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

BUREAU OF ELDERLY & ADULT SERVICES

Nicholas A. Toumpas  
Commissioner

129 PLEASANT STREET, CONCORD, NH 03301-3857  
603-271-4680 1-800-351-1888

Nancy L. Rollins  
Associate Commissioner

Fax: 603-271-4643 TDD Access: 1-800-735-2964

June 7, 2013

*Sole Source*

Her Excellency, Governor Margaret Wood Hassan  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

*75% Federal  
25% Grant*

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, Division of Community Based Care Services, Bureau of Elderly and Adult Services to amend an existing **sole source** Agreement with Area Agency of Greater Nashua, Inc., d.b.a. Gateways Community Services, Nashua, New Hampshire (Vendor #155784), to provide Financial Management Services for support and respite services for caregivers, by increasing the price limitation by \$170,500.00 from \$1,364,303.01 to \$1,534,803.01 and extending the completion date from June 30, 2013 to December 31, 2013, effective upon Governor and Executive Council approval. The Governor and Executive Council approved the original contract on December 8, 2010 (Item #140), and subsequent amendments on June 22, 2011 (Item #196), June 6, 2012 (Item #56) and on June 5, 2013 (Item #107).

Funds to support this request are anticipated to be available in the following account in State Fiscal Year 2014 upon the availability and continued appropriation of funds in the future operating budgets, with authority to adjust amounts within the price limitation and amend the related terms of the contract without further approval from Governor and Executive Council.

**05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS: BUREAU OF ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS**

Class/ Account	Class Title	Fiscal Year	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
570-500928	Family Care Giver	2011	\$ 194,808.44	\$ 0.00	\$ 194,808.44
072-500575	Grants to Non- Profits Federal	2011	\$ 169,671.58	\$ 0.00	\$ 169,671.58
570-500928	Family Care Giver	2012	\$ 371,685.00	\$ 0.00	\$ 371,685.00
072-500575	Grants to Non- Profits Federal	2012	\$ 18,577.35	\$ 0.00	\$ 18,577.35
570-500928	Family Care Giver	2013	\$ 428,315.00	\$ 0.00	\$ 428,315.00
570-500928	Family Care Giver	2014	\$ 0.00	\$170,500.00	\$ 170,500.00
		Subtotal	\$ 1,183,057.37	\$170,500.00	\$ 1,353,557.37

**05-95-48-481010-8943 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS: BUREAU OF ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADRD**

Class/ Account	Class Title	State Fiscal Year	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
502-500891	Payments to Providers	2011	\$ 181,245.64	\$0.00	\$ 181,245.64
		Subtotal	\$ 181,245.64	\$0.00	\$ 181,245.64
		Contract Total	\$1,364,303.01	\$170,500.00	\$1,534,803.01

**EXPLANATION**

The Department is requesting that the Governor and Executive Council approve a six-month extension to the existing **sole source** agreement. This extension is requested so that the Department can ensure services continue to be delivered to clients. The original agreement, approved by Governor and Executive Council on December 8, 2010 included a provision for the renewal of this contract for up to two years subject to the approval of Governor and Executive Council. The Department exercised this renewal option in an amendment to the Governor and Executive Council, approved June 22, 2011 (Item #196). This extension is needed because the the Department has experienced a delay in issuing a Request for Proposals as it has explored service delivery options. The Department will issue a Request for Proposals before September of 2013. The Request for Proposals will be developed to highlight the Department's objectives and include an expectation for the provison of a person centered approach supportive of the Department's core values.

The above action provides for Financial Management Services to manage the payments for the supports and respite services that caregivers receive and to serve as the "Employer of Record" for individuals the family caregivers choose to hire as respite providers (who are not an employee of an agency), known as a "family managed employee." Providing services as the "employer of record" relieves the family caregiver of the additional responsibility of managing payroll, workers' compensation liability, unemployment insurance and tax related issues, yet preserves their control over choosing and managing their respite providers.

The contractor's performance has been measured by their ability to meet the following: timeliness and accuracy of payments, account statements and reporting, and quality of customer services, as evidenced by monthly invoices and financial statements, quarterly program service reports submitted to the Bureau of Elderly and Adult Services, and a site review. The Bureau has determined that the Contractor has performed satisfactorily.

If this request is not approved, caregivers will not have the continued supports and respite services to enable them to keep their loved ones at home and in the community. While these individuals are not Medicaid eligible, they are close to spend down at which point they could be placed in a nursing facility. The small investment in supports and respite care services often delays or prevents nursing home placement (as evidenced in the 20+year NYU study which proves an average delay of nursing home placement of 329 days).

A Request for Proposals for Financial Management Services was posted on the Department of Health and Human Services' website August 2, 2010 and notification of its release was sent to potential bidders known to the Bureau of Elderly and Adult Services. Area Agency of Greater Nashua, Inc. was one of three entities to submit a proposal and was selected due to the overall quality of their bid and a demonstrated ability to meet the specifications listed in the Request for Proposal.

Funding for these services in previous years was listed as 100% federal funding, when, in fact, the federal grantor, the Administration on Community Living, has always required a twenty five percent (25%) match. Previously the Department met that obligation with other general funds budgeted in a different account. A clarification of accounting practice done in the preparation of the State Fiscal Years 2014 and 2015 Budget, now properly refelects the general funds needed to support this program.

Area Served: Statewide.

