

Frank Edelblut
Commissioner of Education



Christine Brennan
Deputy Commissioner of Education

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 8, 2018

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 \$176,212.88 to provide independent living services, effective upon Governor and Council approval through September 30, 2019, 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 2019</u>	<u>FY 2020</u>
06-56-56-565010-25420000-102-500731 Contracts for Program Services	\$132,159.66	\$44,053.22

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

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 from May 31 through June 3rd 2018, 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 \$87,019.62 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 \$176,212.88; 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 \$72,045.50. 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 Friday, June 22, 2018. 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 16 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.

William Finn, Administrator II, Services for Blind and Visually Impaired (SBVI). Mr. Finn has worked in the field of vision rehabilitation and education for 44 years. He has been the Administrator of SBVI for 18 years and has a wealth of experience in mobility and orientation, education, and independent living.

Santina Thibedeau, Is an Administrator IV, Special Education, Department of Education. Ms. Thibedeau is New Hampshire's director of special education services with many years in that position. Previously Ms. Thibedeau provided special education services to local school districts.

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Jean Crouch, Ms. Crouch is a Supervisor VII in the Elderly and Adult Services Division of the Department of Health and Human Services where she is responsible to administer, monitor and coordinate grants to local communities.

Joan Holleran, Prior to her retirement last month Ms. Holleran was an Administrator I, External Relations. Ms. Holleran had 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.

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,

A handwritten signature in black ink, appearing to read 'Frank Edelblut', with a stylized flourish at the end.

Frank Edelblut
Commissioner of Education

Attachment A

SCORING FOR REVIEW OF FFY 19 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 (60 passing)

Title VII, Part B FFY 18 Proposals

	<u>Amount</u>	<u>Peer Review</u>
Brain Injury Association of New Hampshire (BIANH)	\$ 72,045.50	88.8
Granite State Independent Living (GSIL)	\$176,212.88	71
Northeast Deaf and Hard of Hearing Services, Inc. (NDHHS)	\$ 87,019.62	61.2


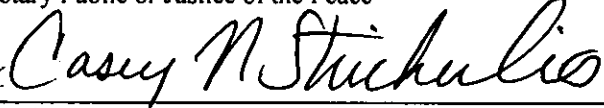
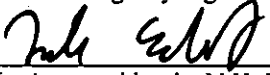
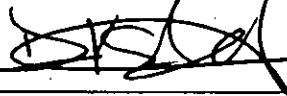
	Lisa Hinson- Hatz	Santina Thibedeau	Jean Crouch	William Finn	Joan Holleran	Average
BIANH	90	86	89	87	92	88.8
GSIL	98	41	41	85	90	71
NDHHS	93	32	31	75	75	61.2

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 06-56-56-565010-25420000-102-500731	1.7 Completion Date September 30, 2019	1.8 Price Limitation \$176,212.88
1.9 Contracting Officer for State Agency William A. Finn, Administrator		1.10 State Agency Telephone Number 603-271-3814	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory Clyde Terry, CEO	
1.13 Acknowledgement: State of <u>New Hampshire</u> , County of <u>Merrimack</u> On <u>Aug 2, 2018</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 N Strickulio Executive Assistant			
1.14 State Agency Signature  Date: <u>9-16-18</u>		1.15 Name and Title of State Agency Signatory Frank Elblat, Commissioner	
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>October 1, 2018</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

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 goals established by the consumer, and expires one year from date established. The Consumer Service Record (CSR) retained by the provider shall include the following information: service(s) provided, the approximate cost and duration; the provider; the goals of the consumer; 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. Part B Services that are needed beyond the period that is

specified in the ILP will be provided only when the ILP is renewed 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.

Independent Living Service Coordination

1. The Contractor will support the provision of services to 118 consumers with the supports they need to:
 - a. Achieve the highest level of independence they desire to live in a safe and appropriate environment and to achieve the independent living goals they set for themselves, including those involving community access, education and employment.
 - b. Secure the necessary Comparable Benefits (supplemental funds) so they may secure the access modifications they require for independence.
 - c. Identify and successfully utilizing local transportation to augment Title VII Part B transportation, thereby increasing options and independence.
2. The Contractor will support transition-age youth in identifying and achieving independent living goals, including those related to community access, education and employment.

