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Frank Edelblut
Commissioner of Education
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Deputy Commissioner of Education
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**STATE OF NEW HAMPSHIRE
DEPARTMENT OF EDUCATION
101 Pleasant Street
Concord, N.H. 03301
FAX 603-271-1953
Citizens Services Line 1-800-339-9900**

August 30, 2017

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, NH 03301

REQUESTED ACTION

Authorize the Department of Education, Bureau of Vocational Rehabilitation to enter into a contract with Granite State Independent Living, Concord, New Hampshire (Vendor Code 155330) in an amount not to exceed \$212,956.00, to provide independent living services, effective upon Governor and Council approval through September 30, 2018.
100% Federal Funds.

Funds to support this request are available in the following account entitled Independent Services (Part B) with the ability to adjust encumbrances between State Fiscal years through the Budget Office, if needed and justified.

	<u>FY 2018</u>	<u>FY 2019</u>
06-56-56-565010-25420000-102-500731 Contracts for Program Services	\$159,719.00	\$53,237.00

EXPLANATION

The New Hampshire Department of Education receives an annual grant of \$305,350.00 from the United States Department of Health and Human Services, Administration on Community Living, Independent Living Administration. The grant under Title VII, Part B of the Rehabilitation Act of 1973, as amended, enables the state to continue to provide independent living services to individuals with significant disabilities so that they can become more independent in their homes and communities. The Department provides services through contracts with nonprofit organizations which are directed and managed primarily by persons with significant disabilities. The services provided under this contract are available statewide.

Because it has a governing board that is controlled by persons with disability and provides the four core independent living services of advocacy, information and referral, skills training, and peer support counseling, Granite State Independent Living (GSIL) is the only federally approved center for independent living in the state. The purpose of GSIL is to promote life with independence for people

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with disabilities who reside in the state, which makes them uniquely suited to provide services to persons with disabilities. Services to be provided under the contract with Granite State Independent Living include: service coordination, access services, transportation services, travel training, and services to the blind and visually impaired.

A request for proposal was posted to the Manchester Union Leader (April 7, 2017), the Department of Education's website, the Statewide Independent Living Council's website, and released to community based organizations that are potential or former vendors. Three proposals were received, Granite State Independent Living, Northeast Deaf and Hard of Hearing Services, Inc., and the Brain Injury Association of New Hampshire. A committee comprised of employees from the Department of Education and Department of Health and Human Services reviewed the proposals submitted utilizing an evaluation tool that was developed based on the request for proposal requirements (Attachment A). The committee recommended funding Northeast Deaf and Hard of Hearing Services, Inc. which will provide service coordination, interpreter and Computer Assisted Real Time Captioning (CART) services, and support services for deaf-blind individuals in the amount of \$70,271.00; Granite State Independent Living will provide service coordination, access services, transportation services, travel training, and services to the blind and visually impaired in the amount of \$212,956.00 and, the Brain Injury Association of New Hampshire (BIANH) will provide service coordination, maintain a veterans website and post-traumatic stress disorder online resource center, information and referral services for persons with acquired brain injury, and family neuro-resource facilitation in the amount of \$79,923.00. The Title VII, Part B funds will be awarded to the three non-profits identified above, pending Governor and Council approval.

The rationale for the decision to fund three proposals is based on Title VII, Part B, Section 713, of the Rehabilitation Act of 1973, as amended. Section 713 articulates the authorized uses for Part B resources. This section states that Part B monies may be used to "support activities to increase the capacities of public and nonprofit agencies and organizations and other entities to develop comprehensive approaches or systems for providing independent living services."

Each response to the Request for Proposals for Title VII, Part B monies addressed service provisions to different populations of individuals with disabilities that continue to be underserved.

The Title VII, Part B FFY18 RFP review occurred on Tuesday, May 30, 2017. The RFP review panel consisted of the following employees from the Department of Education and the Department of Health and Human Services.

Lisa Hinson-Hatz, Administrator IV of Field Services, Bureau of Vocational Rehabilitation. Ms. Hinson-Hatz brings 15 years of experience in developing and monitoring new contracts and initiatives related to Vocational Rehabilitation field services. She offers a wide range of experience related to service provision to people with disabilities.

Sharon DeAngelis, Administrator IV, Division of Career Technology and Adult Learning. Ms. DeAngelis has 24 years of experience in developing and monitoring budgets for the Division as well as contract development and monitoring contract requirements.

Joan Holleran, Administrator I, External Relations. Ms. Holleran has administered the Independent Living program at the Department of Education for 16 years and has extensive experience in developing and monitoring the Independent Living contracts during the past decade.

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William Finn, Administrator II, Services for Blind and Visually Impaired (SBVI). Mr. Finn has worked in the field of vision rehabilitation and education for 43 years. He has been the Administrator of SBVI for 17 years and has a wealth of experience in mobility and orientation, education, and independent living.

Joan Marcoux, Hearing, Speech, and Vision Specialist in the Office of Health Equity, Department of Health and Human Services. Ms. Marcoux has 15 years' experience as a hearing, speech, and vision specialist. Ms. Marcoux has a Master's Degree in Vocational Rehabilitation Counseling. She serves on the Services for Blind and Visually Handicapped Advisory Committee, as well as the Statewide Independent Living Council.

It will be the responsibility of the contractor to hire staff to coordinate and to provide services as stated in the contract. The Department will retain responsibility for monitoring the provision of services.

In the event that Federal funds are unavailable, General funds will not be requested to support this program.

Respectfully submitted,



Frank Edelblut
Commissioner of Education

S:/dcta/bvr/vrco/common/G&C/GSIL 2018 letter

Attachment A

SCORING FOR REVIEW OF FFY 18 TITLE VII, PART B PROPOSALS

Proposal Criteria in the RFP

Statement of Need	10 Points
Project Description	20 Points
Sustainability	20 Points
Organizational Capacity	15 Points
Collaboration	15 points
Project and Organization Budget	<u>20 Points</u>
Possible Points	100 Points

Final Score (70 passing)

<u>Title VII, Part B FFY 18 Proposals</u>	<u>Amount</u>	<u>Peer Review</u>
Brain Injury Association of New Hampshire (BIANH)	\$ 79,923.00	95.6
Granite State Independent Living (GSIL)	\$212,956.00	93.0
Northeast Deaf and Hard of Hearing Services, Inc. (NDHHS)	\$ 70,271.00	86.6

	Lisa Hinson-Hatz	Sharon DeAngelis	Joan Holleran	William Finn	Joan Marcoux	Average
BIANH	96	96	95	94	97	95.6
GSIL	88	97	96	87	97	93.0
NDHHS	83	83	85	90	92	86.6

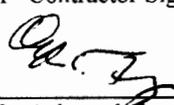
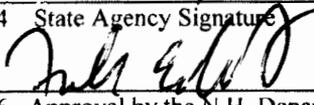
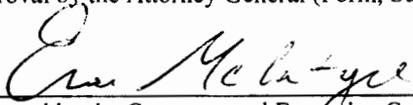
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

The State of New Hampshire and the Contractor hereby mutually agree as follows:

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name NH Department of Education, Vocational Rehabilitation		1.2 State Agency Address 21 South Fruit Street, Suite 20, Concord, NH 03301	
1.3 Contractor Name Granite State Independent Living		1.4 Contractor Address 21 Chenell Drive, Concord, NH 03301	
1.5 Contractor Phone Number 603.228.9680	1.6 Account Number See Exhibit B	1.7 Completion Date September 30, 2018	1.8 Price Limitation \$212,956.00
1.9 Contracting Officer for State Agency Paul K. Leather, Deputy Commissioner		1.10 State Agency Telephone Number 603-271-3802	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory Clyde Terry, CEO	
1.13 Acknowledgement: State of <u>NH</u> , County of <u>Merrimack</u> On <u>Aug. 21, 2017</u> , before the undersigned officer, personally appeared the person identified in block 1.12, or satisfactorily proven to be the person whose name is signed in block 1.11, and acknowledged that s/he executed this document in the capacity indicated in block 1.12.			
1.13.1 Signature of Notary Public or Justice of the Peace [Seal] 			
1.13.2 Name and Title of Notary or Justice of the Peace Casey Strickulis Executive Assistant			
1.14 State Agency Signature 		1.15 Name and Title of State Agency Signatory FRANK EDELBLUT, COMMISSIONER OF EDUCATION	
1.16 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.17 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By:  On: <u>9/12/17</u>			
1.18 Approval by the Governor and Executive Council (if applicable) By: _____ On: _____			

2. EMPLOYMENT OF CONTRACTOR/SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 (“State”), engages contractor identified in block 1.3 (“Contractor”) to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT A which is incorporated herein by reference (“Services”).

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.18, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.14 (“Effective Date”).

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT.

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds, and in no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to terminate this Agreement immediately upon giving the Contractor notice of such termination. The State shall not be required to transfer funds from any other account to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT B which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.

6.1 In connection with the performance of the Services, the Contractor shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal opportunity laws. This may include the requirement to utilize auxiliary aids and services to ensure that persons with communication disabilities, including vision, hearing and speech, can communicate with, receive information from, and convey information to the Contractor. In addition, the Contractor shall comply with all applicable copyright laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3 If this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 (“Equal Employment Opportunity”), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Contractor further agrees to permit the State or United States access to any of the Contractor’s books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this

Contractor Initials 
Date 8/21/17

Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely remedied, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 treat the Agreement as breached and pursue any of its remedies at law or in equity, or both.

9. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

9.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

9.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

9.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

10. TERMINATION. In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT A.

11. CONTRACTOR'S RELATION TO THE STATE. In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

12. ASSIGNMENT/DELEGATION/SUBCONTRACTS. The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice and consent of the State. None of the Services shall be subcontracted by the Contractor without the prior written notice and consent of the State.

13. INDEMNIFICATION. The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the Contractor. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate ; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 9.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than thirty (30) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than thirty (30) days prior written notice of cancellation or modification of the policy.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A (*"Workers' Compensation"*).

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. WAIVER OF BREACH. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

17. NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

18. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no

such approval is required under the circumstances pursuant to State law, rule or policy.

19. CONSTRUCTION OF AGREEMENT AND TERMS.

This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

20. THIRD PARTIES. The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. HEADINGS. The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. SPECIAL PROVISIONS. Additional provisions set forth in the attached EXHIBIT C are incorporated herein by reference.

23. SEVERABILITY. In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. ENTIRE AGREEMENT. This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire Agreement and understanding between the parties, and supersedes all prior Agreements and understandings relating hereto.

EXHIBIT A

The Contractor, Granite State Independent Living (GSIL), shall determine eligibility based on 34 CFR Part 364.51 and 364.4 (21 (Authority: 29 U.S.C. 706(11)(c)(e)), develop and approve Independent Living Plans based on 34 CFR 364.52, (Authority: 29 U.S.C 71(c) and 796c(e) and (j)) and provide independent living services up to the limit of the contract based on 34 CFR 364.4 sections (1) through (21), (Authority: 29 U.S.C. 79692(1)).

I. Professional Services

The Contractor shall identify individuals who may be eligible for services, develop documentation in support of their eligibility and complete application information necessary to support their eligibility during the contract period for the following activities:

Service Coordination

1. The Contractor shall employ personnel who are specialists in the development and provision of independent living services in accordance with 34 CFR 364.23.
2. The Contractor shall provide information about independent living services and make referrals to other programs for individuals with significant disabilities as required under 34 CFR 364.40.
3. The Contractor shall obtain medical, psychological, psychiatric, educational, vocational, social, and financial information necessary to support eligibility for services under this program in accordance with 34 CFR 364.56. Consumers shall be notified of their right to appeal decisions made by the Contractor. Consumers shall also be notified of the services of the Client Assistance Program and how to contact them in accordance with 34 CFR 364.30.
4. The Contractor shall assist applicants in the completion of application forms, and the development of the Independent Living Plan following the determination of eligibility prior to providing services in accordance with 34 CFR 364.50 and 34 CFR 364.52.
5. The Contractor shall coordinate services with other state and local programs to avoid duplication of services in accordance with 34 CFR 364.27.
6. The Contractor shall develop and maintain a consumer service record for each independent living program consumer. Documentation shall include eligibility or ineligibility decisions signed and dated by the Service Coordinator, services requested by the consumer, the Independent Living Plan developed with the consumer or a waiver signed by the consumer stating that an Independent Living Plan is unnecessary, the services actually provided, and goals achieved by the consumer in accordance with 34 CFR 364.53.