Source of Funds: 75% Federal Administration for Community Living, Title III-E Family Caregiver and 25% General Funds.

In the event that Federal Funds become no longer available, General Funds will not be requested to support these programs.

Respectfully submitted,

  
Nancy L. Rollins  
Associate Commissioner

Approved by:

  
Nicholas A. Toumpas  
Commissioner

**State of New Hampshire  
Department of Health and Human Services  
Amendment #4 Financial Management Services**



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**State of New Hampshire  
Department of Health and Human Services  
Amendment #4 to the Financial Management Services Contract**

This 4<sup>th</sup> Amendment to the Financial Management Services contract (hereinafter referred to as "Amendment #4") dated this 22<sup>nd</sup> day of May 2013, is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Area Agency of Greater Nashua, Inc. d.b.a. Gateways Community Services (hereinafter referred to as "the Contractor"), a nonprofit corporation organized under the laws of the State of New Hampshire, with a place of business at 144 Canal Street, Nashua, New Hampshire 03064.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on December 8, 2010, and amended by an agreement (Amendment #1 to the Contract) approved on June 22, 2011, (Amendment #2 to the Contract) and approved on June 6, 2012, the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

WHEREAS, Amendment #3 signed by the Department and the Contractor to be submitted to Governor and Executive Council on June 5, 2013; and

WHEREAS, the State and the Contractor have agreed to make changes to the scope of work, payment schedules and terms and conditions of the contract; and

WHEREAS, pursuant to the General Provisions, Paragraph 18 and Exhibit A, Section 4, Paragraph 14, the State may amend the Contract by written agreement of the parties;

WHEREAS the Department is extending the contract for six (6) months to continue the delivery of services;

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree as follows:

- 1) Amendment and modification of the P-37 "Agreement";
  - a) Change Completion date in Block 1.7 of the P-37 to read December 31, 2013.
  - b) Change Price Limitation in Block 1.8 of the P-37 to read \$1,534,803.01.
- 2) Amendment and modification of the Exhibit A:
  - a) Delete "Contract Period January 1, 2011 through June 30, 2013."

**State of New Hampshire  
 Departement of Health and Human Services  
 Amendment #4 Financial Management Services**



- b) Add Paragraph #6 letter f:
  - f. The Contractor is to collect and report on a monthly basis or upon request by DHHS the following:
    - i. The number of caregivers
    - ii. The number of care recipients
    - iii. The type of services and supports the caregiver and care recipient received
    - iv. The funding source and amount of the service dollars spent on the care recipients services and supports.
    - v. The number of caregivers/care recipients on a waitlist for each funding source.

3) Amendment and modification of Exhibit B;

- a) Delete "Contract Period January 1, 2011 through June 30, 2013."
- b) Delete:
  - 2. It is understood that in no event shall the total payments made by the Bureau of Elderly and Adult Services under this Agreement exceed the sum of \$1,364,303.01.
- c) Add Paragraph #14:
  - 14. For the period of July 1, 2013 through December 31, 2013, Subject to the Contractor's compliance with the terms and conditions of the Agreement, the Bureau of Elderly and Adult Services shall reimburse the Contractor for services described below:

Service Type	Funding Name	Amount
Financial Management Services (FMS) Fee	Family Caregiver Title III-E	\$18,448.10
Participant Service Dollars	Family Caregiver Title III-E	\$152,051.90

- d) Add Paragraph #15:
    - 15. For the period of July 1, 2013 through December 31, 2013, the Contractor shall complete a Budget form, named B-1. DHHS shall approve the budget. If the Contractor elects to provide additional funding towards the cost of providing Financial Management Services, then the Contractor is obligated to fund the difference between the total costs of the program less the state's share. Contractors shall report on a monthly basis the total cost of the program for the month, the amount requested to be paid by the state and the source of funds and amount for the contractor's share.
- 4) Contractor agrees to Exhibits D through J extended to December 31, 2013.

New Hampshire Department of Health and Human Services  
 COMPLETE ONE BUDGET FORM FOR EACH BUDGET PERIOD  
 Title III E Funds

Bidder/Program Name: Area Agency of Greater Nashua, Inc.

Budget Request for: Financial Management Services

Budget Period: 7/1/13-12/31/13

Line Item	Total Program Cost			Contractor Share / Match			Budget to be Funded by DHHS Contract Share		
	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total
1. Total Salary/Wages	\$ 15,014.00	\$ -	\$ 15,014.00	\$ 2,806.00	\$ -	\$ 2,806.00	\$ 12,208.00	\$ -	\$ 12,208.00
2. Employee Benefits	\$ 3,443.50	\$ -	\$ 3,443.50	\$ 385.90	\$ -	\$ 385.90	\$ 3,057.60	\$ -	\$ 3,057.60
3. Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Equipment:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Repair and Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 991.25	\$ -	\$ 991.25	\$ -	\$ -	\$ 991.25	\$ -	\$ -	\$ 991.25
6. Travel	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
7. Occupancy	\$ -	\$ 1,299.12	\$ 1,299.12	\$ -	\$ -	\$ 1,299.12	\$ -	\$ 1,299.12	\$ 1,299.12
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Postage	\$ 892.13	\$ -	\$ 892.13	\$ -	\$ -	\$ 892.13	\$ -	\$ -	\$ 892.13
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Insurance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Software	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
11. Staff Education and Training	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
12. Subcontracts/Agreements	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
13. Other (specific details mandatory):	\$ 152,051.90	\$ -	\$ 152,051.90	\$ -	\$ -	\$ 152,051.90	\$ -	\$ -	\$ 152,051.90
14. Caregiver/care recipient services and supports	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>TOTAL</b>	\$ 172,392.78	\$ 1,299.12	\$ 173,691.90	\$ 3,191.90	\$ -	\$ 3,191.90	\$ 165,208.88	\$ 1,299.12	\$ 170,500.00
Indirect As A Percent of Direct		0.8%			0.0%			0.8%	