3. The Contractor will support individuals who wish to transition from a nursing or other facility into the community with services which allow successful and sustained independence.
4. The Contractor will support individuals who are blind or visually impaired in maintaining or enhancing independent living, including assistive technology, rehabilitation teaching services, orientation and mobility services, in order to fully access their home and community

Access Services

1. The Contractor shall complete a minimum of 39 access projects for eligible individuals in NH, with a focus on home and community access, education and employment and will maximize limited Title VII Part B funds by keeping the average cost per project at \$1,800.
2. The Contractor shall provide necessary adaptive equipment to improve the independence of individuals who are determined eligible as required in 34 CFR 364.51.
3. 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.
4. 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.
5. 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. The Contractor will provide a minimum of 118 consumers with trips that cannot be provided by another provider to improve the quality of life for consumers to participate in daily life activities with independence.
3. 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.
7. The Contractor shall maintain a current list of consumers who have an Independent Living Plan which identifies this service. Consumers will call the transportation coordinator in advance of their scheduled trip and will use the most efficient and cost effective means of utilizing this transportation service.
8. The Contractor shall provide transit training to individuals with disabilities to teach them how to access public transportation.

Services to Individuals who are Blind or Visually Impaired

GSIL may provide Part B services to individuals with visual impairments to achieve their individual goals, including those related to independent living and daily living activities through transportation, access modification program, and service coordination programs when funding and circumstances allow. This may include working with agencies which specifically work with individuals who are blind or have a visual impairment to meet these specialized needs, including orientation and mobility services, assistive technology and rehabilitation teaching services. When working with such agencies the provision of such services shall be purchased and coordinated by Granite State Independent Living for each individual and not provided by way of a sub-contract for a number of individuals.

II. Program Evaluation

The Contractor shall conduct bi-annual customer satisfaction surveys as a documentation of quality assurance and program evaluation. The survey will document the individual satisfaction with the services provided measuring the extent to which the services received improved the consumer's ability to live independently. Results shall be compiled and presented to the Department of Education, Vocational Rehabilitation Independent Living Program and the Statewide Independent Living Council bi-annually.

III. Reporting

1. The Contractor shall provide quarterly reports indicating consumers served and total number of hours provided. At the end of the contract period a final report shall incorporate total number of consumers served, services provided, and hours of service provided under each service category of the contract.

2. All Title VII, Part B funds must be tracked separately, as well as services that were provided by the resources. Monthly reports are required, no later than 25 days, after the close of the previous month. The report/log should identify the following items: type of service being provided, staff providing the service, date of the service, hours of the service, and consumers receiving the service. The Contractor will submit with these reports, monthly invoices for services provided, as described above. The first report and invoice will be due November 25, 2018.
3. The Contractor will provide a quarterly itemized expenditure report and budget reconciliation report.
4. Program site visits will be conducted, at least biannually, to include a comprehensive financial review.

EXHIBIT B
ESTIMATED BUDGET: LIMITATION ON PRICE: PAYMENT

Estimated Budget	2019	2020	Totals
Staff Salary/Fringe Benefits	\$51,375.00	\$17,125.00	\$68,500.00
Partner and Vendor Services (Transportation, Access Modification, Blind Services)*	\$56,409.66	\$18,803.22	\$75,212.88
Vehicle Repairs, Maintenance and Fuel	\$11,100.00	\$3,700.00	\$14,800.00
Transportation Reimbursement Services	\$12,375.00	\$4,125.00	\$16,500.00
Mileage Reimbursement	\$900.00	\$300.00	\$1,200.00
TOTAL	\$132,159.66	\$44,053.22	\$176,212.88

*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 \$176,212.88.