7. The Independent Living Plan (ILP) shall identify the service(s) to be provided, the approximate cost and duration; the provider; the goal of the program; the intermediate objective(s) to be attained as a result of the service(s); and the review period and criteria against which each objective shall be measured. Services that are needed beyond the period that is specified in the ILP will be provided only when the ILP is amended to specify an extension, and there is justification that the intermediate objective(s) can be attained only if the extension is approved.
8. The Contractor shall apply for and document in the consumer service record specific comparable benefits sought and obtained, prior to billing the Department of Education, Division of Career Technology and Adult Learning's Independent Living Program in accordance with 34 CFR 364.35.
9. The Contractor shall assist the consumer in the completion of a financial needs test and inform consumers of the \$5,000 annual limit per 12 month period which begins on the date of eligibility, for a service or combination of services. Services provided will be contingent upon financial need.

Exceptions to the limit of \$5,000 per 12 month period may be granted by the director of the organization providing services to the individual. The director will examine the financial status of the individual and make a determination whether the individual would be denied a necessary service if the service is not provided under Title VII, Part B.

When an individual requires a service or services that exceed the \$5,000 limit and the request for the service is denied, the director of the organization providing services shall notify the individual in writing. A copy of the consumer's rights, including the rights for appeal, shall be included with this written notification. When an individual is denied a service under Title VII, Part B, the service provider shall offer an appeal procedure that complies with 34 CFR 364.58 and has been approved by the Statewide Independent Living Council (SILC) and the Designated State Unit (DSU).

10. The Contractor shall maintain contact with consumers and service providers to ensure that services are being delivered in a timely and appropriate manner. Contacts will be documented in the consumer service record.
11. The Contractor shall coordinate service delivery between service providers and eligible consumers to ensure timely and appropriate services until each consumer's program is determined to be inactive or closed.
12. The Contractor shall maintain a Management Information System to produce the Title VII, 704 Annual Performance Report as required in 34 CFR Parts 364, 365, and 366.

Access Services

1. The Contractor shall provide necessary adaptive equipment to improve the independence of individuals who are determined eligible as required in 34 CFR 364.51.


 Contractor Initials _____
 Date 8/2/17

2. The Contractor shall oversee construction of ramps, monitor the construction quality, and ensure that they meet the Barrier Free Design Code of the State of New Hampshire. Exterior permanent ramps and entry doorways shall be made to an existing structure and no additions shall be made to any structure.
3. The Contractor shall acquire bids from construction contractors. The construction contractors will be required to submit their qualifications, which will include credit references, trade references, and customer references. The construction contractor will submit a bid which is in accordance with the evaluation done by the Access Specialist. The construction will be monitored by the Service Coordinator at appropriate stages of construction.
4. If necessary adaptive equipment is available only from a single source, this information shall be indicated in the consumer service record. The narrative shall include the vendors contacted. If a consumer requests a vendor whose bid is higher, the consumer shall pay the difference between the lowest bid and the higher amount. Vendors or contractors shall be qualified to provide services purchased at competitive prices.
5. The Contractor shall ensure that the consumer completes a form acknowledging receipt of the adaptive equipment or completion of the ramp and/or the primary entrance doorway is satisfactory to the consumer.

Transportation Services

1. The Contractor shall provide or arrange accessible van transportation services as needed to improve the independence of individuals who are determined eligible in accordance with 34 CFR 364.51.
2. Van drivers shall be provided training in Defensive Driving and Passenger Assistance Techniques.
3. The Transportation Coordinator shall utilize the most appropriate transportation system in response to a request for transportation services and coordinate among riders to ensure that maximum utilization of services exists.
4. Van drivers shall assist the riders as necessary getting on and off the lift, entering or exiting a building, securing tie-downs and seat belts, as required by riders and prudent to their safety and comfort.
5. The Contractor shall document for each consumer served, dates of service, mileage accrued, purpose of the trip, destination, whether the individual was a new Part B consumer, and identification of the driver.
6. The Contractor shall provide transportation services to individuals with disabilities who are unable to operate a vehicle and cannot obtain other means of transportation services. These individuals with disabilities will arrange their own transportation via other modes of transportation such as buses, taxis, or hired private vehicles.

Contractor Initials *OX*
Date 8/2/17

**EXHIBIT B
ESTIMATED BUDGET: LIMITATION ON PRICE: PAYMENT**

Estimated Budget	FY 2018	FY 2019	Total
Staff Salary/Fringe Benefits	\$ 64,770.55	\$ 21,586.85	\$ 86,357.40
Partner and Vendor Services (Transportation, Access Modification, Blind Services)*	74,139.29	24,713.10	98,852.39
Vehicle Repairs, Maintenance and Fuel	7,615.53	2,539.05	10,154.58
Transportation Reimbursement Services	11,874.23	3,958.20	15,832.43
Mileage Reimbursement	1,319.40	439.80	1,759.20
TOTAL	\$159,719.00	\$53,237.00	\$212,956.00

*No Administrative Charge

1. This budget may be adjusted between fiscal years and line items but in no case can the total budget exceed the price limitation. The Contractor must receive Department of Education approval prior to adjustments.
2. The Contractor shall maintain financial records to support the receipt, accounting for, allocation of, and disbursement of all funds awarded. The monthly invoice will support and document all costs associated with services provided on the contact report/log.
3. The Contractor shall maintain documents to support the delivery of services and make them available for review upon request.

Limitation on Price

The total cost for all services provided under this contract shall not exceed \$212,956.00.

Method of Payment

Monthly payments shall be made following receipt of invoices which are supported by a summary of activities that have taken place in accordance with terms of the contract along with a detailed listing of expenses incurred. If correct, payment will be made for 100% of the expenditures listed.

A final payment request shall be submitted no later than forty-five (45) days after the contract end date.

All invoices and reports shall be forwarded to:
 New Hampshire Department of Education
 Division of Career Technology and Adult Learning
 21 South Fruit Street, Ste. 20, Concord, NH 03301
 Attention: Sharon B. DeAngelis, Administrator

Source of Funds: Funds to support this request are available in FY18 and FY19 in the account entitled Independent Services (Part B):

	<u>FY18</u>	<u>FY19</u>
06-56-56-565010-25420000-102-500731 Contracts for Program Services	\$159,719.00	\$53,237.00

Contractor Initials _____
 Date 8/2/17

EXHIBIT C
SPECIAL PROVISIONS
Special Considerations

The contractor shall comply with the provisions of the U.S. Code of Federal Regulations 34 CFR 364 and the following U.S. Circular:

- a. OMB Circular A-110 – "Uniform Administrative Requirements for Grants and Agreements with Institutions of Higher Education, Hospitals and Other Non-Profit Organizations." Contractor/Vendor shall not make any award or permit any award (sub grant or contract) at any tier to any party which is debarred or suspended or is otherwise excluded from or ineligible for participation in Federal assistance programs under Executive Order 12549, "Debarment and Suspension".

Contractor Initials _____
Date 8/21/17

EXHIBIT D

The Contractor identified in Section 1.3 of the General provisions of the Agreement agrees to comply with the Health Insurance Portability and Accountability Act, Public Law 104-191 and with the Standards for Privacy of Individually Identifiable Health Information, 45 CFR Parts 160 and 174. As defined herein, "Business Associate" shall mean the Contractor and subcontractors and agents of the Contractor that receive, use, or have access to protected health information under this Agreement and "Covered Entity" shall mean the State of New Hampshire, Department of Health and Human Services.

BUSINESS ASSOCIATE AGREEMENT

(1) Definitions

- a. "Designated Record Set" shall have the same meaning as the term "designated record set" in 45 CFR Section 164.501.
- b. "Data Aggregation" shall have the same meaning as the term "data aggregation" in CFR Section 164.501.
- c. "Health Care Operations" shall have the same meaning as the term "health care operations" in 45 CFR Section 164.501.
- d. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996, Public law 104-191.
- e. "Individual" shall have the same meaning as the term "individual" in 45 CFR Section 164.501 and shall include a person who qualifies as a personal representative in accordance with 45 CFR Section 164.501(g).
- f. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
- g. "Protected Health Information" shall have the same meaning as the term "protected health information" in 45 CFR Section 164.501, limited to the information created or received by Business Associate from or on behalf of Covered Entity.
- h. "Required by Law" shall have the same meaning as the term "required by law" in 45 CFR Section 164.501.
- i. "Secretary" shall mean the Secretary of the Department of Health and Human Services or his/her designee.
- j. Other Definitions – All terms not otherwise defined herein shall have the meaning established under 45 CFR Parts 160, 162 and 164, as amended from time to time.

8/2/17

(2) Use and Disclosure of Protected Health Information (PHI)

- a. Business Associate shall not use or disclose PHI except as reasonably necessary to provide the services outlined under Exhibit A of the Agreement. Further, the Business Associate shall not, and shall ensure that its directors, officers, employees, and agents, do not use or disclose PHI in any manner that would constitute a violation of the Privacy Rule if so used by covered Entity.
- b. Business Associate may use or disclose PHI:
 - (i) for the proper management and administration of the Business Associate;
 - (ii) as required by law, pursuant to the terms set forth in paragraph d. below; or
 - (iii) for data aggregation purposes for the health care operations of Covered Entity.
- c. To the extent Business Associate is permitted under the Agreement to disclose PHI to a third party, Business Associate must obtain, prior to making any such disclosure, (i) reasonable assurances from the third party that such PHI will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the third party; and (ii) an agreement from such third party to immediately notify Business Associate of any breaches of the confidentiality of the PHI, to the extent it has obtained knowledge of such breach.
- d. The Business Associate shall not, unless such disclosure is reasonably necessary to provide services under Exhibit A of the Agreement, disclose PHI in response to a request for disclosure on the basis that it is required by law, without first notifying Covered Entity so that Covered Entity has an opportunity to object to the disclosure and to seek appropriate relief. If Covered Entity objects to such disclosure, the Business Associate shall refrain from disclosing the PHI until Covered Entity has exhausted all remedies.
- e. If the Covered Entity notifies the Business Associate that Covered Entity has agreed to be bound by additional restrictions on the uses or disclosures of PHI pursuant to the Privacy Rule, the Business Associate shall be bound by such additional restrictions and shall not disclose PHI in violation of such additional restrictions.

(3) Obligations and Activities of Business Associate

- a. Business Associate shall report to the designated Privacy Officer of covered Entity, in writing, any use or disclosure of PHI in violation of the Agreement, of which it becomes aware, within two (2) business days of becoming aware of such unauthorized use or disclosure.
- b. Business Associate shall use appropriate safeguards to prevent the use or disclosure of PHI other than as permitted by the Agreement.
- c. Business Associate shall make available all of its internal policies and procedures, books, and records relating to the use and disclosure of PHI received from, or created or received by the Business Associate on behalf of Covered Entity to the Secretary for purposes of determining Covered Entity's compliance with HIPAA and the Privacy Rule.