Contractor Initials: MP  
 Date: 7/23/13

State of New Hampshire  
Department of Health and Human Services  
Amendment #4 Financial Management Services



This amendment shall be effective upon the date of Governor and Executive Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

6/5/13  
Date

Nancy L. Rollins  
Nancy L. Rollins  
Associate Commissioner

Area Agency of Greater Nashua, Inc.

5/20/13  
Date

Richard Pietravalle  
NAME Richard Pietravalle  
TITLE Chair

Acknowledgement:

State of New Hampshire, County of Hillsborough on May 28, 2013, before the undersigned officer, personally appeared the person identified above, or satisfactorily proven to be the person whose name is signed above, and acknowledged that s/he executed this document in the capacity indicated above.

Signature of Notary Public or Justice of the Peace

Suzan M. Grondin  
Name and Title of Notary or Justice of the Peace

SUZAN M. GRONDIN, Notary Public  
My Commission Expires April 15, 2014

State of New Hampshire  
Department of Health and Human Services  
Amendment #4 Financial Management Services



The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

5 Jun. 2013  
Date

*Kanna P. Herrick*  
Name: *Kanna P. Herrick*  
Title: *Attorney*

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on:  
\_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name:  
Title:

ABSTRACT OF CORPORATE MINUTES

The following is a true abstract from minutes of meeting

of the Board of Directors of  
(Name of Governing Board)

Area Agency of Greater Nashua, Inc. d.b.a. Gateways Community Services  
(Name of Corporation)

on March 27<sup>th</sup>, 2013 which was duly called at which a quorum  
was present:

“On motion duly made and seconded, it was voted to authorize

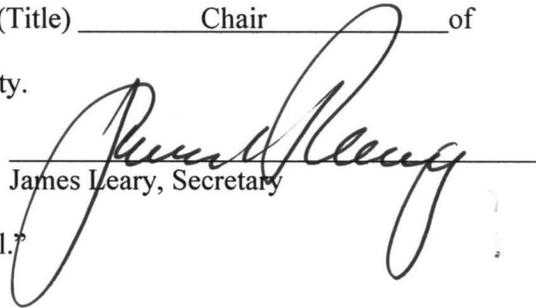
the Chair, to accept grants and awards and enter into contracts, and contract amendments from time to time with the New Hampshire Department of Health and Human Services, Division of Community Based Care Services, Bureau of Elderly and Adult Services, to sign and otherwise fully execute such acceptances and contracts, and contract amendments or modifications thereto, and any related documents requested by the Bureau of Elderly and Adult Services; this authorization to continue until revoked by vote of this governing board.

I certify the foregoing vote is still in effect and has not been revoked, rescinded or modified.

I further certify that (Name of corporate official signing the acceptance or contract)

Richard Pietravalle is the duly elected (Title) Chair of  
this corporation and is still qualified and serving in such capacity.

6/28/13  
(Date)

  
James Leary, Secretary

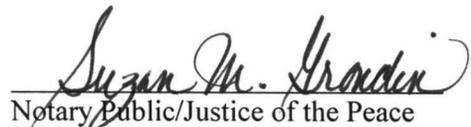
(Imprint seal of corporation. If none, write: “No corporate seal.”)

STATE OF NEW HAMPSHIRE

COUNTY OF Hillsborough

On May 28, 2013, before the undersigned officer personally appeared the person identified in the foregoing certificate, known to me (or satisfactorily proven) to be the Clerk/Secretary of the corporation identified in the foregoing certificate, and acknowledged that \_\_\_\_\_ he executed the foregoing certificate.

In witness whereof I hereunto set my hand and official seal.

  
Notary Public/Justice of the Peace

My commission expires:

SUZAN M. GRONDIN, Notary Public  
My Commission Expires April 15, 2014

State of New Hampshire  
Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that Gateways Community Services is a New Hampshire trade name registered on March 20, 2008 and that AREA AGENCY OF GREATER NASHUA, INC. presently own(s) this trade name. I further certify that it is in good standing as far as this office is concerned, having paid the fees required by law.



In TESTIMONY WHEREOF, I hereto  
set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 7<sup>th</sup> day of May, A.D. 2013

A handwritten signature in cursive script, appearing to read "William M. Gardner".