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

	<u>FY19</u>	<u>FY20</u>
06-56-56-565010-25420000-102-500731 Contracts for Program Services	\$132,159.66	\$44,053.22

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: William A. Finn, Administrator

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".



8-2-18

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.

(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.
- k. Within ten (10) business days of termination of the Agreement, for any reason, the Business Associate shall return or destroy, as specified by Covered Entity; all PHI received from, or created or received by the Business Associate in connection with the Agreement, and shall not retain any copies or back-up tapes of such PHI. If return or destruction is not feasible, or the disposition of the PHI has been otherwise agreed to in the Agreement, Business Associate shall continue to extend the protections of the Agreement, to such PHI and limit further uses and disclosures of such PHI to those purposes that make the return or destruction infeasible, for so long as Business Associate maintains such PHI. If Covered Entity, in its sole discretion, requires that the Business Associate destroy any or all PHI, the Business Associate shall certify to Covered Entity that the PHI has been destroyed.

(4) Obligations of Covered Entity

- a. Covered Entity shall notify Business Associate of any changes or limitation(s) in its Notice of Privacy Practices provided to individuals in accordance with 45 CFR Section 164.520, to the extent that such change or limitation may affect Business Associate's use or disclosure of PHI.
- b. Covered Entity shall promptly notify Business Associate of any changes in, or revocation or permission provided to Covered Entity by individuals whose PHI may be used or disclosed by Business Associate under this Agreement, pursuant to 45 CFR Section 164.506 or 45 CFR Section 164.508.
- c. Covered Entity shall promptly notify Business Associate of any restrictions on the use or disclosure of PHI that Covered Entity has agreed to in accordance with 45 CFR Section 164.522, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.

(5) Termination for Cause

- a. In addition to standard provision #10 of this agreement the Covered Entity may immediately terminate the Agreement upon Covered Entity's knowledge of a breach by Business Associate of the Business Associate Agreement set forth herein as Exhibit D. The Covered Entity may either immediately terminate the Agreement or provide an opportunity for Business Associate to cure the alleged breach within a timeframe specified by Covered Entity. If Covered Entity determines that neither termination nor cure is feasible, Covered Entity shall report the violation to the Secretary.

(6) Miscellaneous

- a. Definitions and Regulatory References. All terms used, but not otherwise defined herein, shall have the same meaning as those terms in the Privacy Rule, as amended from time to time. A reference in the Agreement, as amended to include this Exhibit D, to a Section in the Privacy Rule means the Section as in effect or as amended.
- 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

Frank Edelblut
Signature of Authorized Representative

Frank Edelblut
Name of Authorized Representative

Commissioner of Education
Title of Authorized Representative

9.19.18
Date

Granite State Independent Living

Clyde E. Terry
Signature of Authorized Representative

Clyde E. Terry
Name of Authorized Representative

Chief Executive Officer
Title of Authorized Representative

August 2, 2018
Date

State of New Hampshire

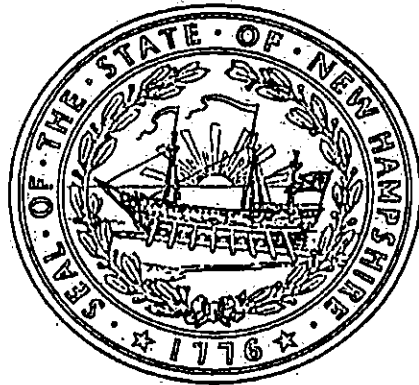
Department of State

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

Certificate Number : 0004102835



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 29th day of May A.D. 2018.

A handwritten signature in cursive script, appearing to read "Wm 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 July 19, 2018, 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:

Eric Schlepphorst, Chair
Terry Scott, 1st Vice Chair
Theo Vougas, 2nd Vice Chair
Liza Colby, Secretary
Ken Traum, Treasurer

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

August 2, 2018.