- d. Business Associate shall require all of its business associates that receive, use or have access to PHI under the Agreement, to agree in writing to adhere to the same restrictions and conditions on the use and disclosure of PHI contained herein, including the duty to return or destroy the PHI provided under Section (3)k. herein. The Covered Entity shall be considered a direct third party beneficiary of the Contractor's business associate agreements with Contractor's intended business associates, who will be receiving PHI pursuant to this Agreement, with rights of enforcement and indemnification from such business associates who shall be governed by standard provision #13 of this agreement for the purpose of use and disclosure of protected health information.
- e. Within five (5) business days of receipt of a written request from Covered Entity, Business Associate shall make available during normal business hours at its offices all records, books, agreements, policies, and procedures relating to the disclosure of PHI to the Covered Entity, for purposes of enabling Covered Entity to determine Business Associate's compliance with the terms of the Agreement.
- f. Within ten (10) business days of receiving a written request from Covered Entity Business Associate shall provide access to PHI in a Designated Record Set to the Covered Entity, or as directed by Covered Entity, to an individual in order to meet the requirements under 45 CFR Section 164.524.
- g. Within ten (10) business days of receiving a written request from Covered Entity for an amendment of PHI or a record about an individual contained in a Designated Record Set, the Business Associate shall make such PHI available to Covered Entity for amendment and incorporate any such amendment to enable Covered Entity to fulfill its obligations under 45 CFR Section 164.526.
- h. Business Associate shall document such disclosures of PHI and information related to such disclosures as would be required by Covered Entity to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR Section 164.528.
- i. Within ten (10) business days of receiving a written request from Covered Entity for a request for an accounting of disclosures of PHI, Business Associate shall make available to Covered Entity such information as Covered Entity may require to fulfill its obligations to provide an accounting of disclosures with respect to PHI in accordance with 45 CFR Section 164.528.
- j. In the event any individual requests access to, amendment of, or accounting of PHI directly from the Business Associate, the Business Associate shall within two (2) business days forward such request to Covered Entity. Covered Entity shall have the responsibility of responding to forwarded requests. However, if forwarding the individual's request to Covered Entity would cause Covered Entity or the Business Associate to violate HIPAA and the Privacy Rule, the Business Associate shall instead respond to the individual's request as required by such law and notify Covered Entity of such response as soon as practicable.


 Contractor Initials _____
 Date 8/21/17

- b. Amendment. Covered Entity and Business Associate agree to take such action as is necessary to amend the Agreement, from time to time as is necessary to Covered Entity to comply with the changes in the requirements of HIPAA, the Privacy Rule, and applicable federal and state law.
- c. Data Ownership. The Business Associate acknowledges that it has no ownership rights with respect to the PHI provided by or created on behalf of Covered Entity.
- d. Interpretation. The parties agree that any ambiguity in the Agreement shall be resolved to permit Covered Entity to comply with HIPAA and the Privacy Rule.
- e. Segregation. If any term or condition of the Exhibit D or the application thereof to any person(s) or circumstance is held invalid, such invalidity shall not affect other terms or conditions which can be given effect without the invalid term or condition; to this end the terms and conditions of the Exhibit D are declared severable.
- f. Survival. Provisions in this Exhibit D regarding the use and disclosure of PHI, return or destruction of PHI, extensions of the protections of the Agreement in section (3)k., the defense and indemnification provisions of section (3)d. and standard contract provision #13, shall survive the termination of the Agreement.

IN WITNESS WHEREOF, the parties hereto have duly executed this Exhibit D.

The State

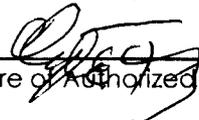

Signature of Authorized Representative

Frank Edelblut
Name of Authorized Representative

Commissioner of Education
Title of Authorized Representative

9/11/17
Date

Granite State Independent Living


Signature of Authorized Representative

Clyde E. Terry
Name of Authorized Representative

Chief Executive Officer
Title of Authorized Representative

Aug. 21, 2017
Date

Contractor Initials ET
Date 8/21/17

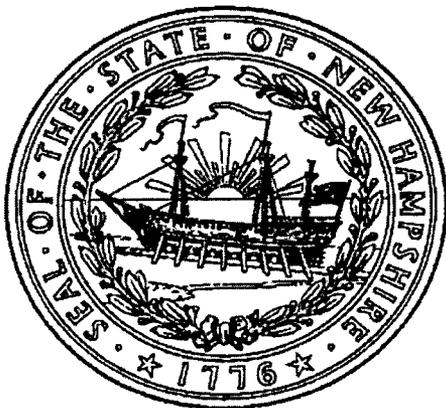
State of New Hampshire

Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that GRANITE STATE INDEPENDENT LIVING is a New Hampshire Nonprofit Corporation registered to transact business in New Hampshire on January 29, 1980. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 63257



IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 17th day of July A.D. 2017.

A handwritten signature in black ink, appearing to read "William M. Gardner".

William M. Gardner
Secretary of State



Granite State Independent Living

Certificate of Authority

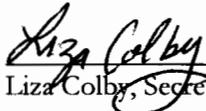
I, Liza Colby, Secretary of Granite State Independent Living do hereby certify that:

1. I am duly elected Secretary of Granite State Independent Living, a State of New Hampshire corporation;
2. I maintain and have custody and am familiar with the Seal and minute books of the Corporation;
3. I am duly authorized to issue certificates with respect to the contents of such books;
4. The following are true, accurate and complete copies of the resolution duly adopted by the Board of Directors at a vote, duly held on August 17, 2017 which meeting was duly held in accordance with the State of New Hampshire law and the by-laws of the Corporation;
5. The foregoing resolutions have not been amended or revoked and remain in full force and effect as of the date hereof: and:
6. The following person(s) has (have) been duly elected to and now occupy the office (s) indicated below:

Lorna Greer, Chair
 Eric Schlepphorst, 1st Vice Chair
 Terry Scott, 2nd Vice Chair
 Liza Colby, Secretary
 Brad Kulacz, Treasurer

IN WITNESS WHEREOF, I have hereunto set my hand as the Secretary of the Corporation this

8-21 2017.

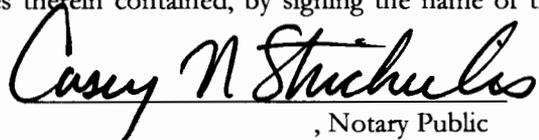

 Liza Colby, Secretary

State Of New Hampshire

County Of Merrimack

The foregoing instrument was acknowledged before me this 21st day of August 2017 before me, Casey Strickulis, the undersigned Officer, personally appeared Liza Colby who acknowledged herself to be the Secretary of Granite State Independent Living, a Corporation, and that she, as such Secretary being authorized to do so, executed the foregoing instrument for the purposes therein contained, by signing the name of the Corporation by herself as secretary.

IN WITNESS WHEREOF I hereunto set my hand and official seal:


 , Notary Public

SEAL:

My Commission Expires:

CASEY N. STRICKULIS, Notary Public
 State of New Hampshire
 My Commission Expires November 4, 2020



Granite State Independent Living

Resolutions of the Board of Directors

Whereas: Granite State Independent Living, (herein after GSIL,) is interested in obtaining funds through contracts, grants or other means to promote its mission of supporting persons with disabilities obtain independent living services, and

Whereas: The State of New Hampshire, Department of Education; Division of Career Technology and Adult Learning has made available Title VII Part B funds through a request for proposal (RFP) process funds for such independent living purposes, and

Whereas: GSIL submitted an application and such application was approved by the New Hampshire Department of Education, and

Whereas: the New Hampshire Department of Education: Vocational Rehabilitation seeks to enter into a contract for \$212,956.00 with GSIL for such services identified in the approved application.

Now therefore be it RESOLVED: The Board of Directors of GSIL accepts such funds and enters into a contract with the Department of Education: Vocational Rehabilitation effective upon Governor and Council approval.

Be it further RESOLVED: Clyde E. Terry, as Chief Executive Officer, is hereby authorized on behalf of Granite State Independent Living, to enter into said contracts with the State and to execute any and all documents, agreements, and other instruments, and any amendments, revisions, or modifications thereto, as may be deemed necessary, desirable or appropriate.

The foregoing resolutions have not been revoked, annulled or amended in any manner whatsoever, and remain in full force and effect as of the date hereof; and the following person has been duly elected and now occupy the office indicated below.

Certificate of Vote

The undersigned, being the Secretary of Granite State Independent Living., a New Hampshire voluntary corporation ("Corporation"), does hereby certify that the Board of Directors of the Corporation did approve the resolutions set forth above, at a duly called vote of said Board of Directors held on August 17, 2017

DATED: 8/21 2017

Liza Colby
Liza Colby, Secretary

My Commission Expires:

Casey N Strickulis
Notary Public

(SEAL)

CASEY N. STRICKULIS, Notary Public
State of New Hampshire
My Commission Expires November 4, 2020

CERTIFICATE OF LIABILITY INSURANCE

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must be endorsed. If **SUBROGATION IS WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER USI Insurance Services LLC 3 Executive Park Drive, Suite 300 Bedford, NH 03110 855 874-0123	CONTACT NAME: PHONE (A/C, No, Ext): 855 874-0123	FAX (A/C, No):
	E-MAIL ADDRESS:	
INSURED Granite State Independent Living 21 Chenell Drive Concord, NH 03301	INSURER(S) AFFORDING COVERAGE	
	INSURER A: Philadelphia Indemnity Insuranc	NAIC # 18058
	INSURER B: Travelers Indemnity Company	25658
	INSURER C:	
	INSURER D:	
	INSURER E:	

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	X		PHPK1611414	02/11/2017	02/11/2018	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$100,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$3,000,000 PRODUCTS - COMP/OP AGG \$3,000,000 \$
	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			PHPK1611405	02/11/2017	02/11/2018	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$10K			PHUB572850	02/11/2017	02/11/2018	EACH OCCURRENCE \$5,000,000 AGGREGATE \$5,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE/OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			TC2KUB101D523816 3A States: NH	10/01/2016	10/01/2017	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$500,000 E.L. DISEASE - EA EMPLOYEE \$500,000 E.L. DISEASE - POLICY LIMIT \$500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Certificate Holder Continues: Division of Career Technology and Adult Learning.

Additional Insured Status is Provided When Required By Contract per Form PI-GLD-HS(10/11) with respect to the Commercial General Liability.

CERTIFICATE HOLDER

CANCELLATION

NH Department of Education Attn: Joan Holleran 21 South Fruit Street, Suite 20 Concord, NH 03301	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
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GRANITE STATE INDEPENDENT LIVING

Statement of Financial Position

September 30, 2016

(with comparative totals as of September 30, 2015)

<u>ASSETS</u>	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>Permanently Restricted</u>	<u>2016 Total</u>	<u>2015 Total</u>
Current Assets:					
Cash and cash equivalents	\$ 4,321,529	\$ 32,666	\$ -	\$ 4,354,195	\$ 3,745,652
Restricted cash	32,320	-	-	32,320	-
Accounts receivable:					
Medicaid, net of allowance of \$54,063	1,134,985	-	-	1,134,985	832,641
Title VII, net of allowance of \$483	15,610	-	-	15,610	16,948
Other, net of allowance of \$12,423	372,973	-	-	372,973	830,199
Prepaid expenses	499,941	-	-	499,941	371,938
Workers' compensation collateral	243,459	-	-	243,459	2,610
Total Current Assets	<u>6,620,817</u>	<u>32,666</u>	<u>-</u>	<u>6,653,483</u>	<u>5,799,988</u>
Investments	505,023	-	164,228	669,251	-
Property and equipment, net	<u>1,082,688</u>	<u>-</u>	<u>-</u>	<u>1,082,688</u>	<u>964,830</u>
TOTAL ASSETS	<u>\$ 8,208,528</u>	<u>\$ 32,666</u>	<u>\$ 164,228</u>	<u>\$ 8,405,422</u>	<u>\$ 6,764,818</u>
 <u>LIABILITIES AND NET ASSETS</u>					
Current Liabilities:					
Accounts payable	\$ 141,094	\$ -	\$ -	\$ 141,094	\$ 98,801
Accrued payroll and related liabilities	937,663	-	-	937,663	842,813
Accrued expenses	174,694	-	-	174,694	241,927
Deferred revenue	818,413	-	-	818,413	28,085
Due to State	-	-	-	-	25,000
Current portion of contracts payable	7,950	-	-	7,950	-
Total Current Liabilities	<u>2,079,814</u>	<u>-</u>	<u>-</u>	<u>2,079,814</u>	<u>1,236,626</u>
Long Term Liabilities:					
Contracts payable, net of current portion	<u>31,138</u>	<u>-</u>	<u>-</u>	<u>31,138</u>	<u>-</u>
Total Liabilities	<u>2,110,952</u>	<u>-</u>	<u>-</u>	<u>2,110,952</u>	<u>1,236,626</u>
Net Assets:					
Unrestricted	6,097,576	-	-	6,097,576	5,360,767
Temporarily restricted	-	32,666	-	32,666	78,443
Permanently restricted	-	-	164,228	164,228	88,982
Total Net Assets	<u>6,097,576</u>	<u>32,666</u>	<u>164,228</u>	<u>6,294,470</u>	<u>5,528,192</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$ 8,208,528</u>	<u>\$ 32,666</u>	<u>\$ 164,228</u>	<u>\$ 8,405,422</u>	<u>\$ 6,764,818</u>

The accompanying notes are an integral part of these financial statements.

