



Lori A. Shibinette  
Commissioner

Deborah D. Scheetz  
Director

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF LONG TERM SUPPORTS AND SERVICES

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August 12, 2020

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

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, Division of Long Term Supports and Services, to amend an existing Sole Source agreement with Lamprey Health Care, Inc. (VC#177677), Newmarket, NH for the provision of health promotion programs that promote health and independence opportunities to New Hampshire citizens, by increasing the price limitation by \$133,948 from \$194,901 to \$328,849 and by extending the completion date from September 30, 2020 to September 30, 2022 effective upon Governor and Council approval. 85% Federal Funds. 15% General Funds.

The original contract was approved by Governor and Council on March 8, 2017, item #9 and most recently amended with Governor and Council approval on September 20, 2018, item #16.

Funds are available in the following account for State Fiscal Year 2021, and are anticipated to be available in State Fiscal Years 2022 and 2023, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-95-48-481010-89170000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, HEALTH PROMOTION CONTRACTS**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2017	102-500731	Contracts for Prog Svc	48108460 & 48108461	\$25,986	\$0	\$25,986
2018	102-500731	Contracts for Prog Svc	48108460 & 48108461	\$51,974	\$0	\$51,974
2019	102-500731	Contracts for Prog Svc	48108460 & 48108461	\$51,974	\$0	\$51,974

2020	102-500731	Contracts for Prog Svc	48108460 & 48108461	\$51,974	\$0	\$51,974
2021	102-500731	Contracts for Prog Svc	48108460 & 48108461	\$12,993	\$50,231	\$63,224
2022	102-500731	Contracts for Prog Svc	48108460 & 48108461	\$0	\$66,974	\$66,974
2023	102-500731	Contracts for Prog Svc	48108460 & 48108461	\$0	\$16,743	\$16,743
			<b>Total</b>	<b>\$194,901</b>	<b>\$133,948</b>	<b>\$328,849</b>

#### **EXPLANATION**

This request is **Sole Source** because the vendor is the only vendor able to provide the necessary services. The vendor provides continuity of care for a vulnerable population during the COVID-19 pandemic and has a long history with the Department of strong performance. The Department was in the process of competitively re-procuring these services. However, the COVID-19 pandemic has required the vendor and the Department to alter plans and operations. Given the circumstances confronting the Department today, we request sole source extension(s) to ensure that critical services provided under the current contracts(s) do not lapse.

The purpose of this request is to continue providing two (2) health prevention programs to the citizens of New Hampshire. One (1) program improves and sustains the quality of life for individuals who have one (1) or more chronic health condition(s) and the other trains leaders to help caregivers learn self-care tools and strategies. Lamprey Health Care, Inc. is licensed to administer the Chronic Disease Self- Management Program and maintains Institutional Review Board approval from the Committee for the Protection of Human Subjects from Dartmouth College.

Approximately 500 individuals will be served from October 1, 2020 to September 30, 2022.

The Chronic Disease and Self-Management Program is an evidence-based program, with the goal of improving and sustaining the health and quality of life for individuals who have one or more chronic health condition(s). Individuals learn how to better manage the symptom of their illnesses, fatigue, stress, emotions, as well as how to cope with their illnesses and improve communications with their health care providers. This program has demonstrated a sustained effect on participants and continues to improve participants' sense of well-being and confidence in managing their condition(s).

The Powerful Tools for Caregivers program is an evidence-based education program that offers a unique combination of elements that provide caregivers with self-care tools and strategies to reduce personal stress, communicate their needs to family members and healthcare providers, communicate effectively in challenging situations, cope with difficult emotions and make difficult caregiver decisions to improve caregiver self-care behaviors, management of emotions, self-efficacy and utilization of community resources.

The vendor will increase community awareness of self-management workshops, increase attendance of program participation at workshops, maintain availability of trainer workshops statewide, and increase community collaboration in promotion of self-management programs.

The Department will monitor contracted services using the following performance measures:

- Ensure that Chronis Disease and Self-Management Program and Powerful Tools for Caregivers sessions are available to NH residents statewide.
- Maintain the requested number for workshop leaders for statewide outreach.
- Increase integration and collaboration by fifteen (15) percent among stakeholders in NH promoting healthy living, resulting in an increase in workshop demand.

As referenced in Exhibit C-1, Revisions to General Provisions, Paragraph 3 of the original contract, the parties have the option to extend the agreement for up to two (2) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and Governor and Council approval. The Department is exercising its option to renew services for two (2) of the two (2) years available.

Should the Governor and Council not authorize this request individuals may not have the supports to improve their health and manage their emotional needs to better cope and sustain a quality of life when dealing with chronic diseases. Additionally, caregivers will not have the support and assistance needed to reduce personal stress and cope with difficult emotions when making difficult caregiving decisions, which may result in other more costly forms of care.