Liza Colby
Liza Colby, Secretary

State Of New Hampshire

County Of Merrimack

The foregoing instrument was acknowledged before me this 2nd day of August, 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:

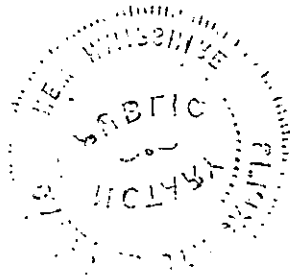
Casey N. Strickulis
Notary Public

SEAL:

My Commission Expires:



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



RECEIVED EXHIBIT NOVEMBER 4 1944
DEPT OF NEW HAMPSHIRE
CASEY W. STRICKLAND, NOV 4 1944

RECEIVED NOV 4 1944

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 \$176,213.00 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 July 19, 2018

DATED: Aug 2, 2018.

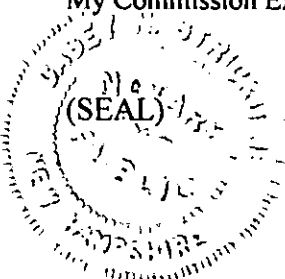


Liza Colby, Secretary

My Commission Expires:



Notary Public



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

ACORD™

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

6/05/2018

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 have ADDITIONAL INSURED provisions or 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 any 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 Insurance Co.	
		INSURER B: Travelers Indemnity Company	
		INSURER C:	
		INSURER D:	
		INSURER E:	
		INSURER F:	

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	ADDUSUBR INSR 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 <input checked="" type="checkbox"/> Professional Liab GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	X		02/11/2018	02/11/2019	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 OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			02/11/2018	02/11/2019	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 <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$10K			02/11/2018	02/11/2019	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	Y/N N	N/A	10/01/2017	10/01/2018	<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)

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 NH Department of Education Attn: Bill Finn 21 South Fruit Street, Suite 20 Concord, NH 03301	CANCELLATION 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 <i>See Note</i>
--	---

Independent Auditors' Report

To the Board of Directors
Granite State Independent Living

Additional Offices:
Nashua, NH
Andover, MA
Greenfield, MA
Ellsworth, ME

Report on the Financial Statements

We have audited the accompanying financial statements of Granite State Independent Living, which comprise the statement of financial position as of September 30, 2017, and the related statements of activities, functional expenses, and cash flows for the year then ended, and the related notes to the financial statements.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that

are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Granite State Independent Living as of September 30, 2017 and the changes in net assets and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Report on Summarized Comparative Information

We have previously audited Granite State Independent Living's fiscal year 2016 financial statements, and we expressed an unmodified audit opinion on those audited financial statements in our report dated February 1, 2017. In our opinion, the summarized comparative information presented herein as of and for the year ended September 30, 2016 is consistent, in all material respects, with the audited financial statements from which it has been derived.

Other Reporting Required by Government Auditing Standards

In accordance with *Government Auditing Standards*, we have also issued our report dated February 1, 2018 on our consideration of Granite State Independent Living's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering Granite State Independent Living's internal control over financial reporting and compliance.

Melanson Heath

February 1, 2018

GRANITE STATE INDEPENDENT LIVING

Statement of Financial Position

September 30, 2017

(with comparative totals as of September 30, 2016)