GRANITE STATE INDEPENDENT LIVING

Statement of Activities

For the Year Ended September 30, 2016

(with comparative totals for the year ended September 30, 2015)

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>Permanently Restricted</u>	<u>2016 Total</u>	<u>2015 Total</u>
Support and Revenue:					
Support:					
Grants	\$ 1,845,315	\$ 69,561	\$ -	\$ 1,914,876	\$ 1,515,547
Public support	85,707	-	75,100	160,807	58,266
Special events, net	67,342	-	-	67,342	39,633
Revenue:					
Program fees, net	16,545,736	-	-	16,545,736	15,577,540
Interest	2,471	-	-	2,471	6,624
Miscellaneous	3,174	-	-	3,174	43,396
Investment income:					
Interest and dividends	1,569	-	558	2,127	-
Unrealized gains (losses)	4,769	-	316	5,085	-
Net assets released from restriction	<u>115,338</u>	<u>(115,338)</u>	<u>-</u>	<u>-</u>	<u>-</u>
Total Support and Revenue	18,671,421	(45,777)	75,974	18,701,618	17,241,006
Expenses:					
Long-term care	13,296,255	-	-	13,296,255	12,619,471
Community economic development	2,784,436	-	-	2,784,436	2,422,184
General and administrative	1,609,410	-	728	1,610,138	1,498,828
Fundraising	244,511	-	-	244,511	146,352
Total Expenses	<u>17,934,612</u>	<u>-</u>	<u>728</u>	<u>17,935,340</u>	<u>16,686,835</u>
Change in net assets	736,809	(45,777)	75,246	766,278	554,171
Net Assets, Beginning of Year	<u>5,360,767</u>	<u>78,443</u>	<u>88,982</u>	<u>5,528,192</u>	<u>4,974,021</u>
Net Assets, End of Year	<u>\$ 6,097,576</u>	<u>\$ 32,666</u>	<u>\$ 164,228</u>	<u>\$ 6,294,470</u>	<u>\$ 5,528,192</u>

The accompanying notes are an integral part of these financial statements.

GRANITE STATE INDEPENDENT LIVING

Statement of Functional Expenses

For the Year Ended September 30, 2016

(with comparative totals for the year ended September 30, 2015)

	Long-Term Care	Community Economic Development	Total Program	General and Administrative	Fundraising	2016 Total	2015 Total
Personnel expense:							
Salaries and wages	\$ 10,199,057	\$ 1,613,240	\$ 11,812,297	\$ 1,041,151	\$ 150,098	\$ 13,003,546	\$ 12,138,924
Employee benefits	1,439,676	379,261	1,818,937	166,275	47,771	2,032,983	1,023,053
Payroll taxes	861,019	127,592	988,611	83,943	11,563	1,084,117	1,878,451
Advertising	45,754	7,036	52,790	32,837	4,592	90,219	59,213
Provision for bad debts	79,639	383	80,022	-	-	80,022	41,132
Board of Directors	-	-	-	14,725	-	14,725	33,598
Building occupancy	113,279	118,770	232,049	57,219	-	289,268	282,854
Computer	100,347	26,866	127,213	14,640	1,654	143,507	105,960
Consultants	-	31,921	31,921	21,395	-	53,316	11,900
Depreciation	77,407	40,291	117,698	11,773	-	129,471	130,912
Dues and subscriptions	12,013	1,989	14,002	4,453	793	19,248	9,162
Equipment lease and maintenance	26,986	11,996	38,982	3,897	-	42,879	39,586
Grants	1,704	141,718	143,422	-	-	143,422	172,292
Insurance	54,860	11,346	66,206	7,875	-	74,081	65,318
Interpreter	330	9,411	9,741	-	-	9,741	4,650
Meals and entertainment	86	1,103	1,189	76	-	1,265	1,223
Miscellaneous	55,356	5,150	60,506	27,573	9,135	97,214	89,032
Posting and shipping	30,452	3,662	34,114	13,406	6,517	54,037	52,655
Printing	11,060	4,753	15,813	6,972	9,589	32,374	38,353
Professional development	5,166	9,502	14,668	8,447	110	23,225	24,222
Professional fees	-	2,690	2,690	53,429	-	56,119	138,302
Supplies	27,069	20,348	47,417	29,960	637	78,014	38,118
Telephone	53,669	20,339	74,008	3,876	653	78,537	67,638
Transportation	5,706	100,079	105,785	47	394	106,226	81,408
Travel	95,620	94,990	190,610	6,169	1,005	197,784	158,879
Total Functional Expenses	\$ 13,296,255	\$ 2,784,436	\$ 16,080,691	\$ 1,610,138	\$ 244,511	\$ 17,935,340	\$ 16,686,835

The accompanying notes are an integral part of these financial statements.

GRANITE STATE INDEPENDENT LIVING

Statement of Cash Flows

For the Year Ended September 30, 2016

(with comparative totals for the year ended September 30, 2015)

	<u>2016</u>	<u>2015</u>
Cash Flows From Operating Activities:		
Change in net assets	\$ 766,278	\$ 554,171
Adjustments to reconcile change in net assets to net cash provided by operating activities:		
Depreciation	129,471	130,912
Gain on disposal of asset	(59)	-
Unrealized (gain) loss	(5,085)	-
Provision for bad debt	80,022	41,132
Donated equipment	(12,000)	-
Restricted contributions	(75,100)	-
Changes in operating assets and liabilities:		
Accounts receivable	76,198	(280,788)
Prepaid expenses	(128,003)	(248,596)
Workers' compensation collateral	(240,849)	219,090
Accounts payable	42,293	9,932
Accrued payroll and related liabilities	94,850	113,593
Accrued expenses	(67,233)	75,905
Deferred revenue	790,328	20,679
Due to State	<u>(25,000)</u>	<u>(7,085)</u>
Net Cash Provided By Operating Activities	1,426,111	628,945
Cash Flows From Investing Activities:		
Purchases of investments	(664,106)	-
Purchase of property and equipment	<u>(235,330)</u>	<u>(75,806)</u>
Net Cash Used By Investing Activities	(899,436)	(75,806)
Cash Flows From Financing Activities:		
Proceeds from restricted contributions	75,100	-
Proceeds of contracts payable	39,750	-
Payments of contracts payable	<u>(662)</u>	<u>-</u>
Net Cash Provided By Financing Activities	<u>114,188</u>	<u>-</u>
Net Change in Cash, Cash Equivalents, and Restricted Cash	640,863	553,139
Cash, Cash Equivalents, and Restricted Cash, Beginning of Year	<u>3,745,652</u>	<u>3,192,513</u>
Cash, Cash Equivalents, and Restricted Cash, End of Year	<u>\$ 4,386,515</u>	<u>\$ 3,745,652</u>

The accompanying notes are an integral part of these financial statements.

GSIL Board of Directors 2016-2017

Biographical Narratives

Lorna Greer, Chair (2019) - Anti-Discrimination Investigator, NH Human Rights Commission (retired) – Whitefield, NH: Lorna is from Whitefield and has extensive community and political contacts in the North Country. She was an Anti-Discrimination Investigator for the NH Human Rights Commission from 1984 to 2007. She has worked in social services, on political campaigns in Littleton and once ran for town select board, she is involved with both State and national politics and government, and she currently volunteers for the Whitefield Fire and Rescue. She also serves on the State Rehabilitation Council where she seeks to make Vocational Rehabilitation Services available to those who will benefit from using them. She has worked with state agencies, legislators, judges and community leaders to help formulate a new Child Protective Services System for a Western metropolitan area the size of NH. She has interviewed and assessed situations where discrimination is alleged, and has mediated settlements where possible. Lorna also served for several years on the Board for the State Employees Association.

She holds a Master's of Science in Management and Organization, which concentrates on consensus building and planning, from Antioch New England Graduate School; a B.A. in Political Science from UNH and she is also a Certified Paralegal. She is currently a Discrimination Specialist with Discrimination Resolutions, a company she co-owns.

Lorna sat on the Board of Directors for GSIL from 2006 to 2012. Lorna was on the Governance Committee all 6 years, and Chair of the Board from 2011 to 2012.

Lorna believes she could represent GSIL well and has a strong belief in its mission. She is a strong believer in the dignity and resilience of the individual, in enhancing a person's self-worth and self-esteem, especially those with disabilities. Lorna's osteoarthritis affects her mobility, and until she had knee replacement surgery she was unable to negotiate stairs, ordinary bathrooms, high steps or walking any distance. Because of this she has experienced, first-hand, the isolation of being unable to enter places where others had no barriers.

(Experience with disability: Osteoarthritis)

L. Eric Schleppehorst, MD, 1st Vice Chair (2019) – Owner/Physician, Nephrology Associates, P.A. (retired) – Resides in Hopkinton, NH: Dr. Schleppehorst was a Physician at Nephrology Associates, PA, in Concord, NH for over 26 years. He has over 20 years of experience caring for patients with kidney disease, providing and managing home dialysis, providing care for patients following kidney transplantation, evaluating and treating severe hypertension and complex metabolic disorders.

Dr. Schleppehorst was educated at Washington University in St. Louis, where he received a BSChE in chemical engineering. He earned his Medical Degree from Southern Illinois University School of Medicine. He served his Residency at Washington U. School of Medicine Jewish Hospital Internal Medicine internship, and was, Chief Resident in 1984-1985, and at the University of California San Francisco he received his Nephrology Fellowship.

Eric is married to Nancy Emery, they have 2 children, Laura and Samuel. In his spare time he likes to mono-ski, hand-cycle, woodworking and travel.

Brad Kulacz, Treasurer (2017) Assistant Vice President & Branch Manager, Merrimack County Savings Bank – Resides in Salisbury, NH: Brad Kulacz is a lifetime resident of New Hampshire. Growing up in Franklin, he now resides in Salisbury with his wife Alicia and two daughters, Leila and Lexie. Brad is an Assistant Vice President, Branch Manager at Merrimack County Savings Bank overseeing the Main office and the Contoocook office. He also serves on two non-profit boards, The Hopkinton State Fair and Granite State Independent Living.

Liza Colby, Psy.D. (2017) – Psychologist, Silverman & Associates – Resides in Manchester, NH: Dr. Colby opened a private practice in psychology, Colby Counseling of NH, in November, 2014. She sees clients in Manchester, NH and Hampstead, NH. She provides individual adult, couples, and child therapy and testing, specializing in cognitive behavioral therapy and mindfulness meditation for chronic pain and adjustment to disability. Dr. Colby was diagnosed with Cerebral Palsy as a child. Prior to starting her own practice, Dr. Colby worked at Silverman and Associates in Hampstead, NH.