William M. Gardner  
Secretary of State





**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
**DIVISION OF COMMUNITY BASED CARE SERVICES**

*BUREAU OF ELDERLY & ADULT SERVICES*

Nicholas A. Toumpas  
 Commissioner

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 603-271-4680 1-800-351-1888

Nancy L. Rollins  
 Associate  
 Commissioner

Fax: 603-271-4643 TDD Access: 1-800-735-2964

April 25, 2013

Her Excellency, Governor Margaret Wood Hassan  
 and the Honorable Council  
 State House  
 Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, Division of Community Based Care Services, Bureau of Elderly and Adult Services to amend Exhibit B Terms and Conditions of Payment of an existing Agreement with Area Agency of Greater Nashua, Inc., d.b.a. Gateways Community Services, Nashua, New Hampshire (Vendor #155784), for Financial Management Services support and respite services for caregivers, by decreasing funding in State Fiscal Year 2012 by \$28,315 (PO #1016435) and increasing funding in State Fiscal Year 2013 by \$28,315 (PO #1023708), with the authority to adjust amounts if needed and justified between State Fiscal years and within the price limitation, and amend the related terms of the contract without further approval from Governor and Executive Council, effective upon Governor and Executive Council approval through June 30, 2013. The Governor and Executive Council approved the original contract on December 8, 2010 #140, and amended on June 22, 2011 #196, and June 6, 2012 #56.

Funds are available in the following accounts for State Fiscal Year 2013.

**05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS: BUREAU OF ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS**

State Fiscal Year	Class/ Account	Class Title	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2011	570-500928	Family Care Giver	\$ 194,808.44	\$0.00	\$ 194,808.44
2011	072-500575	Grants to Non-Profits Federal	\$ 169,671.58	\$0.00	\$ 169,671.58
2012	570-500928	Family Care Giver	\$ 400,000.00	(\$28,315.00)	\$ 371,685.00
2012	072-500575	Grants to Non-Profits Federal	\$ 18,577.35	\$0.00	\$ 18,577.35
2013	570-500928	Family Care Giver	\$ 400,000.00	\$28,315.00	\$ 428,315.00
Subtotal			\$1,183,057.37	\$0.00	\$1,183,057.37

**05-95-48-481010-8943 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS: BUREAU OF ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADRD**

State Fiscal Year	Class/Account	Class Title	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
2011	502-500891	Payments to Providers	\$ 181,245.64	\$0.00	\$ 181,245.64
Subtotal			\$ 181,245.64	\$0.00	\$ 181,245.64
	Contract Total		\$1,364,303.01	\$0.00	\$1,364,303.01

**EXPLANATION**

The purpose of this Requested Action is to amend Exhibit B Terms and Conditions of Payment by adjusting amounts between State Fiscal Years and according to paragraph 18 of the General Provisions, this change must be made in writing and approved by Governor and Executive Council. The desire to adjust the amounts between State Fiscal years is to increase funding in State Fiscal Year 2013 for supports and respite services to caregivers. The demand for caregiver supports and respite services is expected to increase between now until the end of June 2013. In State Fiscal Year 2012, the demand for respite services was less than the contracted amount.

Caregiver Supports and Respite Services

Caregiver Supports and Respite Services are provided through a consumer directed service delivery model. Caregivers work with a family caregiver specialist to assess needs, define appropriate supports and services such as respite care, and develop a service budget. The supports and respite service dollars are for family caregivers of older adults who meet the Activities of Daily Living criteria for nursing home placement yet are being cared for at home.

Financial Management Services

Area Agency of Greater Nashua, Inc. provides Financial Management Services to manage the payments for the supports and respite services that caregivers receive and to serve as the "Employer of Record" for individuals the family caregivers choose to hire as respite providers (who are not an employee of an agency), known as a "family managed employee." Providing services as the "employer of record" relieves the family caregiver of the additional responsibility of managing payroll, workers' compensation liability, unemployment insurance and tax related issues, yet preserves their control over choosing and managing their respite providers.

The contractor's performance has been measured by their ability to meet the following: timeliness and accuracy of payments, account statements and reporting, and quality of customer services, as evidenced by monthly invoices and financial statements, quarterly program service reports submitted to the Bureau of Elderly and Adult Services, and a site review. The Bureau has determined that the Contractor has performed satisfactorily.

If this request is not approved, caregivers will not have the continued supports and respite services to enable them to keep their loved ones at home and in the community. These individuals are not Medicaid eligible but are close to spend down at which point they could be placed in a nursing facility. The small investment in supports and respite care services often delays or prevents nursing home placement (as evidenced in the 20+year NYU study which proves an average delay of nursing home placement of 329 days). July 2012 to date (in a nine month period), supports and respite services have been provided to at least 410 caregivers.

Her Excellency, Governor Margaret Wood Hassan  
and the Honorable Council  
April 25, 2013  
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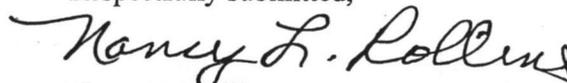
the Bureau of Elderly and Adult Services. Area Agency of Greater Nashua, Inc. was one of three entities to submit a proposal and was selected due to the overall quality of their bid and a demonstrated ability to meet the specifications of the RFP.

Area Served: Statewide.

Source of Funds: 100% Federal Administration on Aging, Title III-E Family Caregiver.

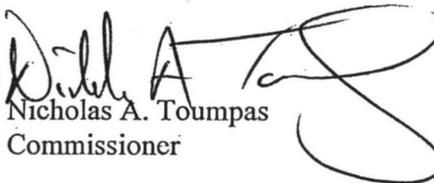
In the event that Federal Funds become no longer available, General Funds will not be requested to support these programs.