ASSETS	Unrestricted	Temporarily Restricted	Permanently Restricted	2017 Total	2016 Total
Current Assets:					
Cash and cash equivalents	\$ 2,770,379	\$ 37,793	\$ -	\$ 2,808,172	\$ 4,354,195
Restricted cash	23,386	-	-	23,386	32,320
Accounts receivable:					
Medicaid, net of allowance of \$38,046	1,376,076	-	-	1,376,076	1,134,985
Title VII, net of allowance of \$11,041	65,870	-	-	65,870	15,610
Other, net of allowance of \$16,186	592,878	-	-	592,878	372,973
Prepaid expenses	378,998	-	-	378,998	499,941
Workers' compensation collateral	340,597	-	-	340,597	243,459
Total Current Assets	5,548,184	37,793	-	5,585,977	6,653,483
Investments	790,695	-	186,274	976,969	689,251
Property and equipment, net	1,453,543	-	-	1,453,543	1,082,688
TOTAL ASSETS	\$ 7,792,422	\$ 37,793	\$ 186,274	\$ 8,016,489	\$ 8,405,422
 LIABILITIES AND NET ASSETS					
Current Liabilities:					
Accounts payable	\$ 147,027	\$ -	\$ -	\$ 147,027	\$ 141,094
Accrued payroll and related liabilities	1,014,348	-	-	1,014,348	937,663
Accrued expenses	214,413	-	-	214,413	174,694
Deferred revenue	63,684	-	-	63,684	818,413
Current portion of contracts payable	7,950	-	-	7,950	7,950
Total Current Liabilities	1,447,422	-	-	1,447,422	2,079,814
Long Term Liabilities:					
Contracts payable, net of current portion	23,188	-	-	23,188	31,138
Total Liabilities	1,470,610	-	-	1,470,610	2,110,952
Net Assets:					
Unrestricted	6,321,812	-	-	6,321,812	6,097,576
Temporarily restricted	-	37,793	-	37,793	32,666
Permanently restricted	-	-	186,274	186,274	164,228
Total Net Assets	6,321,812	37,793	186,274	6,545,879	6,294,470
TOTAL LIABILITIES AND NET ASSETS	\$ 7,792,422	\$ 37,793	\$ 186,274	\$ 8,016,489	\$ 8,405,422

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

GRANITE STATE INDEPENDENT LIVING

Statement of Activities

For the Year Ended September 30, 2017

(with comparative totals for the year ended September 30, 2016)

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>Permanently Restricted</u>	<u>2017 Total</u>	<u>2016 Total</u>
Support and Revenue:					
Support:					
Grants	\$ 3,269,943	\$ 48,077	\$ -	\$ 3,318,020	\$ 1,914,876
Public support	87,576	-	23,000	110,576	160,807
Special events, net	23,777	-	-	23,777	67,342
Revenue:					
Program fees, net	16,660,585	-	-	16,660,585	16,545,736
Interest	3,557	-	-	3,557	2,471
Miscellaneous	8,282	-	-	8,282	3,174
Investment income:					
Interest and dividends	15,877	-	3,388	19,265	2,127
Realized gains (losses)	2,942	-	(123)	2,819	-
Unrealized gains (losses)	24,077	-	(2,224)	21,853	5,085
Net assets released from restriction	<u>42,950</u>	<u>(42,950)</u>	<u>-</u>	<u>-</u>	<u>-</u>
Total Support and Revenue	20,139,566	5,127	24,041	20,168,734	18,701,618
Expenses:					
Long-term care	13,429,808	-	-	13,429,808	13,296,255
Community economic development	3,780,079	-	-	3,780,079	2,784,436
General and administrative	2,533,077	-	1,995	2,535,072	1,610,138
Fundraising	<u>172,368</u>	<u>-</u>	<u>-</u>	<u>172,368</u>	<u>244,511</u>
Total Expenses	<u>19,915,330</u>	<u>-</u>	<u>1,995</u>	<u>19,917,325</u>	<u>17,935,340</u>
Change in Net Assets	224,236	5,127	22,046	251,409	766,278
Net Assets, Beginning 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>
Net Assets, End of Year	<u>\$ 6,321,812</u>	<u>\$ 37,793</u>	<u>\$ 186,274</u>	<u>\$ 6,545,879</u>	<u>\$ 6,294,470</u>