Dr. Colby completed her doctorate in Clinical Psychology at Antioch New England Graduate School in Keene, NH. She completed practical training at Braintree Rehabilitation Hospital, Braintree, MA, where she provided short-term therapeutic interventions for inpatients and their families. She was an intern at Crotched Mountain in Greenfield, NH where she provided assessments at the residential school for children and young adults with neurodevelopmental disabilities and traumatic brain injuries (TBIs). As an intern at Lakeview NeuroRehabilitation Center, in Effingham, NH, Dr. Colby worked with people with neurodevelopmental disabilities and TBIs. She was also trained at Genesis Behavioral Health, a community mental health clinic in Laconia, NH. As Practicum Student at Elliot Hospital, Manchester, NH, Dr. Colby provided individual psychotherapy for senior adults in partial hospitalization program.

Dr. Colby has also volunteered and assisted senior citizens at Caregivers, Inc. in Bedford, NH and facilitated support groups for adults at Great Bay Mental Health Center in Dover, NH.

When Dr. Colby is not working, she enjoys spending time with her husband, Matt, their Catahoula Leopard dog, Nike and their extra furry yellow cat, Simba. **(Experience with disability – Cerebral Palsy)**

Dan Hebert, (2017) - Software Engineer, IBM Corporation – Resides in Concord, NH: Dan has a degree in Computer Science from Rensselaer Polytechnic Institute. He currently works as a software engineer for IBM. Dan has been a consumer of GSIL's for more than 10 years. Dan has sat on GSIL IT planning committees. His experience with technology and his perspective as a consumer are invaluable. **(Experience with disability – Muscular Dystrophy)**

Ron Hoy (2019) – General Manager, Ride Away Handicap Equipment Corp – Resides in Merrimack, NH: Ron is currently the General Manager for Ride-Away Handicap Equipment Corp., located in Londonderry NH and Burlington VT. He is responsible for total operations of both facilities with approximately 50 associates. He has been associated with Ride-Away for almost 2 years. Prior to Ride-Away Ron had his own sales and marketing company for 5 years. They helped businesses get their products and/or services into retailers across the country. Before that, he was the Regional Director of Business Services for CompUSA for 15 years. In this capacity he was responsible for 16 locations and a sales staff of 60 people.

Laura Clark (2019)-WHIM Program Coordinator-Resides in Antrim:

Laura is a co-founder and Program Coordinator for Wheelchair Health In Motion (WHIM), an exercise and peer support program designed for individuals living with physical disability. In her role she has helped develop an exercise and training manual for the program, establish multiple WHIM sites around the state of NH, and written successful grants for the program. She continues to help the program expand by creating and dispersing promotional material, developing new WHIM sites, and providing support to individuals who manage each WHIM location.

In addition to Laura's responsibilities with the WHIM program, she is currently enrolled in the Medical Coding program at New Hampshire Technical Institute in Concord. She is also a member of the Crotched Mountain Foundation Board of Trustees and sits on the Program and Quality Improvement Committee.

Laura has been a consumer of Granite State Independent Living for 11 years. She brings with her knowledge and experience of living with a disability, as she was diagnosed with quadriplegia in 2004 due to a spinal cord injury.

Kenneth Traum (2019) - Assistant Consumer Advocate, State of NH (Retired) – Resides in Contoocook, NH: Kenneth Traum is a veteran of the GSIL Board. While serving previous terms, Ken was Chair of the Board as well as Chair of the Finance Committee. He also served on the Strategic Planning Committee, and was previously on the Bancroft Acquisition Committee. His professional experience includes his work at the Office of the Consumer Advocate for over 21 years where he held the position

as Assistant Consumer Advocate for the State of New Hampshire. While in that position he primarily dealt with public utility rates and quality of service.

Though retired, Ken continues to offer consulting in the area of utility regulation. He is a Board member of the Concord Family YMCA where he serves on the Finance and Facilities Committees; a Hopkinton Rotarian, and an Instructor at the Learning Institute at New England College and sits on the Town of Hopkinton budget committee. He is also active in bicycling (both indoors and out), nautilus and walking. **(Experience with disability - Physical limitation resulting from nerve signal issues)**

Deborah Ritcey (2020)

Joining the Board of Directors of Granite State Independent Living in February 2017, Deborah has over 28 years' experience working with and raising a son, with disabilities. Deborah has dedicated her career to improving the lives of those often left behind.

Early in her Career, Deborah started volunteering with local state and national not for profit organizations, to educate folks on living with a loved one with a disability and also provided advocacy for those needing help with understand their child's rights to an education.

During her career tenure in the healthcare industry, Deborah has solely worked in the Medicare and Medicaid landscape, improving the lives of those recipients. Because of her career goals and personal accomplishments, Deborah has a keen sense of what is needed for all folks, regardless of their abilities, to live as independently as possible.

While at Granite State Independent Living, Deborah is looking forward to helping this organization and the folks who have benefited from their serves, to strive and reach their own goals.

Paul Perry (2019)

Paul lives in the lakes region of New Hampshire. He invests his time in research and development, in the area of human improvement technologies. He invented a simple yet paradigm breaking invention that made gardening more convenient to average users, and accessible to people with handicaps. It was awarded first prize in an inventor's competition (that was partially juried by Dean Kamen). He has a number of innovations and inventions currently in use in Corporate America. He is presently working on a water sensing device for third world countries that uses no outside power, and controls irrigation systems for extremely low cost. If successful it will help many people. Paul is on the board of directors for Industrial Innovations Inc. That company is funding his research. He enjoys volunteering, applying physics and chemistry to gardening, and home grown horseradish. Previously Paul worked for a major corporation, for a number of years, from engineer to IT manager.

Phil Spurr (2019) – Architect / Construction Manager – Resides in Concord, NH:

Phil is a NH native from Laconia. He attended Syracuse University and received a Bachelor of Architecture with a Concentration in Gerontology. He also studied at The Architectural Association in London.

He returned to central New Hampshire where he spent 15 years working for architects and construction companies before establishing Spurr Associates, his own architecture/ management firm in Concord. Phil also has an interest in accessibility / Universal Design.

During that time Phil was extremely active in the community, serving on many non-profit and civic boards including NH Association for the Blind, The Rotary Club of Concord, The Alzheimer's Association of NH/VT, Concord Boys & Girls Club, The Salvation Army, Concord Community Development Corporation and The McKenna House.

Phil also enjoys helping with marketing for *Fabulous Looks Boutique*, his wife Sherry's clothing store on Main Street in Concord. This allows him to continue his community involvement through InTown Concord Inc. and The Greater Concord Chamber of Commerce

Terry Scott (2019)

Terry resides in Manchester, NH. She grew up in Mt. Rainier, MD on the Washington, DC border. She moved to New Hampshire in March of 1996 and has resided in various areas of the state. Terry has been living with the symptoms of Multiple Sclerosis since she was 14, but they were never bothersome until after a motorcycle accident in June of 1998. She was diagnosed with Relapsing -- Remitting Multiple Sclerosis in January of 2000. She was diagnosed with Secondary Progressive Multiple Sclerosis in March of 2001.

Terry has been a consumer with Granite State Independent Living for 3 1/2 years, and brings to the Board the perspective of someone who has been navigating the system of trying to live independently by using her own control and with the help of Granite

State Independent Living. Terry has held a variety of Job positions Including Clerk, Secretary, Postal Carrier, Newspaper Route Manager, Construction Foreman, Contract Manager and Fast Food Management. Her personal interests cover a wide range. She collects dragon's, loves indoor gardening, studying for advocacy for the Americans with Disabilities Act, personal and spiritual growth through self-education, and problem-solving.

Theo Vougias (2019) Associate Devine Millimet

Theo is a member of Devine Millimet's Trusts and Estates Practice Group, helping individuals and families prepare wills, revocable trusts, irrevocable trusts, supplemental needs trusts, financial powers of attorney, advance directives for health, and other matters related to estate planning. He also help clients with trust and estate administrative matters.

Theo has a particular interest in giving elders peace of mind through a comprehensive estate plan, which might include revocable trusts, irrevocable trusts, or supplemental needs trusts, along with traditional wills.

Theo is a Manchester native, he lives there with my wife and children. Outside of work, Theo enjoys his children's extra-curricular activities, including crew, band, baseball, hockey, and basketball. Theo is a lifelong member of St. George Greek Orthodox Cathedral, where I enjoy helping out with the annual Glendi festival. Community Involvement includes the St. George Greek Orthodox Cathedral, Board of Directors, 2016 – present and Granite State Independent Living, Board of Directors, 2016 - present

Sara Lauze (2020) Digital Banking Officer, Merrimack County Savings Bank. Resides in Concord, NH. Sara has just recently joined the board. She is a Certified Associate in Project Management (CAPM), and has an Associate's Degree in Business Administration, from NH Technical Institute. Sara has been the Banks Team Captain for Rock 'N Race since 2014.

Granite State Independent Living

FY 10/1/17 - 9/30/18

List of Principal Staff Working on Part B Programs and Their Salaries

Employee	Title	Salary
Clyde Terry	Chief Executive Officer	161,168
Chris Purington	VP of Community Economic Development	77,406
Sarah Melasecca	Director of IL Services	53,168
Sara O'Dougherty	Transportation Manager	45,903
Derek Lavoy	Lead Driver & Transportation Coordinator	33,014
Karen Wright	Driver	28,275
Holly Innerfield	CED Program and Compliance Administrator	40,034
Hilary Gilbert	IL Services Coordinator	35,997
David Grant	IL Services Coordinator	36,017
Skot Jervis	IL Services Coordinator	36,582
Dawn Keddy	IL Services Coordinator	36,017
Madeline Olio Ruano	IL Services Coordinator	41,496
James Taber	IL Services Coordinator	37,148
Teri Nordle	Staff Interpreter - ASL, Part Time	31,377

CLYDE E. TERRY, JD

EXPERIENCE:

- 2002-Present** **Chief Executive Officer (CEO)**
Granite State Independent Living, Concord, NH
- Responsible for oversight of an award winning organization's mission of advocacy and service delivery on behalf of persons with disabilities and Seniors.
 - Manages a \$19 million budget, human resources, operations, technology, policy and practices, as well as board, governmental and public relations.
 - Secured new sources of funding for a variety of fee-for-service and grant based programs including the Veteran's Administration, U.S. Department of Housing and Urban Development and NH Secretary of State.
- 2015-Present** **Chair of National Council on Disability**
2011-2015 **Member of National Council on Disability**
- Nominated by President Barack Obama and confirmed by U.S. Senate, to advise president and Congress on disability issues. As Policy committee chair, led national project to reform Section 14(c) Fair Labor Stands Act to phase out payment of sub minimum wage to persons with disabilities. Also team member for councils Medicaid Managed Care initiatives.
- 2001-2002** **Executive Director**
New Hampshire Developmental Disabilities Council
- Responsible for agency's administrative, budgetary, staffing, board and public relations.
 - Spokesperson before government officials.
 - Supervised the preparation of \$2.5 million budget and operations plan, including the annual \$100,000 small grants program.
 - Recognized as a national expert on election reform and voter accessibility. One of the principle architects of the "Help America Vote Act 2002."
- 1994 – 2001** **Director of Policy and Planning**
New Hampshire Developmental Disabilities Council, Concord, NH

- Coordinated the Council's governmental relations including drafting state and federal legislation, devised strategies, shepherding initiatives through legislatures and coordinating constituent involvement.
- Prepared agency multi-year plan.
- Prepared and monitored contract compliance.

