receive a General Information Notice (GIN). Further, when a determination of eligibility and/or assistance is made, appeals procedures are afforded to tenants once more along with the other documents to submit an appeal.

### B. *Submission of an Appeal*

#### 1. *All Appeal Requests*

All requests for appeals must be submitted to the New Mexico Home Recovery Program according to the process described in the program's appeals procedures.

#### 2. *Programmatic Appeals: Timeframes for Appealing a Program Determination*

Applicants may appeal a program decision that affects their eligibility or the assistance they may receive within **thirty (30) calendar days from the date that a written notification of determination was sent.**

#### 3. *URA Appeals: Timeframes for Appealing a URA Determination*

Tenants may file a written appeal related to any determination made by a New Mexico Home Recovery Program that affects their eligibility or the assistance they may receive. Tenants submitting an appeal under the URA have sixty (60) calendar days to appeal from the date they received a written notification of determination from a New Mexico Home Recovery Program regarding URA or relocation service eligibility, benefits, services, program performance, amounts or payments, or determination of the person's claim.



#### *4. Acknowledging All Appeal Requests*

The New Mexico Home Recovery Program will acknowledge the applicant's or tenant's request for appeal in writing within fifteen (15) business days of receipt.

### ***C. Extension Requests***

#### *1. Programmatic Appeals: Extension Requests*

Applicants may request an extension beyond the thirty (30) calendar daytime period for submitting an appeal by submitting a written request for an extension. Requests for extensions should be submitted within thirty (30) calendar days from the date that a written notification of determination was sent. An extension request is limited to thirty (30) additional calendar days, however, requests for extension beyond thirty days may be considered on a case-by-case basis. Applicants can request a reasonable extension for their appeal two (2) times.

#### *2. URA Appeals: Extension Requests*

Tenants may request an extension of thirty (30) additional calendar days by submitting a written request for an extension within sixty (60) calendar days of receipt of the determination letter. An extension request is limited to thirty (30) additional calendar days, however, requests for extension beyond thirty days may be considered on a case-by-case basis. For appeals regarding relocation eligibility or benefits, no more than two (2) extensions will be offered.

#### *3. Extension Approvals (All Appeals)*

If the program determines that an appeal extension request is justified, the program will approve the request. The program will inform the applicant or tenant of the program's decision to grant or deny the extension.

### ***D. URA Appeals***

#### *1. Conformance with Regulations*

The New Mexico Home Recovery Program will conduct the URA appeals process in accordance with federal regulations at 49 CFR §24.10.

#### *2. Legal Representation*

Tenants requesting an appeal have the right to be represented by legal counsel or other representation in connection with his or her appeal, but solely at the tenant's own expense.



### *3. Communication Barriers*

For tenants with potential communication barriers, including limited English proficiency, or who otherwise require reasonable accommodation in preparing an appeal, the New Mexico Home Recovery Program shall provide such assistance directly or through an appropriate third party at no cost to the tenant.

### *4. Access to Records*

Tenants appealing a URA decision are allowed to review and copy materials that are relevant to the appeal during normal business hours with a prior appointment, except for those that may be considered confidential. At DHSEM discretion, DHSEM may impose reasonable conditions on the inspection of such records and materials, consistent with applicable laws.

### *5. Notification of Determination and Judicial Review*

Tenants will be notified in writing of the appeal decision which includes an explanation of the basis upon which the decision was made. If an appeal request is denied in part or in full, the tenant will be informed in writing that they may seek judicial review of New Mexico Home Recovery Program's determination.

### *6. Right to Appeal*

Tenants' acceptance of an amount offered to them by the program does not limit their right to appeal the program determination regarding the amount of relocation assistance.

## ***E. Timeframes for Appeal Review and Determination***

### *1. Appeal Readiness for Appeals Review (All Appeals)*

In order for an appeal to be considered, necessary documentation must be available for review. If additional documentation is needed, the New Mexico Home Recovery Program will contact the applicant or tenant. The necessary documentation must be submitted to the New Mexico Home Recovery Program to allow sufficient time for a complete review. If time permits a Request for Information (RFI) may be submitted by the program to the applicant or tenant to request additional information needed for the program to make the appeal determination.