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

GRANITE STATE INDEPENDENT UNION

For the Year Ended September 30, 2017

Long-Term	Community Economic Development	Total	General and Administrative	Fundraising	2017	2016
Salaries and wages	\$ 10,474,873	\$ 2,046,783	\$ 12,520,456	\$ 1,366,012	\$ 66,134	\$ 13,003,546
Employee benefits	1,562,830	553,715	2,126,354	328,776	18,112	2,022,983
Payroll taxes	696,437	183,870	1,030,007	108,684	9,689	1,084,117
Advertising	51,371	10,680	91,954	9,714	7,399	80,210
Provision for bad debts	83,044	-	83,044	-	83,044	80,022
Board of Directors	74,937	241,008	316,033	111,740	5,270	14,725
Building occupancy	-	-	-	14,944	-	14,944
Computer	-	-	-	-	-	-
Consultants	901	65,447	66,348	13,854	-	143,607
Depreciation	5,105	55,238	60,343	65,833	20,453	143,607
Dues and subscriptions	2,761	2,385	5,146	3,513	1,019	53,310
Equipment lease and maintenance	88	5,123	5,189	129,905	480	129,471
Grants	3,833	151,813	155,646	37,245	1,019	19,248
Insurance	-	16,795	16,795	-	-	42,879
Interpreters	429	4,241	4,670	-	-	9,741
Meals and entertainment	109	742	851	-	89	1,265
Miscellaneous	76,156	69,818	142,876	66,967	7,872	210,136
Printing and shipping	13,866	4,508	18,290	8,405	2,405	64,037
Professional development	5,341	5,233	10,574	6,257	15,651	32,374
Supplies	22,202	29,400	51,002	18,055	1,948	96,807
Telephone	30,004	27,801	67,806	39,216	915	78,537
Transportation	2,708	87,125	89,833	528	-	108,228
Travel	87,009	107,882	204,891	4,752	778	187,784
Total Functional Expenses	\$ 13,429,806	\$ 3,780,079	\$ 17,208,087	\$ 2,635,072	\$ 172,306	\$ 17,838,340
Personnel expenses:						
Salaries and wages	\$ 10,474,873	\$ 2,046,783	\$ 12,520,456	\$ 1,366,012	\$ 66,134	\$ 13,003,546
Employee benefits	1,562,830	553,715	2,126,354	328,776	18,112	2,022,983
Payroll taxes	696,437	183,870	1,030,007	108,684	9,689	1,084,117
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Board of Directors	74,937	241,008	316,033	111,740	5,270	14,725
Building occupancy	-	-	-	14,944	-	14,944
Computer	-	-	-	-	-	-
Consultants	901	65,447	66,348	13,854	-	143,607
Depreciation	5,105	55,238	60,343	65,833	20,453	143,607
Dues and subscriptions	2,761	2,385	5,146	3,513	1,019	53,310
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Transportation	2,708	87,125	89,833	528	-	108,228
Travel	87,009	107,882	204,891	4,752	778	187,784
Total	\$ 13,429,806	\$ 3,780,079	\$ 17,208,087	\$ 2,635,072	\$ 172,306	\$ 17,838,340

GSIL Board of Directors 2017-2018

Biographical Narratives

L. Eric Schlepphorst, MD, Chair (2019) – Owner/Physician, Nephrology Associates, P.A. (retired) – Resides in Hopkinton, NH: Dr. Schlepphorst 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. Schlepphorst 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. **(Experience with Disability, Multiple Sclerosis)**

Terry Scott, 1st Vice Chair (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. **(Experience with Disability, Multiple Sclerosis)**

Theo Vougas, 2nd Vice Chair (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 helps 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

Liza Colby, Secretary Psy.D. (2020) – 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)**

Kenneth Traum, Treasurer (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)**

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.

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. **(Experience with Disability, Son with Developmental Disability)**

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. **(Yes to Experience with disability: Chose not to disclose specific disability)**

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 NHVT, 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.

Sara Lauze (2020) Digital Banking Officer, Merrimack County Savings Bank. Resides in Concord, NH.

Sara 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.

Lorna Greer (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)

Geoffrey C. Souther, M.Ed., MHSA (2021)

Mr. Souther recently retired after more than forty years' experience serving people with mental illness in both the public and private non-profit sectors. He served in several senior positions within the NH Department of Health and Human Services, including, as Chief Operating Officer at the New Hampshire Hospital, and as Director of Behavioral Health.

Mr. Souther's community experience includes clinical and management positions at NH Community Mental Health Centers and as Executive Director of Community Mental Health Centers in Kansas and Connecticut. He holds an undergraduate degree from Ottawa University, KS, Master's degrees from the University of Southern California and Antioch New England Graduate School.