COMMITTEES AND CIVIC ACTIVITIES

- National Task Force on Accessible Elections- Washington, DC
- Member Legislative Committee on Medicaid Managed Care
- Citizen's Commission on Supreme Court
- Medical Ethics Committee Concord Hospital
- Medical Care Advisory Committee – 1996 - 2006
- Governor's Commission on Disability
- Help America Vote Act Task Force
- UNH Institute on Disabilities / University Center for Excellence in Developmental Disabilities
Executive Committee member – 2014 to Present

PUBLICATIONS/AWARDS

Gubernatorial Public Service Award_2004

Voters Denied Equal Access to the Polls: Status Report on the Accessibility of Polling Places in the United State

CERTIFICATIONS

Eligible for the Massachusetts and Federal Bars
Justice of the Peace, New Hampshire

EDUCATION

Franklin Pierce Law Center
Concord, NH
J.D., May 1985

Emerson College
Boston, Ma.
B.S. Speech, 1974

OTHER

Solo 4,000 mile bicycle trip; Summer 1982

CHRISTOPHER PURINGTON

HONORS

**US Small Business Administration (SBA) 2011 NH Business Champion
NH Small Business Development Center Advisory Board Member
International Racquetball Tour Professional Athlete – Ranked 48th '05-'06**

SKILLS

Leadership

Entrepreneurship
Organizational Change
Project Management
Team Leadership

Marketing

Business Development
Digital Marketing
Strategic Communications
Vendor Management

Operations

Budget Management
Lean Business Transformation
Non-Profit Administration
Sales Management

EXPERIENCE

GRANITE STATE INDEPENDENT LIVING (GSIL) – Concord, NH

Statewide non-profit that provides economic development services and home care

Vice President of Community Economic Development

2/2015 – Present

Director of Business Development

6/2011 – 2/2015

- Lead the development and growth for a \$2 million statewide community services department, comprised of numerous employment, education, benefits planning and independent living programs and grants, to improve outcomes, service quality and financial management.
- Develop new strategies for services and funding that are necessary to respond to unmet community need. This includes creating and fostering relationships with community partners to advance mutually beneficial efforts.
- Strategize with agency leadership in regards to organizational decision making in support of GSIL's mission, vision and values.
- Manage department budget in accordance with organizational budget guidelines, and analyze financial and utilization reports in coordination with outside funding sources and customers.
- Administer goals, objectives and program activities for the Community Economic Development Department in support of the organization's strategic plan.
- Oversee staff development efforts and provide coaching to support the continual improvement of performance and increase productivity and outcomes.
- Implement policies and procedures necessary for program quality and integrity that ensure compliance with funding sources and state and federal regulations.
- Direct agency wide marketing efforts, budgeting and vendor relationships. This includes the redesign of service efforts to better meet customer demand and advance customer service.

BETTER BEYOND 50 – Merrimack, NH

2009 – Present

Online health, fitness & nutrition coaching and employee wellness start-up

General Manager

- Manage digital marketing and product development projects for BetterBeyond50.com.
- Oversee contracts, accounting, budgets and financial strategies.

GATEWAYS COMMUNITY SERVICES – Nashua, NH

2009 – 2011

Regional non-profit that provides disability and senior services

Project Manager

- Managed Medicaid Infrastructure Grant efforts to evolve statewide employment programs, benefits counseling, and training models.
- Facilitated the workforce development coalition, which was a collaboration of regional service providers and related government agencies for professional development and the advancement of employment service delivery.
- Directed all small business and economic development program creation and replication, business relationships, contracts, and budgets.
- Developed a customer portal for clients to access statements, submit electronic forms, communicate with customer agents, and increase customer service productivity and efficiency in a secure online environment.
- Managed company wide digital marketing including email marketing and social media. This included developing and administering an online membership for the Autism Center to connect families and promote therapy services.

GEARBOX RACQUETBALL – Bonita, CA

2007 – 2013

International athletic equipment and apparel manufacturer

Sponsored Marketing Representative

- Volunteered to coach junior racquetball athletes.
- Sold company's athletic apparel and equipment at local, regional, and national venues.
- Marketed company's product line by running demos and competing on the professional tour.

COMMUNITY BRIDGES – Concord, NH

2007 – 2008

Regional non-profit that provides disability and senior services

Career Development Specialist

- Created and managed the Vocational Department, which included administering contracts, directing service provision, supervising staff, and leading and publishing employment trainings.
- Coached job seekers and consulted with staff, management, and partner agencies in the areas of employment law, staffing, training, and benefits to support client career goals.
- Developed relationships with businesses and staffing agencies to make applicable and sustainable job placements.

EDUCATION

Lean Green Belt Certification – MORE EFFECTIVE CONSULTING – Nashua, NH

Continual business process improvement by increasing value and eliminating waste

B.A. in Psychology – UNIVERSITY OF NEW HAMPSHIRE – Durham, NH

SARAH B.E. MELASECCA

EDUCATION

2002 Franklin Pierce College
B.S., Business Management, graduated Summa Cum Laude

PROFESSIONAL EXPERIENCE

2012 – Present

Granite State Independent Living

Director of Independent Living Services

- Manage statewide IL Services, Access Modification, Transportation, and Peer Support Programs, including funding allocation and supervision of service provision.
- Supervise and evaluate service delivery staff, assuring the quality and consistency of service provision.
- Develop new programs and services as appropriate in response to community need.
- Promote use and awareness of GSIL services through outreach.
- Seek funding and sponsorship opportunities; compose proposals for Federal and private sector grants; establish fee for service programs as appropriate.
- Prepare reports to satisfy organizational and funder requirements.

2011 – 2012

Granite State Independent Living

Independent Living Services Program Manager

- Managed existing statewide IL Services programs.
- Supervised and evaluated service delivery staff, assuring the quality and consistency of service provision.
- Promoted use and awareness of GSIL services through outreach.
- Conducted an annual consumer satisfaction survey.
- Sought funding and sponsorship opportunities; composed proposals for Federal and private sector grants.
- Assisted in report preparation to satisfy organizational and funder requirements.

2007 – 2011

Granite State Independent Living

Housing Program Manager

- Developed, coordinated and conducted consumer educational programs in Homeownership and Financial Fitness.
- Provided one-on-one credit counseling, rental counseling and group education for persons with disabilities.
- Managed Homeownership program, including staff supervision, reporting and program success analysis.
- Searched for funding and sponsorship opportunities; composed proposals for Federal and private sector grants.
- Conducted outreach and educational presentations to professional and consumer groups.
- Managed EasyLiving Home Program; coordinated Coalition meetings and events.

2004 – 2007

Laconia Area Community Land Trust

Homeownership Director

- Managed Homeownership program, including reporting and program success analysis.
- Sought funding and sponsorship opportunities; composed proposals for Federal and private sector grants.
- Developed and coordinated educational programs for Homeownership and Financial Fitness.
- Provided one-on-one credit counseling and group education.
- Administered IDA Savings Program and related education and counseling.

2003 – 2004

New Hampshire Federal Credit Union

Mortgage Consultant/Consumer Loan Officer

- Managed daily functions of the mortgage department.
- Counseled and coached homebuyers through the mortgage process.
- Member of the Community Outreach Committee.

2002 – 2003

First Colebrook Bank

Branch Manager/Assistant Vice President

- Managed training, operations, and team development of customer service and teller staff.
- Increased customer base through business calling programs; maintained established customers through continuous quality service and planned customer appreciation events.
- Evaluated and approved consumer loans, including manufactured home and conventional mortgages. Worked with both in-house and secondary market mortgages.
- Maintained appearance and safety of branch facility and equipment through contact with vendors and contractors.

1999 – 2002

First Colebrook Bank

Assistant Branch Manager/Assistant Vice President

- Evaluated and approved consumer and mortgage loans.
- Coordinated branch operations and scheduling to ensure adequate coverage.
- Planned and implemented all facets of a limited-service branch at a retirement community.

PROFESSIONAL CERTIFICATIONS

Professional Certifications and Trainings:

- *Recovery Coach Academy, CCAR (2016)*
- *RENEW Facilitator Training Institute, UNH Institute on Disability/UCED (2016)*
- *Lean Yellow Belt Certification, NH Bureau of Education and Training (2015)*
- *Certified Aging-in-Place Specialist, National Association of Home Builders*

NCHEC/NeighborWorks America® Certifications:

- *Certificate of Professional Recognition in Homebuyer Education Training*
- *Certificate of Professional Recognition in Post Purchase Education Training*
- *Foreclosure Intervention and Default Counseling Certification*
- *Full-Cycle Lending Post Purchase Systems Certificate*
- *Homeownership Counseling Certification for Program Managers & Executive Directors*
- *Housing Counseling Certificate*
- *Mortgage Lending Certificate*
- *Program of Study Certificate: Homeownership and Community Lending*

Sara O'Dougherty

Qualifications Summary: Customer oriented professional with supervisory and/or Team Leader experience. Strong administrative and organizational skills to plan, manage, and execute day-to-day office operations. Experience in payroll preparation, billing, and knowledge of DOT regulations. Demonstrated ability to listen, communicate (written and verbal) with all levels of staff, vendors, and clients. Good decision-making skills and the ability to function well under stress while working in a fast-paced environment.

Education:

Granite State College-Concord, NH

June 2011

Bachelor's Degree - Business Management

- GPA 3.69

Employment:

Granite State Independent Living – Concord, NH

August 2015 – Present

Transportation Manager

- Coordinate the transportation needs of GSIL consumer, broker clients as well as those within the public seeking (mainly) wheelchair accessible transportation.
- Ensure that several company, funding agencies and governmental reports (that document the variety of services we provide each month) are generated.
- Oversee the maintenance of company vehicles to ensure the highest level of safety and efficiency.
- Oversee and actively participate as a State Certified School Bus Driver Trainer the training of all drivers including those with a school bus certificate
 - Maintain all driver qualification files
- Participate in: NH Transportation Assistance Program, NH State Coordinating Council for Community Transportation & Region 3-NHSCC

Student Transportation of America - Bradford, NH

July 2013 – March 2015

Training Supervisor

State Certified Driver/ School Bus Driver Trainer

- Prepare & maintain driver/monitor files of staff of 60+ including all documents for their required background checks & clearances, school bus, first aid & CPR certifications, physicals & licensing for state & company records

- Prepare & submit all weekly, monthly & annual reports of this training to pupil transportation with the state of NH as well as direct report supervisor with company

School Bus Driver - STA

Oct. 2010 – March 2015

- Provide safe, reliable transportation to school age children to & from school
- Prepare daily & weekly reports & paperwork necessary to document this task such as pre/post trip reports, mileage logs & student counts

Krystal's Restaurant - Aiken, SC

July 2008 - July 2009

Shift Manager

- Assisted General Mgr with the shift operations
- Supervised crew of between 5-10 during the breakfast and lunch shifts
- Assigned specific tasks during shifts to optimize customer service. At end of the shift I counted the drawers for the shift and prepared the deposits
- Processed shift inventory; ordered supplies based on need

Laidlaw Education Services – Peterborough, NH

June 2000 – April 2007

Branch Manager

- Successfully coordinated the day to day operations for the safe transportation of roughly 10,000 students for 4 separate school districts simultaneously
- This included assigning bus routes to drivers, reviewing the daily maintenance schedule to ensure that there are plenty of safe buses for each run, and help with training new and veteran drivers to keep in compliance with DOT standards.
- Processed weekly payroll for branch staff
- Processed branch invoices for billing
- Successfully maintained a monthly budget
- Oversaw maintenance of over 100 staff and vehicle files for DOT and company criteria
- Processed the necessary documentation of branch operations for company; including daily, weekly, monthly and annual reports
- Directed the recruitment of over 100 branch positions
- Trained, supervised and evaluated staff, coached improvements; resulted in multilateral staff achievement of work objectives
- Successfully refined and implemented new projects
- Maintained a very high level of customer satisfaction

Laidlaw Education Services (other positions)

Driver Trainer – State Certified

March 1997 – Present

Derek Lavoy

Skills & Abilities

- 7 Years of commercial driving experience
- Certified School Bus Instructor
- Customer Service and Management experience

Experience

TRANSPORTATION COORDINATOR | GSIL | 2016 - PRESENT

- Processing daily van logs
- Managing the transportation reimbursement program
- Monthly billing
- Training of new hires to acquire a school bus certificate

DRIVER, CERTIFIED LEAD TRAINER | CONCORD SCHOOL DISTRICT | 2010 - 2016

- Driving daily bus routes
- Training new drivers to attain the proper credentials for driving school bus
- Keeping existing drivers current with training and roster certified
- The Planning and execution of federally required school bus evacuation drills

SALES ASSOCIATE | DICK'S SPORTING GOODS | 2008 - 2010

- Customer service
- Inventory counts
- Unloading of daily trucks
- Freight flow manager

FRONT DESK SHIFT LEADER | GREATER MANCHESTER FAMILY YMCA | 2006 - 2008

- Customer service
- Membership retention
- Building security
- New membership

Education

1990 - 1991 | COMMUNICATIONS CERTIFICATE | NEW ENGLAND SCHOOL OF BROADCASTING, BANGOR MAINE

- Major: Radio Communications
- Minor: TV production

1986 - 1990 | HS DIPLOMA | PLYMOUTH AREA HIGH SCHOOL, PLYMOUTH NH

Major: College Prep

Karen Wright

Best time to contact is between 7:00am - 5:00pm

WORK EXPERIENCE

Van driver

Granite State Independent Living - Concord, NH - April 2016 to Present

Pretrip vehicle, pick up customer and deliver at destination safely. If applicable, fasten wheelchair restraints to secure chair once inside van. Use map quest, GPS and/or maps to drive best route. Maintain paperwork on vehicle, customer, and any other necessary paperwork.