### *2. Timeframe and Notification of Appeal Determinations (All Appeals)*

The Appeals Team will aim to provide a determination on an appeal within thirty (30) calendar days from when the appeal is complete and ready for review. The time to reach appeal readiness will vary as more complex appeals can require the performance of major program tasks including but not limited to re-verification of duplication of benefits, review of eligibility or benefit documentation and determinations, re-inspection, re-appraisal, and/or re-calculation of the award, offer, or benefit amount(s). In addition, if an appeal determination will take longer than thirty (30)



calendar days due to the need to obtain further information, perform further analysis, or consult third party organizations, the appealing party will be notified and provided an updated timeline for expected appeal determination. In all cases, the program will inform the party exercising their appeal rights of the progress made and if any additional information is needed or required for a determination.

Once made, the written determination is sent to the applicant or tenant. Once an appeal determination is made, the New Mexico Home Recovery Program will proceed with implementation according to the determination of the appeal. All determinations will provide a final determination and any remaining next steps available.

#### ***F. Voluntary Withdrawal of the Appeal***

Applicants and tenants have the option to voluntarily withdraw their appeal request at any time prior to a final appeal determination being sent. The applicant or tenant must submit their request for appeal withdrawal in writing.

#### ***G. Reasonable Accommodation Grievances/Appeals: Additional Information***

Grievances related to a reasonable accommodation request or decision are managed separately from this Policy, and follow the process outlined in the Fair Housing Policy. Reasonable accommodation or reasonable modification requests or grievances that are included in an applicant's programmatic appeal that are subject to this Policy shall be routed to or coordinated with the FHEO Officer or other identified designee.

#### ***H. Complaints***

New Mexico Home Recovery Program staff will reasonably assist the complainant in submitting the complaint to the appropriate body in accordance with the grievance procedure of the DHSEM CDBG-DR program. The individual(s) filing the complaint will then be advised of the option of filing directly with the U.S. Department of Housing and Urban Development (HUD), the New Mexico Department of Homeland Security and Emergency Management (DHSEM), or with both agencies simultaneously. The Fair Housing Officer will keep a record of the number of complaints filed, any actions taken, and the status of each complaint.

All concerns and citizen complaints concerning the CDBG-DR Program can be filed:

- In person at a publicly noticed meeting.
- Online through the DHSEM Complaint Submission Form
- Via email
- Mail to: DHSEM, CDBG-DR
- Any person who feels that their housing rights have been violated may submit a complaint to HUD via phone, mail, or the Internet:



- Office of Fair Housing and Equal Opportunity Department of Housing and Urban Development Room 5204 451 Seventh Street SW Washington, DC 204102000
- 202-708-1112 or 800-669-9777
- <https://www.hud.gov/fairhousing/fileacomplaint>

***I. Fraud, Waste, and Abuse***

DHSEM is committed to making the State of New Mexico and CDBG-DR programs and processes more effective, available, and accessible to all New Mexico residents. DHSEM encourages any resident, stakeholder, or employee to report concerns regarding fraud, waste, and abuse within DHSEM operations. The New Mexico Office of the State Auditor (OSA) Special Investigations Division is responsible for the investigation of allegations involving state or local government misuse of public funds. Reports can be anonymous and are treated with confidentiality.

There are three ways to report a concern to the New Mexico Office of the State Auditor:

1. Call the Fraud Hotline (toll free) 1-866-OSA-FRAUD (1-866-672-3728)
2. Call OSA’s local number 505-476-3800
3. File a complaint using the OSA Fraud Hotline web portal at <https://www.osa.nm.gov/auditing/special-audits-and-investigations/>

All reported cases of fraud, waste, or abuse of government funds will be forwarded to the United States Department of Housing and Urban Development (HUD), Office of Inspector General (OIG) Hotline online at [www.HUDOIG.gov/hotline/report-fraud](http://www.HUDOIG.gov/hotline/report-fraud) or via telephone at 800-347-3735.