Mr. Souther is a veteran of United States Army and has been, and continues to be, active providing community service in both a volunteer and elected capacity on numerous boards, committees, and service organizations. He lives with his wife Bobbie, his oldest daughter and her three children in Canterbury, NH.

Carol Conforti-Adams, Executive Director Sunset Hill Educational Institute SHEI (2021)

After a life-changing spinal cord injury that left Ms. Conforti-Adams with a diagnosis of quadriplegia, Carol felt strongly that she could still contribute to the community and enrich other people's lives. She is the Executive Director of small community nonprofit organization whose mission is to help young people and individuals with physical disabilities discover their inner strengths so they may lead positive fulfilling lives. SHEI is a NH Vocational Rehab vendor; and developed / implemented a Peer Leadership program called WHIM Wheelchair Health in Motion. With an impressive background in health and education experience, she brings a wealth of educational and personal knowledge on living independently with a disability to the board. **(Experience with Disability, Spinal Cord Injury)**

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

**GRANITE STATE INDEPENDENT LIVING
Position Description**

Job Title: Director of Independent Living Services

Reports to: Vice President of Community Economic Development

Position type: Exempt

Job Grade: E-5

Supervisory responsibility: Supervise Data Support & Billing Assistant, Independent Living Service Coordinators, Peer Support Coordinator and/or Group Organizers, Transportation Manager and Staff Interpreter.

Purpose/general responsibilities:

Manage GSIL Title VII, Part C and Title VII, Part B service provision including skills training, advocacy, peer support and counseling, home access and modifications, adaptive equipment, transportation, and housing and financial counseling.

Specific (Essential) Responsibilities:

- Manage existing CED programs, including Access Modification, IL Service Coordination, Peer Support and Transportation. Develop new programs and services as appropriate in response to community need.
- Supervise and evaluate service delivery and support staff throughout the State, assuring the quality and consistency of service provision.
- Promote use and awareness of GSIL services through outreach. Supervise the development of brochures, presentation materials and other tools to assist with outreach efforts.
- Conduct an annual evaluation of consumer satisfaction with services.
- Evaluate consumer eligibility for services including Access Modification, IL Service Coordination, Peer Support, and Transportation.
- Assist in securing program funding, including applying for appropriate grants and/or establishing fee for service programs as appropriate.
- Assist in preparation of quarterly and annual reports to satisfy organizational and funder requirements. Produce and submit monthly Part B report.
- Assist in preparation and conducting of Part B and Part C internal audits.
- Conduct other duties as assigned that increase options for persons with disabilities and further the mission of the organization.

Other Responsibilities:

- Participate in general GSIL events and activities.

- Maintain professional knowledge /skills by reviewing professional literature and attending trainings /workshops.
- Support and uphold workplace regulations and safety practices.
- Share newsworthy information appropriately throughout the organization.
- Conduct other duties as assigned that will increase options for persons with disabilities to live independently in their communities.

Qualifications: Minimum of Bachelor's Degree or equivalent life/professional experiences. A minimum of five years experience with administration, supervision of staff and organizational development. Personal experience with disabilities preferred.

Physical/Mental demands: While performing the duties of this position, the individual is regularly required to sit, use a computer, a telephone, and other office equipment and to move throughout the building and attend outside meetings. Employee may occasionally need to exert up to 10 pounds of force to lift carry, push or otherwise move objects (e.g. files or presentation materials). This position requires the ability to express or exchange ideas and to comprehend and present detailed and critical information including but not limited to financial information. Exceptional judgment and creativity are regularly required to evaluate results and make decisions.

Reasonable accommodations will be made available to assist persons with disabilities to perform the essential functions.