School Bus Driver

The Provider Enterprises, Inc. - Brentwood, NH - November 2015 to September 2016

Responsibilities

Inspect van for defects, fill out various forms, pick up students at varying locations and deliver them to school or home. Perform a post trip inspection and fill out nightly paperwork.

Accomplishments

Earned the trust and respect of students, parents, and school personal.

Skills Used

Exceptional driving skills, outgoing personality, and excellent understanding of special needs people.

Wheelchair Van Driver

American Medical Response - Nashua, NH - June 2014 to November 2015

Responsibilities

Drive wheelchair van to assigned pick up location as directed. Use Zipit beeper to retrieve location and patient information. Load patient safely onto the van using a chair lift. Use two-way radio to communicate with dispatch. Fill out appropriate paperwork and fax paperwork at the end of shift.

Accomplishments

Keeping nervous elderly patient's calm and at ease. Created a great rapport with patients, family members, and staff at different facilities.

Skills Used

Exceptional driving skills, outgoing, friendly personality coupled with understanding.

Transit Driver

Concord Area Transit - Concord, NH - January 2014 to June 2014

Responsibilities

Drive a set route keeping to a time schedule. Fuel and clean bus used that day.

Skills Used

Exceptional driving and people skills.

FedEx Delivery Driver - seasonal temp

Kelly Service's - Troy, MI - October 2013 to January 2014

Responsibilities

Drive a van, find address's, deliver packages, pre-trip van, complete paperwork all with safety in mind.

Accomplishments

I encouraged another driver who has a language difficulty. He was very nervous and has come a long way.

Skills Used

Safe driving at all times, friendly upbeat service, care for the packages.

Equipment Operator

R,S, Audley - Bow, NH - April 2012 to November 2012

Drove a roller at different job sites in NH. I am a certified heavy equipment operator in the state of NH.

Target Team Member

Target - Concord, NH - August 2011 to March 2012

Cash out guest, restock front end, process returns.

Bus Driver

STA-GTC - Bradford, NH - August 2009 to August 2011

Drive home to school bus route, drive field trips to various locations.

Book Processor

YBP Library Services - Contoocook, NH - August 2007 to August 2009

Process books for college libraries.

Bus Driver

STA-GTC Peterborough - Peterborough, NH - August 2006 to June 2007

Drive home to school routes and field trips.

Bus Driver

Laidlaw School Bus Company - Peterborough, NH - August 2000 to June 2005

Drive home to school routes and field trips. Train new drivers, and was lead driver for one school year.

Bus Driver

First Student Transportation - Hopkinton, NH - August 1998 to June 2000

Drive home to school routes, train new drivers, lead driver for a school year.

SKILLS

CDL-B with air brake and passenger endorsements. Heavy Equipment Operator certified. CPR certified

ADDITIONAL INFORMATION

I am very good with people, out going and friendly. I'm very energetic as well as detail oriented. I can, upon request, furnish a number of personal and professional references.

SUMMARY: Includes experience in various clerical and administrative positions, including purchasing, customer service, accounts receivable/billing, data entry/management and retail associate/supervisor.

EDUCATION: 2003 B.A. Degree with honors Cum Laude in Education from Notre Dame College, Manchester, NH.
2012 COLORS Workshop, Concord, NH.
2012 LEAN Yellow Belt Training, Concord, NH.
2016 LEAN Green Belt Training, Concord, NH.

EXPERIENCE: **2/11/2013 to Current** **CED Program & Compliance Admin.**
Granite State Independent Living Formerly Data Management & Billing Asst.
Concord, NH

Duties and responsibilities to include:

- *Manage & coordinate department quality, compliance, data management, reporting, billing and process improvement needs by work with the CED V.P. and Directors.
- *Manage CED reporting and database needs in partnership with IT.
- *Manage the implementation & execution of consumer satisfaction/outcome surveys.
- *Manage all CED program compliance needs & design and conduct CED program audits.
- *Oversee CED contract & grant tracking, reporting and application needs.
- *Update, file & organize department records & consumer files to ensure compliance and data integrity; archive outdated materials and documents.
- *Manage & coordinate the development and maintenance of department policies & procedures, forms and documents.
- *Provide education to CED staff related to regulations, compliance and quality, therefore must stay current with regulations, statues and GSIL policy/procedures.
- *Submitting, tracking and reconciling billing for the CED department.
- *Creating, identifying opportunities for business process improvement. Manage & Coordinate all CED process improvement efforts.
- *Provide backup assistance as needed & available to the Finance department: Medicaid adjustments and manual claims billing.
- *Oversight of the Transportation Reimbursement Program for the Transportation Department (train Coordinators and provide backup assistance as needed).
- *Oversight and management of the monthly billing for the Transportation Programs and create the invoice for billing for the Finance Department.

10/15/2012 to 2/4/2013 **Funding Administrator**
Accountemps Bedford, NH
Duties and responsibilities to include:

- *Verifying & processing all lease requests.
- *Issue funding for all leases as approved.

3/4/2002 to 6/29/2012 **Reimbursement & A/R Technician**
Community Bridges, Inc. Concord, NH
Duties and responsibilities to include:

- *All aspects of accounts receivable including: invoicing, credit memos, debit memos,

- applying/posting cash receipts and collections as needed.
- *Reconciled company bank accounts.
- *Maintained client data in the accounts receivable and Medicaid billing systems.
- *Processed weekly transmission of Medicaid claims.
- *Run and data analysis of pending and denied Medicaid claims reports.
- *Processed resubmittals and write offs of denied Medicaid claims.
- *Processed renewal and new Medicaid service applications.
- *Tracked and pursued missing Medicaid attendance billing & Prior Authorizations.
- *Managed, organized and ordered office supplies for the company.
- *Provided backup assistance to the Accounts Payable position as needed.

9/1992 to 5/2001

Valinor, Inc. (Sysinct)

Purchasing/A/R Billing/Operations

Manchester, NH

Duties and responsibilities to include:

- *Invoicing, credit memos, debit memos and applied cash receipts.
- *Maintained consultant/engineering project contracts & information.
- *Processed consultant/engineer expense reports for payment.
- *Processed credit applications and background checks.
- *Coordinated travel arrangements for employees.
- *Coordinated product research, quotes and ordering.
- *Established and maintained ongoing relationships with vendors.
- *Maintained inventory of training courseware and product literature library.
- *Data entry of purchase orders and maintaining the organization database.
- *Provided backup to switchboard as needed.
- *Provided general office support to engineers, consultants and in-house staff.

SOFTWARE: Microsoft Windows environment including: Excel, Word & Outlook. AccPac Accounting System, Medicaid Billing Systems (NHLeads & MMIS), Great Plains/MS Dynamics, DACS, DocStar, Abila MIP Fund Accounting System, Internet browsers: Explorer, Mozilla/Firefox & Chrome.

*References are available and will be furnished upon request.
Salary requirements are negotiable.*

Hilary Gilbert

Objective: To obtain employment in a professional organization that provides individuals with support in coordinating the services that will help them be successful in their personal goals and treatment plan. In addition to the latter, help clients obtain quality services that are individualized and appropriate for their needs and help them live their life to the fullest.

Professional Experience:

Aug 2017

to present **Independent Living Services Coordinator**-Granite State Independent Living

- Provide direct service to consumers by providing information and referral, support in gaining employment, community involvement and promoting independence in their daily life
- Assist consumers in acquiring services or resources that will help them live in their chosen residence
- Support students in the transition process from school to adult life
- Maintain records of interactions with consumers as well as paperwork required by the organization
- Develop new resources that can be used by the consumers of Granite State Independent Living

Aug 2006 to **Paraprofessional** Hollis-Brookline High School

Aug 2017

- Help students identify and develop strategies they can use on academic tasks
- Help students meet the goals and objectives as outlined in their IEP
- Collect data as outlined by case managers and therapists for students
- Give feedback to case managers and other team members regarding students' progress or issues

Feb 2005 to **Lead Preschool Teacher** Humpty Dumpty Learning Center

Sept 2004

- Design and implement curriculum for Pre-K age group
- Develop and complete daily notes, monthly newsletters and developmental assessments
- Communicate with parents on a daily basis about child's day and developmental issues

Sept 2002 to **Case Manager** Community Council

Sept 2003

- Link clients to community resources and supports
- Meet with clients and discuss concerns and treatment
- Implement Individual Treatment Plans as outlined by team
- Participate in weekly team meetings about clients
- Complete paperwork required for agencies and to obtain services for clients and other related paperwork for treatment of clients

2001 to (Part time) **Respite Provider** Area Agency V1

2004

- Locate recreational activities out in the community for clients to work on social and emotional skills and facilitate the successful implementation of these skills
- Provide Area Agency documentation regarding visits and services offered
- Work and develop skills for success in home and community
- Assist families in supporting the needs of the individual

Additional Experience:

- Crotched Mountain Residential Life Skills Coach
- Head Start Lead Teacher
- Parent Aid for Southern NH Services (wrote reports regarding supervised family visits)
- Member of Family Support Advisory Council of Area Agency (presently Gateways)

Education:

- B.A Psychology Dickinson College
- Para-educator 11 Certification
- Nonviolent Crisis Intervention Training
- Workshops related to special needs and mental health issues

David E Grant

Professional Experience

Granite State Independent Living

Concord, NH

July 2016 – present

Independent Living Coordinator

Responsibilities:

- Provide direct services, coaching and information and referral to people with disabilities with the focus on providing services which allow individuals to live independently in the community
- Detailed and accurate record keeping
- Community and individual outreach
- Assist consumers in obtaining resources
- Coordinate with Vendors and financial resources in the Access Modification Program
- Assist consumers with employment goals, provide youth transition services, peer support and advocacy

Transition Specialists

Responsibilities:

- Conduct presentations, workshops and trainings on employment and transition, and instruct day-to-day academic activities
- Recruit new students within each regional high school
- Develop new ELO's (extended learning opportunities) to respond to identified student needs
- Participate in regional teams to coordinate, review and evaluate all aspects of the program and assess process effectiveness and academic rigor
- Coordinate work exposures with employers, schools, students, and families
- Support each student in taking action on their current and future career and education path
- Support students with their independent living needs

Compass Innovative Behavioral Services

Bedford, NH

Nov. 2015 – Feb. 2016

Behavior Therapists

Responsibilities:

- Conduct in home therapy sessions while following a BCBA directed behavior plan.
- Data collection
- Maintain records

Lakeview Neurorehabilitation, Effingham, NH

June 2014-Jan 2015

Behavior Analysts

- Responsibilities:
- Conduct Functional Behavior Analysis for adults with varying degrees of brain injury
- Design and implement behavior plans
- Conduct ongoing training with support staff regarding interaction guidelines and data collection
- Provide crisis intervention support in the event of an escalation of undesirable behavior

SD Associates/Foundations School Upper Valley, Windsor Vt. Aug. 2014-Mar. 2015
Foundations is a private K-12 school for children with intense needs.