**VI. ROLES AND RESPONSIBILITIES**

Successful implementation of appeals and complaints protocols under the CDBG-DR programs for DR-4795 and DR-4843 depends on a clearly defined structure of roles and responsibilities at the state, local, and federal levels. These responsibilities must be carried out in accordance with HUD guidance, federal administrative law, and the approved program policies.

Stakeholder	Roles & Responsibilities
<b>DHSEM Appeals Team (All Appeals)</b>	The DHSEM Appeals Team is composed of authorized DHSEM staff designated to review all submitted appeals. The Appeals Team will consider all appeals unless the issue that is being appealed is specifically defined under current program-specific policy, the issue that is being appealed is based on federal, state, or local regulation, or an applicant or tenant has submitted an appeal prior to receiving a formal determination.



	<p>The Appeals Team shall review all relevant appeal documentation for consideration in advance of determination. The Appeals Team may only assess written statements and documents provided to support the appeal and program-held documentation, communication, or data, as may be necessary to understand the context of the appeal. Appeals Team members shall not have been directly involved in the action appealed. Program subject matter experts may serve as advisors if needed.</p> <p>Once a determination has been made, the decision is documented and entered into the system of record. A written appeal determination is sent to the applicant or tenant as set forth in section V.E.2 above. Program staff will then take further appropriate action to implement the determination if needed.</p>
--	--

***A. URA Appeals: Additional Information***

The assigned Appeals Team members conducting the review of URA appeals shall be authorized designees of the Director of DHSEM. The designated Appeals Team members shall not have been directly involved in the action appealed. The tenant will be notified in writing of the appeal decision including an explanation of the basis upon which the decision was made. If at the conclusion of the appeals process the tenant is not satisfied with the appeal determination, then the tenant may seek a judicial review of the determination on their own accord.

**VII. COMPLIANCE & ENFORCEMENT**

DHSEM shall implement a compliance and monitoring protocol to oversee the application, execution, and documentation of all appeals and complaints pursuant to this policy.

**VIII. CONFLICTS OF INTEREST AND MODIFICATIONS**

***A. Conflicts of Interest***

To maintain the highest standards of integrity, all stakeholders, including DHSEM staff, subrecipients, contractors, and partners, must adhere to strict conflict of interest guidelines. Individuals involved in the decision-making or procurement processes must disclose any personal or financial interests that might influence their objectivity in fulfilling fair housing objectives. This requirement is crucial to ensuring that all actions taken under the Appeals and Complaints Policy are impartial and align with the principles of fairness and equity. Regular training will reinforce these standards and help identify and address potential conflicts proactively.



***B. Consistency and Monitoring (All Appeals)***

The New Mexico Home Recovery Program is responsible for monitoring response timeframes and the content of the responses to ensure consistency across the New Mexico Home Recovery Program. The New Mexico Home Recovery Program will review its appeals processes and practices to ensure compliance with the action plan(s), regulatory requirements, program policies, and legally binding program documents.

**IX. DOCUMENTATION & RECORDKEEPING**

***A. Tracking Appeals (All Appeals)***

The New Mexico Home Recovery Program will track appeals in the DHSEM system of record. Program staff will monitor appeal progress, appeal decisions, and the impact of appeal determinations on program policies.

***B. System of Record Documentation (All Appeals)***

The New Mexico Home Recovery Program will upload all documentation, supporting materials, and correspondence regarding the appeal(s) and determination(s) into the applicant’s or tenant’s file in DHSEM’s system of record.