Respectfully submitted,



Nancy L. Rollins  
Associate Commissioner

Approved by:



Nicholas A. Toumpas  
Commissioner

SR  
FR  
AD



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

*BUREAU OF ELDERLY & ADULT SERVICES*

Nicholas A. Toumpas  
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Fax: 603-271-4643 TDD Access: 1-800-735-2964

April 27, 2012

His Excellency, Governor John H. Lynch  
and the Honorable Executive Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, Division of Community Based Care Services, Bureau of Elderly and Adult Services to amend an existing Agreement (Purchase Order State Fiscal Year 2011 #1013032 and State Fiscal Year 2012 #1016435) with Area Agency of Greater Nashua, Inc., d.b.a. Gateways Community Services, Nashua, New Hampshire (Vendor #155784) providing statewide Financial Management Services for New Hampshire Family Caregiver Support Program that manage the authorized service dollars for eligible family caregivers through a consumer directed service delivery model by increasing the price limitation by \$334,377.06 from \$1,029,925.95 to \$1,364,303.01 and extending the completion date from June 30, 2012 to June 30, 2013, effective July 1, 2012. The Governor and Executive Council approved the original contract on December 8, 2010 (Item # 140), and amended on June 22, 2011 (Item #196). Funding is available in the following accounts for State Fiscal Years 2013, with the authority to adjust amounts if needed and justified between State Fiscal Years.

05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS: BUREAU OF ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS

Fiscal Year	Class/Object Code	Class Title	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
SFY 2011	570-500928	Family Care Giver	\$ 260,431.38	(\$65,622.94)	\$ 194,808.44
SFY 2011	072-500575	Grants to Non-Profits Federal	\$ 169,671.58	\$0.00	\$ 169,671.58
SFY 2012	570-500928	Family Care Giver	\$ 400,000.00	\$0.00	\$ 400,000.00
SFY 2012	072-500575	Grants to Non-Profits Federal	\$ 18,577.35	\$0.00	\$ 18,577.35
SFY 2013	570-500928	Family Care Giver	\$0.00	\$400,000.00	\$400,000.00
Subtotal			\$ 848,680.31	\$334,377.06	\$ 1,183,057.37

05-95-48-481010-8943 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES,  
 HHS: BUREAU OF ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADRD

Fiscal Year	Class/Object Code	Class Title	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
SFY 2011	502-500891	Payments to Providers	\$ 181,245.64	\$0.00	\$ 181,245.64
SFY 2012	502-500891	Payments to Providers	\$ 0.00	\$0.00	\$ 0.00
Subtotal			\$ 181,245.64	\$0.00	\$ 181,245.64
	Contract Total		\$1,029,925.95	\$334,377.06	\$1,364,303.01

#### EXPLANATION

The purpose of this Requested Action is to amend an existing Agreement in order to continue through June 30, 2013, one of the vital roles in the New Hampshire Family Caregiver Support Program, by providing Financial Management Services to manage the statewide funding for caregivers who have been authorized a budget for services by a Caregiver Specialists at ServiceLink. This amendment will allow Area Agency of Greater Nashua, Inc. to manage \$356,720 service dollars to an estimated six hundred and fifty (650) or more caregivers for State Fiscal Year 2013. Additionally, this Requested Action amends this Agreement to decrease the amount of services dollars by \$65,622.94 to reflect the actual amount of service dollars utilized in the Family Caregiver Program in State Fiscal Year 2011.

The original Agreement and the original Governor and Executive Council letter approved on December 8, 2010 (Item #140) included an optional provision to extend the Agreement for two one-year periods. This amendment exercises this option to extend the Agreement utilizing the first one-year period. Based on client feedback, Area Agency of Greater Nashua, Inc. has provided a high level of customer service and response. Quarterly reports and account statements have been sent on time meeting the required performance measures. Bureau of Elderly and Adult Services will not exercise a second year renewal and intends to competitively bid for these services for State Fiscal Years 2014 and 2015 to align with the next biennium budget.

The goals of the New Hampshire Family Caregiver Support Program are: 1) provide respite and other timely interventions and supports to informal family caregivers of frail older adults who meet the clinical eligibility for nursing home placement to avoid burnout; and 2) provide consumer-directed respite and other services to older grandparents and relative caregivers raising children. In order to meet these goals, the Area Agency of Greater Nashua, Inc. will provide Financial Management Services to caregivers that include paying invoices and serving as the "Employer of Record" for individuals the family caregivers choose to hire as respite providers (who are not an employee of an agency), known as a "family managed employee." Providing services as the "employer of record" relieves the family caregiver of the additional responsibility of managing payroll, workers' compensation liability, unemployment insurance and tax related issues, yet preserves their control over choosing and managing their respite providers. Also, the contractor conducts background checks, employee orientation, training, payroll processing, human resource functions, as well as service unit reporting as required by the Administration on Aging, and customer service related to the financial services. Financial Management Services will be provided for the price of \$43,280 in State Fiscal Year 2013.

The New Hampshire Family Caregiver Support Program has collected data that shows the number of caregivers who received a consumer-directed budget for respite services more than doubled from three hundred and five (305) family caregivers in Federal Fiscal Year 2010 to six hundred and forty-five (645) in Federal Fiscal Year 2011. The value of providing this service has enabled caregivers to keep loved ones at home resulting in delaying the need for more costly services such as nursing home care.