Assistant Behavior Consultant:

Responsibilities:

- Evaluated and trained Behavior Instructors
- Evaluated student behavior and collaboratively developed behavior plans with the professional staff team
- Developed a data collection system that tracks and measures the progress of student's IEP goals
- Collaborated and consulted with service providers to coordinate services
- Assisted behavior instructor's efforts to maintain instructional control when a student gets off task or is demonstrating extended task refusal

John Stark Regional High School, Weare, NH Nov. 2006–June 2013

Rehabilitative Assistant: Impliment BCBA supervised behavior plans for students with significant behavior needs. Experienced in:

Discreet Trial Training instruction	Data Collection Graphing	Verbal Behavior
Natural Environment Training	Task Analysis development	
Job skill training	Life skill training	

Assisted in functional behavior assessment and behavior plan development.

Weare Middle School, Weare, NH Sept. 2004-June 2006

Paraprofessional: Classroom assistant to special education students with varying levels of behavioral and cognitive disabilities.

SAU #24 , Henniker, NH Sept. 2003-June 2004

Substitute Teacher: Implementation of Sub plans at various grade levels 6-12, where assigned.

Education:

- *Antioch University New England*, Keene, NH, **Master of Education.** Nov.2013
- *Antioch University New England*, Keene, NH, **Applied Behavior Analysis Certificate**, June 2011-Aug. 2012
- *Granite State College*, Concord, NH, **Bachelor of Science, Behavioral Science**, April 2003-Sep. 2007
GPA: 3.4.
- Honors: Magna Cum Laude, Dean's list

Skot Jervis

- Objective** To secure a job that will allow me to assist people with disabilities with improving their lives.
- Work Experience** Granite State Independent Living
21 Chenell Drive
Concord, NH 03301
- Services coordinator** January 2002-Present
- Assisted numerous people with disabilities with overcoming barriers that restricted their independence. Including, but not limited to, home modifications, acquiring adaptive equipment, benefits enrollment, vehicle modifications, and peer support.
 - Organized and/or participated in numerous outreach presentations in order to inform other agencies about the services Granite State Independent Living can offer the population they serve.
- Skills** I consider myself to be quite computer literate; skilled with Microsoft Office and easily adapt to new database/data entry systems as necessary.
- Interests** Photography, technology, exercise
- Education** Keene State College
229 Main Street
Keene, NH 03431
Dates attended: 1999-2001
Masters in Education
School Guidance Counselor Certification
- Keene State College
229 Main Street
Keene, NH 03431
Dates attended: 1995-1999
Bachelors in Elementary Special Education & Psychology
- Central High School
207 Lowell Street
Manchester, NH 03104
Dates attended: 1983-1987
- References** References available upon request

Dawn M. Keddy

HIGHLIGHTS OF QUALIFICATIONS

- Proficient in providing direct services, employment coaching, and referrals to consumers
- Compassionate in conversing with consumers in delicate situations
- Skilled in explaining detailed information, instructions, and regulations
- Adept at interviewing and counseling, especially with regard to detailed procedures
- Efficient in examination, verification, and submission of specialized data
- Proficient at learning and utilizing proprietary software

RELEVANT EXPERIENCE

Client Service

- Provide employment coaching, counseling, and support
- Assist consumers in resume writing, mock interviewing, and job application process
- Provide guidance to acquire and submit proper forms, and follow procedures
- Maintain regular contact to address questions, concerns, or changes
- Match qualified consumers with prospective employers
- Ability to administer personality, career interest, and academic aptitude assessments

Introducing and Explaining Programs

- Present program orientations in a personalized setting
- Provide individualized instructions for consumer participation
- Guide and support consumers in identifying and reaching their employment goals
- Identify, mediate, and resolve conflicts

Outreach and Reporting

- Engage in outreach services to communities, employers, and individuals
- Attend employer and partner meetings to market and present programs
- Submit detailed and accurate program reports
- Maintain consumer records and perform routine evaluations
- Initiate and participate in advisory meetings
- Ability to draft and execute employment contracts

EMPLOYMENT HISTORY

Granite State Independent Living	IL Services & Employment Coordinator	03/2017 - Present
New Hampshire Job Corps	Admissions Counselor	03/2016 – 03/2017
Tri-County CAP – Workplace Success Career Center	Community Job Specialist/ On-the-Job Training Developer	04/2013 – 03/2016
Tri-County CAP – Transit	Dispatcher	12/2012 – 04/2013
Andr�scoggin Valley Hospital	Patient Access Representative	10/2010 – 02/2012
AFLAC Assurance Co. Inc.	Insurance Agent	06/2007 – 06/2008
Berlin City Chevy	Service Advisor/Warranty Rep	09/2006 – 05/2007

EDUCATION

Dawn M. Keddy

Ashford University

BA Social and Criminal Justice

Clinton, IA

2013

White Mountains Community College

AS Criminal Justice

AS Computer/Information Technology

AS Automotive Technology

Berlin, NH

2010

2010

2006

Madeline Olio Ruano

1000 Main Street
PO Box 1000
Concord, NH 03301

Job Objective

A Service Coordinator position with a social service agency that utilizes my excellent organizational and communication skills, involves advocacy and Community and Consumer Education/Outreach and Identify and utilize local resources in support of community living for people with disabilities.

Work History

- 2009 – present **IL Service Coordinator** – Granite State Independent Living, Concord, NH
- Maintain in outreach activities to members of the general community.
 - Provide information and referral.
 - Advocacy on behalf of consumers.
 - Direct services to people with disabilities.
- 2007 – 2009 **Deaf Service Manager** – Granite State Independent Living, Concord, NH
- Oversee the program service.
 - Assist the orienting, evaluation and supervise staffs.
 - Education to Community and Consumer Outreach.
 - Assist in the development, implementation and review of consumers' ILs.
- 1996 – 2007 **Program Director** – Northeast Independent Living Program, Inc., Lawrence, MA
- Oversee the program budget and program service.
 - Provide peer mentoring and IL training to consumers.
 - Provide supervision and training to staff, Intern and Volunteers.
 - Plan and implement peer, support and skills training to consumers and community providers.
- 1994 – 1996 **Program Director** – North Suffolk Mental Health Associates, Chelsea, MA
- Oversee the program services and budgets.
 - Develop new policies for the program services.
 - Assist in interview, hiring, orientation training, and evaluation system for program.
 - Monitor staff schedule/routines.
 - Meeting with Program and DMH Administration and contracting team members with agencies.

Education

- B.S. Sign Language Interpreter, University of New Hampshire at Manchester, Manchester, NH
A.S. Medical Technician, Rochester Institute of Technology/NTID, Rochester, NY

Leadership and Training

Training in conflict-resolution skills, HIPPA, Mental Health Overview, Microsoft Lyncs, and professional training.
Fluent in American Sign Language.
VR Deaf & HOH Advisory Committee, UNH-M Sign Language Interpreter Advisory Meeting, NECC Sign Language Interpreter Advisory Meeting.

References available on request.

James C. Taber, MS, HS-BCP.

PROFESSIONAL EXPERIENCE

Services Coordinator 05/17/04-current
Granite State Independent Living, Concord, NH 03301

- 1 Serve as Case Manager/Services Coordinator with a case load of 40-50 consumers.
- 2 Solicit bids and funding for durable medical equipment and implement purchase and installation of equipment.
- 3 Review files before closure to conform to Federal/State policies.
- 4 Provide advocacy services for a wide variety of services from housing to benefits and transportation and employment.
- 5 Safety Committee/Research all Material Safety Data Sheet Information for keeping an updated chemical safety program.
- 6 Determine data collection requirements and design forms to collect data
- 7 Maintain current knowledge of state and federal standards and regulations related to HIPPA/ Health Information Personal Privacy Act.
- 8 Grant writing committee researching and writing grants for program funding.

Corporate Security Operations Manager 1/08-04/06
Securitas, Int., J. Jill Group, Tilton, NH.

- 1 Oversaw coordination of personnel, shift scheduling, training, recruiting/hiring, and operational support of corporate security staff.
- 2 Responsible for communication and coordination between Securitas home office in Portland, ME and J. Jill executive management in Tilton, NH.
- 3 Oversaw internal and external investigations and documentation for harassment, accident and termination cases, and various other issues.
- 4 Maintained all staff certification in AED, CPR, First Aid qualifications.
- 5 Developed new clients and contact leads for Securitas, Int.

Juvenile Services Case Manager 12/02-10/04
State of NH, Department of Youth Services.

- 6 Successfully completed Youth Services Training Academy.
- 7 Managed a case group of adjudicated youth on The Diversion Program for first time offenders.
- 8 Supervised court appearances, community services and work and training environments.
- 9 Provided advocacy services to youth who were involved in the criminal justice system.

*ALSO WORKED LONG TERM FOR CHOICEPOINT, PINKERTON AND NATIONAL DATA RETRIEVAL SYSTEMS DOING BACKGROUND INVESTIGATIONS FOR CRIMINAL RECORDS, M/V CHECKS, LIENS AND EVICTIONS, EMPLOYMENT VERIFICATION, ETC (INDEPENDENT CONTRACTOR).

Education

Masters of Science Degree *Psychology/Criminal Justice, Springfield College, Manchester, NH.*

Bachelors of Science *Criminal Justice. Franklin Pierce College, Concord, NH.*

Ass. Applied Science. *Criminal Justice, NH Technical College, Concord, NH.*

Human Services Board Certified Practitioner, HS-BCP, (2012).

Unites States Navy Veteran.

Computer skills

Microsoft Word, Access, Excel, Outlook, database management, Windows, on-line and email services, various specific databases, Crimesoft, CFAL,DACS.

References upon request.

Teri Nordle, NHICS, NIC-W

NH Licensed ASL/English Interpreter – NHICS – Expires 9/2017

RELEVANT EXPERIENCE

1983-1985 **Claypit Hill Elementary School** **Wayland, MA**
Educational Interpreter/Tutor

1985-1989 **Northern Essex Community College** **Haverhill, MA**
Staff Interpreter/Tutor

1989-1991 **Memorial High School** **Manchester, NH**
Educational Interpreter/Tutor

1991-1993 **Manchester School of Technology** **Manchester, NH**
Classroom Facilitator, Young Mother's Program
Taught GED Preparation, Pre-Employment/Work Maturity Skills, English Composition and Writing

1993 - 1998 **Manchester School of Technology** **Manchester, NH**
Classroom Teacher, GOAL Program - Alternative Education Program
Taught Pre-Employment/Work Maturity Skills, English Composition, Writing,
and GED preparation skills. Authored state and federal grants for program funding

1998-2000 **ATECH Services/ASSETT** **Concord, NH**
Educational Services Coordinator for NH School Districts

2000- 2004 **Southern NH University** **Manchester, NH**
Full time ASL/English Interpreter, post-secondary setting

2004 – 2006 **Pembroke Academy** **Pembroke, NH**
Classroom Teacher/Educational ASL Interpreter
Taught Career Awareness and Development
Interpreted mainstream college-preparatory program

2008 – 2010 **Sorenson Communications** **Concord, NH**
Video Relay Interpreter

Provided ASL/English Interpreting services utilizing VP technology for consumers.

2005 – Present **ASL/English Interpreter** **NH, MA**
Freelance ASL/English Interpreter

Educational, Community and Medical interpreter, providing communication access to Deaf children, youth, and adults throughout the New England area.

September, 2012 – Present **Staff ASL/English Interpreter**
Granite State Independent Living

EDUCATION

1978-1981 **University of New Hampshire** **Manchester, NH**
ASL/English Interpreting & Deaf Studies

1981-1982 **Front Range Community College** **Westminster, CO**

1982-1983 **A.S., ASL/English Interpreting/ Deaf Studies - UNH**

2010-2012 **Online Coursework toward B.S.**