**X. REFERENCES**

The authority for making changes, requesting waivers, and approving modifications in the CDBG-DR program is based on the following federal and state requirements:

Executive Order, Federal and State Laws and Regulations	Description
<b>Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (URA), as amended</b>	Ensures fair, consistent treatment for people displaced by federally funded projects, requiring agencies to provide relocation payments, comparable replacement housing, and assistance for moving; establishes strict rules for property acquisition, appraisals, and negotiations for "just compensation".
<b>URA Regulations (49 CFR Part 24)</b>	Sets federal standards for property acquisition and relocating people (homeowners, tenants, businesses) displaced by federally funded projects, ensuring fair compensation and assistance.
<b>49 CFR 24.10(b)</b>	Grants any person aggrieved by an agency's relocation assistance determination the right to file a written appeal. It



	applies when a person believes the agency failed to properly consider their application for assistance, including eligibility or payment amounts under the URA.
<b>HUD Handbook 1378 – Tenant Assistance, Relocation, and Real Property Acquisition</b>	The primary policy guide for implementing URA and Section 104(d) requirements in HUD-funded projects.

## **XI. APPENDICES**

The appendix contains supplementary material which forms a part of this document but is not essential for its completeness, containing supporting information and will appear in this section.

<b>Form Name, Process Map Name, OR Document Name</b>	<b>Link to Document</b>
<b>New Mexico Home Recovery Program (HRP) Complaints Form</b>	This form is located on the next page of this policy.



**New Mexico Department of Homeland Security and  
Emergency Management  
New Mexico Home Recovery Program (HRP)  
Complaints Form**



Thank you for reporting your complaint to the New Mexico Home Recovery Program. The New Mexico Home Recovery Program will provide a written response to all complaints within fifteen (15) working days of receiving them. After the initial response, they will make every effort to resolve complaints within the same fifteen (15) working day timeframe. If a resolution cannot be reached within this period, the complainant will receive a status update regarding their issue(s) and, if feasible, an estimated time period when a resolution can be expected.

<b>Your name:</b>	
<b>Address:</b>	
<b>City, State Zip</b>	
<b>Phone number:</b>	
<b>Email address:</b>	

Please provide an explanation of your complaint and the remedy you seek. Or, if you wish to simply provide information, please provide it here (attach additional sheets if necessary):

---



---



---



---



---



---



---



---

Complaints Form

**Disclaimer:** *New Mexico Department of Homeland Security and Emergency Management (DHSEM) has made every effort to ensure the information contained on this form is accurate and in compliance with the most up-to-date CDBG-DR federal rules and regulations, as applicable. It should be noted that DHSEM assumes no liability or responsibility for any error or omission on this form that may result from the interim period between the publication of amended and/or revised federal rules and regulations and DHSEM standard review and update schedule.*



**New Mexico Department of Homeland Security and  
Emergency Management  
New Mexico Home Recovery Program (HRP)  
Complaints Form**




---

---

---

---

---

---

---

---

---

---

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

If assistance is required to complete this form, please contact a Disaster Case Manager at 505-670-4662 or [DHSEM-DCM@dhsem.nm.gov](mailto:DHSEM-DCM@dhsem.nm.gov)

The New Mexico Home Recovery Program Complaint Form may be submitted using any of the following methods:

**In person:** At a publicly noticed meeting. All scheduled public meetings are posted to DHSEM’s website at [www.dhsem.nm.gov/cdbg-dr2025](http://www.dhsem.nm.gov/cdbg-dr2025)

**Online:** Complete the complaint form online at [www.dhsem.nm.gov/cdbg-dr2025](http://www.dhsem.nm.gov/cdbg-dr2025)

**By email:** [DHSEM-DCM@dhsem.nm.gov](mailto:DHSEM-DCM@dhsem.nm.gov)

**By mail:** Department of Homeland Security and Emergency Management  
Attention: New Mexico Home Recovery Program, Complaints  
PO Box 27111  
Santa Fe, NM 87502

**By Phone:** Call a program representative by calling the State Disaster Case Management mainline at 505-670-4662 for assistance.

Complaints Form

**Disclaimer:** *New Mexico Department of Homeland Security and Emergency Management (DHSEM) has made every effort to ensure the information contained on this form is accurate and in compliance with the most up-to-date CDBG-DR federal rules and regulations, as applicable. It should be noted that DHSEM assumes no liability or responsibility for any error or omission on this form that may result from the interim period between the publication of amended and/or revised federal rules and regulations and DHSEM standard review and update schedule.*