Rev. 3-2016

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

School Bus Driver

Nov. 1996 – March 1997

Relevant Experience & Accomplishments:

- Organized church fundraiser -
8 separate venues featuring different performances
- Girl Scout Troop Leader
- Little League Softball Coach
- Honored as Branch Manager of the year for 2005 by Company District Managers
- Dean's list with Granite State College

REFERENCES:

Sarah Melasecca, Director of Independent Living Services GSIL,

Derek Lavoy, Transportation Coordinator GSIL,

Sandy Rowe, Regional Manager Driver Development & Safety,

Stacy Fogwil-Kratz, Dispatcher STA Bradford, NH,

Marian Alese, Business Administrator, SAU #1 – Peterborough, NH

Howard Anderson, District Manager (Laidlaw)

Lennie Weeks, former Lead Trainer STA Bradford, NH & former Trainer Laidlaw
Education Services

In addition, I have 5 letters of reference on file

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 CERIFICATE | NEW ENGLAND SCHOOL OF BRAODCASTING, BANGOR MAINE

- Major: Radio Communications
- Minor: TV production

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

Major: College Prep

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
Granite State Independent Living
CED Program & Compliance Admin.
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

Accountemps

Duties and responsibilities to include:

Funding Administrator

Bedford, NH

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

3/4/2002 to 6/29/2012

Community Bridges, Inc.

Duties and responsibilities to include:

Reimbursement & A/R Technician

Concord, NH

- *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- **Independent Living Services Coordinator**-Granite State Independent Living
Present

- Help individuals acquire equipment or services to live independently in their environment
- Attend meetings with other service coordinators to discuss recent developments in GSIL
- Perform home visits and complete paperwork with consumers to obtain services
- Record notes on contacts with consumers in DAC's system used by GSIL
- Work with the IMPACCT students in the classroom and after they finish the program

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

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	Community Job Specialist/	
Success Career Center	On-the-Job Training Developer	04/2013 – 03/2016
Tri-County CAP – Transit	Dispatcher	12/2012 – 04/2013
Androscoggin 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, LA

2013

White Mountains Community College

AS Criminal Justice

AS Computer/Information Technology

AS Automotive Technology

Berlin, NH

2010

2010

2006

Madeline Olio Ruano

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
	<i>Educational Interpreter/Tutor</i>	
1985-1989	Northern Essex Community College	Haverhill, MA
	<i>Staff Interpreter/Tutor</i>	
1989-1991	Memorial High School	Manchester, NH
	<i>Educational Interpreter/Tutor</i>	
1991-1993	Manchester School of Technology	Manchester, NH
	<i>Classroom Facilitator, Young Mother's Program</i>	
	<i>Taught GED Preparation, Pre-Employment/Work Maturity Skills, English Composition and Writing.</i>	
1993 - 1998	Manchester School of Technology	Manchester, NH
	<i>Classroom Teacher, GOAL Program - Alternative Education Program</i>	
	<i>Taught Pre-Employment/Work Maturity Skills, English Composition, Writing, and GED preparation skills. Authored state and federal grants for program funding</i>	
1998-2000	ATECH Services/ASSETT	Concord, NH
	<i>Educational Services Coordinator for NH School Districts</i>	
2000- 2004	Southern NH University	Manchester, NH
	<i>Full time ASL/English Interpreter, post-secondary setting</i>	
2004 – 2006	Pembroke Academy	Pembroke, NH
	<i>Classroom Teacher/Educational ASL Interpreter</i>	
	<i>Taught Career Awareness and Development</i>	
	<i>Interpreted mainstream college-preparatory program</i>	
2008 – 2010	Sorenson Communications	Concord, NH
	<i>Video Relay Interpreter</i>	
	<i>Provided ASL/English Interpreting services utilizing VP technology for consumers.</i>	
2005 – Present	ASL/English Interpreter	NH, MA
	<i>Freelance ASL/English Interpreter</i>	
	<i>Educational, Community and Medical interpreter, providing communication access to Deaf children, youth, and adults throughout the New England area.</i>	
September, 2012 – Present	Staff ASL/English Interpreter	
	<i>Granite State Independent Living</i>	

EDUCATION

1978-1981	University of New Hampshire	Manchester, NH
	<i>ASL/English Interpreting & Deaf Studies</i>	
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.	

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