His Excellency, Governor John H. Lynch  
and the Honorable Executive Council  
April 27, 2012  
Page 3

The contractor's performance will continue to be measured by their ability to meet the terms and conditions of this Agreement including the identified benchmarks for the following performance measures: timeliness and accuracy of payments; account statements and reporting; and quality of customer services, as evidenced by monthly invoices and financial statements and quarterly program service reports submitted to Bureau of Elderly and Adult Services.

If this request is not approved, then caregivers will not have the financial supports to manage a budget and pay invoices. But more importantly, caregivers will not be able to utilize known individuals such as family, friends, or neighbors to provide respite care services without the Financial Management Services being "Employer of Record," that is required under the laws of the Internal Revenue Service. Caregivers will not have the continued supports to enable them to keep their loved ones at home and in the community.

A Request for Proposals for Financial Management Services was posted on the DHHS' website August 2, 2010 and notification of its release was sent to potential bidders known to the Bureau of Elderly and Adult Services. Area Agency of Greater Nashua, Inc. was one of three entities to submit a proposal and was selected due to the overall quality of their bid and a demonstrated ability to meet the specifications of the RFP.

Area Served: Statewide.

Source of Funds: 100% Federal Administration on Aging, Title III-E Family Caregiver

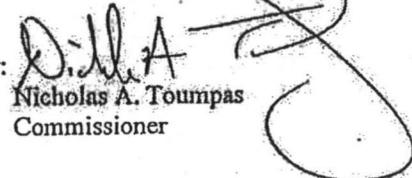
In the event that Federal Funds become no longer available, General Funds will not be requested to support these programs.

Respectfully submitted,



Nancy L. Rollins  
Associate Commissioner

Approved by:



Nicholas A. Toumpas  
Commissioner

Handwritten initials: HAD JH



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

BUREAU OF ELDERLY & ADULT SERVICES

Nicholas A. Toumpas  
Commissioner

129 PLEASANT STREET, CONCORD, NH 03301-3857  
603-271-4680 1-800-351-1888  
Fax: 603-271-4643 TDD Access: 1-800-786-2964

Nancy L. Rollins  
Associate Commissioner

June 2, 2011

His Excellency, Governor John H. Lynch  
and the Honorable Executive Council  
State House  
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Community Based Care Services, Bureau of Elderly and Adult Services to amend an existing Agreement with Area Agency of Greater Nashua, Inc., d.b.a. Gateways Community Services, Nashua, New Hampshire (Vendor #155784) to provide Financial Management Services statewide by managing the authorized service dollars, under the New Hampshire Family Caregiver Support Program, for eligible family caregivers through a consumer directed service delivery model, by increasing the amount in State Fiscal Year 2011 by \$268,168.95 and decreasing the amount in State Fiscal Year 2012 by \$255,700.00 for a net increase to the price limitation of \$12,465.95 from \$1,017,460.00 to \$1,029,925.95, effective the date of Governor and Executive Council approval through June 30, 2012. Governor and Executive Council approved the original contract on December 8, 2010 (Item # 140). Funding is available in the following accounts for State Fiscal Year 2011, and anticipated to be available in State Fiscal Year 2012 upon the availability and continued appropriation of funds in the future operating budgets, with the authority to adjust amounts if needed and justified between State Fiscal Years.

05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS: BUREAU OF ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS

Fiscal Year	Class/Object Code	Class Title	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
SFY 2011	570-500928	Family Care Giver	\$ 160,000.00	\$ 100,431.38	\$ 260,431.38
SFY 2011	072-500575	Grants to Non-Profits Federal	\$ 93,182.65	\$ 76,488.93	\$ 169,671.58
SFY 2012	570-500928	Family Care Giver	\$ 400,000.00	\$ 0.00	\$ 400,000.00
SFY 2012	072-500575	Grants to Non-Profits Federal	\$ 18,577.35	\$ 0.00	\$ 18,577.35
Subtotal			\$ 671,760.00	\$176,920.31	\$ 848,680.31

05-95-48-481010-8943 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS: BUREAU OF ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADRD

Fiscal Year	Class/Object Code	Class Title	Current Modified Budget	Increase (Decrease) Amount	Revised Modified Budget
SFY 2011	502-500891	Payments to Providers	\$ 90,000.00	\$ 91,245.64	\$ 181,245.64
SFY 2012	502-500891	Payments to Providers	\$ 255,700.00	(\$ 255,700.00)	\$ 0.00
Subtotal			\$ 345,700.00	(\$164,454.36)	\$ 181,245.64
	Contract Total		\$1,017,460.00	\$ 12,465.95	\$1,029,925.95

#### EXPLANATION

The purpose of this Requested Action is to enter into an amendment of an existing Agreement with Area Agency of Greater Nashua d.b.a Gateways Community Services for State Fiscal Year 2011 and 2012 to provide Financial Management Services statewide by managing the authorized service dollars, under the New Hampshire Family Caregiver Support Program for eligible family caregivers through a consumer directed service delivery model. In State Fiscal Year 2011, this amendment will increase the funding for direct service dollars through a liquidation of \$268,165.95 from four funding sources: Alzheimer's Disease and Related Disorders, Administration on Aging's Family Caregiver Title III-E and two demonstration grants (Alzheimer's Disease Supportive Services Program and Community Living Program Grant Flexible funds, both by Administration on Aging that end September 2011) in a previous contract that ended in December 31, 2010. These funds were initially obligated to family caregivers at the beginning of State Fiscal Year 2011 or upon application during the year to purchase direct services such as respite care, that family caregivers need through out the period ending June 30, 2011.

The amendment for State Fiscal Year 2012 will reduce the funding based on the anticipation that the general funded Alzheimer's Disease and Related Disorders program will be suspended in State Fiscal Years 2012 and 2013 as passed by both the House and Senate. The final dollars from the remaining funding sources represents 8.37% of total dollars for the Bureau to purchase Financial Management Services for the program and 91.63% for service dollars to benefit family caregivers to purchase direct care services such as respite care for approximately 400 family caregivers.

Area Agency of Greater Nashua, Inc. plays a vital role in providing Financial Management Services in order to meet the goals of the New Hampshire Family Caregiver Support Program. The goals are 1) provide respite and other timely interventions and supports to informal family caregivers of frail older adults who meet the clinical eligibility for nursing home placement avoid burnout; and 2) provide consumer-directed respite and other services to older grandparent and relative caregivers raising children.

This contractor engages in paying invoices and serves as the "Employer of Record" for individuals the family caregivers choose to hire as respite providers (who are not an employee of an agency), known as a "family managed employee." Providing services as the "employer of record" relieves the family caregiver of the additional responsibility of managing payroll, workers' compensation liability, unemployment insurance and tax related issues, yet preserves their control over choosing and managing their respite providers. Also, the contractor conducts background checks, employee orientation, training, payroll processing, human resource functions, as well as service unit reporting as required by the Administration on Aging, and customer service related to the financial services.

Family caregivers rely on the Financial Management Services as part of their ability to utilize known individuals such as family, friends, neighbors or agencies to provide respite care services. This is a necessary action since these funds have been obligated and budgeted to the family caregivers through June 30, 2011.

His Excellency, Governor John H. Lynch  
and the Honorable Executive Council  
June 2, 2011  
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Bid Process

This Agreement was awarded to Area Agency of Greater Nashua, Inc. through a competitive bid process. The Request for Proposals (RFP) was posted on the DHHS' website August 2, 2010 and notification of its release was sent to potential bidders. The proposal covers State Fiscal Years 2011 and 2012 with BEAS retaining an option to renew the contract for two one-year periods at its discretion, and upon approval of Governor and Executive Council. The proposal was reviewed and scored by three (3) reviewers as follows: NHFCSP Manager, DCBCS Program Planning and Review Specialist for Quality Management, both employed with DHHS, and Project Director with the NH Institute for Health Policy and Practice, University of New Hampshire. The reviewers have five to ten years experience in managing grants and agreements with vendors for various public health/services/education programs. See attached bidders summary.

Performance Measures

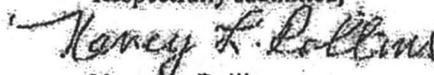
The contractor's performance will be measured by their ability to meet the terms and conditions of this Agreement including the identified benchmarks for the following performance measures: timeliness and accuracy of payments, account statements and reporting, and quality of customer services, as evidenced by monthly invoices and financial statements, and quarterly program service reports submitted to BEAS.

Area Served: Statewide.

Source of Funds: 66.02% Federal and 33.98% General of the total amount.

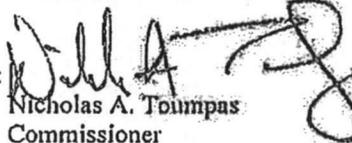
In the event that Federal Funds become no longer available, General Funds will not be requested to support these programs.

Respectfully submitted,



Nancy L. Rollins  
Associate Commissioner

Approved by:



Nicholas A. Tompkins  
Commissioner

6/10  
JFK

BEAS  
copy



STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF COMMUNITY BASED CARE SERVICES  
*BUREAU OF ELDERLY & ADULT SERVICES*

Nicholas A. Toumpas  
Commissioner  
  
Nancy L. Rollins  
Associate Commissioner

129 PLEASANT STREET, CONCORD, NH 03301-8867  
603-271-4680 1-800-351-1888  
Fax: 603-271-4648 TDD Access: 1-800-735-2964

November 12, 2010

His Excellency, Governor John H. Lynch  
and the Honorable Executive Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, Division of Community Based Care Services, Bureau of Elderly and Adult Services (BEAS) to enter into an agreement with Area Agency of Greater Nashua, Inc., d.b.a. Gateways Community Services, Nashua, New Hampshire (Vendor #155784) to provide Financial Management Services statewide by managing the authorized service dollars, under the New Hampshire Family Caregiver Support Program, for eligible family caregivers through a consumer directed service delivery model in an amount not to exceed \$1,017,460.00, effective January 1, 2011 or date of Governor and Council approval, whichever is later, through June 30, 2012. Funding is available in the following accounts for State Fiscal Year 2011, and anticipated to be available in State Fiscal Year 2012 pending Legislative approval of upcoming biennial budget, with the authority to adjust encumbrances between each of the State fiscal years through the Budget Office if needed and justified.

05-95-48-481010-7872 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES, HHS: BUREAU OF ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADM ON AGING GRANTS

Fiscal Year	Class/Object Code	Class Title	State Fiscal Year
SFY 2011	570-500928	Family Care Giver	\$ 160,000.00
SFY 2011	072-500575	Grants to Non-Profits Federal	\$ 93,182.65
SFY 2012	570-500928	Family Care Giver	\$ 400,000.00
SFY 2012	072-500575	Grants to Non-Profits Federal	\$ 18,577.35
Subtotal			\$ 671,760.00

His Excellency, Governor John H. Lynch  
 and the Honorable Executive Council  
 November 12, 2010  
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05-95-48-481010-8943 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SERVICES,  
 HHS: BUREAU OF ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, ADRD

Fiscal Year	Class/Object Code	Class Title	Current Modified Budget
SFY 2011	502-500891	Payments to Providers	\$ 90,000.00
SFY 2012	502-500891	Payments to Providers	\$ 255,700.00
	Subtotal		\$ 345,700.00
Contract Total			\$1,017,460.00

#### EXPLANATION

The purpose of this Requested Action is to purchase Financial Management Services (FMS) statewide by managing the authorized service dollars, under the New Hampshire Family Caregiver Support Program (NHFCSP), for eligible family caregivers through a consumer directed service delivery model. The above funding represents 11.19% of dollars to purchase FMS and 88.81% for service dollars such as respite services for at least 550 eligible caregivers.

#### New Hampshire Family Caregiver Support Program (NHFCSP)

BEAS administers the NHFCSP with funds provided by Title III-E, Administration on Aging (AoA), and the state general funded Alzheimer's Disease and Related Disorders (ADRD) respite program for caregivers. BEAS has also been awarded demonstration grants: Alzheimer's Disease Supportive Services Program (ADSSP) and Community Living Program Grant (CLP) Flexible funds, both by (AoA) which includes funding for respite services. All four programs work with persons who are not Medicaid eligible, to provide timely intervention and supports to caregivers (family members who are providing assistance to individuals who have two or more Activities of Daily Living (ADL) deficits, or cognitive impairments such as dementia) so that they can continue in their caregiving roles, and delay or avoid placement of the care recipient in a nursing home and spend down to Medicaid. The NHFCSP, ADRD, ADSSP and the CLP utilize a consumer-directed model. Through assistance from the ServiceLink Resource Centers (hereafter "SLRC") staff, family members and others who provide care for an elderly adult, or an adult with disabilities, or grandparents and relatives raising a child or children, can gain needed support and assistance. Families and others play a critical role in enabling seniors to remain in their own homes for as long as possible. The SLRC sites work one on one with family caregivers and have been designated by BEAS to have the spending authority over the budgets that they allocate to eligible individuals.

#### Role of the FMS

The staffs at the SLRCs have the authority to approve a budget for eligible participants. A copy of the budget approved by the SLRC staff is sent to the FMS agency. This budget will be reviewed prior to paying invoices presented against that budget. From time to time budgets will be revised to meet the fluctuating needs of family caregivers. The SLRC sites will assist the family caregiver in revising their budget and forward a copy to the FMS agency. Family caregivers in this model have the option to hire individuals of their choosing to provide respite and other services.

The FMS contractor will be engaged to pay invoices and to serve as the "Employer of Record" for individuals the family caregivers choose to hire as respite providers (who are not an employee of an agency),

His Excellency, Governor John H. Lynch  
and the Honorable Executive Council  
November 12, 2010  
Page 3

known as a "family managed employee." The FMS conducts background checks, employee orientation, training, payroll processing, human resource functions, as well as service unit reporting as required by the Administration on Aging, and customer service related to the financial services. Providing services as the "employer of record" relieves the family caregiver of the additional responsibility of managing payroll, workers' compensation liability, unemployment insurance and tax related issues, yet preserves their control over choosing and managing their respite providers. Also, the FMS prepares and sends monthly statements to family caregivers, and monthly reports to the ten (10) SLRC sites and to Bureau of Elderly and Adult Services.

#### Bid Process

This Agreement was awarded to Area Agency of Greater Nashua, Inc. through a competitive bid process. The Request for Proposals (RFP) was posted on the DHHS' website August 2, 2010 and notification of its release was sent to potential bidders. The proposal covers State Fiscal Years 2011 and 2012 with BEAS retaining an option to renew the contract for two one-year periods at its discretion, and upon approval of Governor and Executive Council. The proposal was reviewed and scored by three (3) reviewers as follows: NHFCSP Manager, DCBCS Program Planning and Review Specialist for Quality Management, both employed with DHHS, and Project Director with the NH Institute for Health Policy and Practice, University of New Hampshire. The reviewers have five to ten years experience in managing grants and agreements with vendors for various public health/services/education programs. See attached bidders summary.

#### Performance Measures

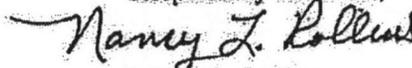
The contractor's performance will be measured by their ability to meet the terms and conditions of this Agreement including the identified benchmarks for the following performance measures: timeliness and accuracy of payments, account statements and reporting, and quality of customer services, as evidenced by monthly invoices and financial statements, and quarterly program service reports submitted to BEAS.

Area Served: Statewide.

Source of Funds: 66.02% Federal and 33.98% General of the total amount.

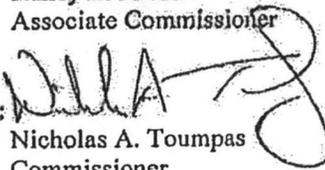
In the event that Federal Funds become no longer available, General Funds will not be requested to support these programs.

Respectfully submitted,



Nancy L. Rollins  
Associate Commissioner

Approved by:



Nicholas A. Toumpas  
Commissioner