Area served: Statewide

Source of Funds: CFDA #93.043 / FAIN #2001NHOAPH-01, General Funds.

In the event that the Other Funds become no longer available, General Funds will not be requested to support this program.

Respectfully submitted,

  
Lori A. Shibinette  
Commissioner

**New Hampshire Department of Health and Human Services  
Chronic Disease Self-Management Program and Powerful Tools for  
Caregivers Program**



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**State of New Hampshire  
Department of Health and Human Services  
Amendment #2 to the Chronic Disease Self-Management Program and Powerful Tools for  
Caregivers Program Contract**

This 2nd Amendment to the Chronic Disease Self-Management Program and Powerful Tools for Caregivers Program contract (hereinafter referred to as "Amendment #2") is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Lamprey Health Care, Inc., (hereinafter referred to as "the Contractor"), a non-profit corporation with a place of business at 207 South Main Street, Newmarket, NH, 03857

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on March 8, 2017, (Item #9), as amended on September 12, 2018, (Item #16), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, Paragraph 18, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

WHEREAS, the parties agree to extend the term of the agreement, increase the price limitation, or modify the scope of services to support continued delivery of these services; and

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

1. Form P-37 General Provisions, Block 1.7, Completion Date, to read:  
September 30, 2022.
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
\$328,849.
3. Modify Exhibit A, Scope of Services by replacing it in its entirety with Exhibit A - Amendment #2, Scope of Services, which is attached hereto and incorporated by reference herein.
4. Add Exhibit B, Method and Conditions Precedent to Payment, Section 9, to read:
  9. For the purposes of this Agreement, the Department has identified the Contractor as a Subrecipient, in accordance with 2 CFR 200.0, et seq.
5. Modify Exhibit B-5 Budget Form by replacing it in its entirety with Exhibit B-5 Amendment #2, SFY 2021 Budget Form, which is attached hereto and incorporated by reference herein.
6. Add Exhibit B-6 - Amendment #2, SFY 2022 Budget Form, which is attached hereto and incorporated by reference herein.
7. Add Exhibit B-7 - Amendment #2, SFY 2023 Budget Form, which is attached hereto and incorporated by reference herein.

*(Handwritten initials)*

*7/22/2022*

New Hampshire Department of Health and Human Services  
Chronic Disease Self-Management Program and Powerful Tools for  
Caregivers Program



All terms and conditions of the Contract and prior amendments not inconsistent with this Amendment #2 remain in full force and effect. This amendment shall be effective upon the date of Governor and Executive Council approval.

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

State of New Hampshire  
Department of Health and Human Services

7/28/2020  
Date

[Signature]  
Name: Deborah Scheetz  
Title: Director Assoc. Gen. Ann Lundy

LAMPREY HEALTH CARE, INC.

7/22/2020  
Date

[Signature]  
Name: Gregory White  
Title: CEO

New Hampshire Department of Health and Human Services  
Chronic Disease Self-Management Program and Powerful Tools for  
Caregivers Program



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

OFFICE OF THE ATTORNEY GENERAL

08/07/20  
Date

Catherine Pinos  
Name: Catherine Pinos, Attorney.  
Title:

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

OFFICE OF THE SECRETARY OF STATE

\_\_\_\_\_  
Date

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



Exhibit A – Amendment #2

Scope of Services

**1. Provisions Applicable to All Services**

- 1.1. The Contractor shall submit a detailed description of the language assistance services they will provide to persons with limited English proficiency to ensure meaningful access to their programs and services within ten (10) days of the contract effective date.
- 1.2. The Contractor agrees that, to the extent future legislative action by the New Hampshire General Court or federal or state court orders may have an impact on the Services described herein, the State Agency has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.
- 1.3. The Contractor shall provide services to eligible individuals, statewide, that include, as appropriate:
  - 1.3.1. Chronic Disease Self-Management Program (CDSMP) workshops for adults ages sixty (60) or older with at least one chronic condition;
  - 1.3.2. Powerful Tools for Caregivers (PTC) Program workshops for caregivers of any age; and
  - 1.3.3. Diabetes Self-Management Program (DSMP) workshops for individuals of any age with diabetes.
- 1.4. The Contractor shall use E-Studio, which is the electronic information system for Bureau of Elderly and Adult Services (BEAS) for uploading important information concerning time-sensitive announcements, policy releases, administrative rule adoptions, and other critical information. The Contractor shall:
  - 1.4.1. Identify all of the key agency personnel who need to have E-Studio accounts to ensure that information from BEAS can be shared with the necessary agency staff, at no cost to the Contractor.
  - 1.4.2. Ensure E-Studio accounts are current and notify BEAS when a staff member is no longer working in the program so the account can be terminated.
- 1.5. The Contractor shall ensure all current and potential staff and volunteers:
  - 1.5.1. Complete a BEAS State Registry check before staff member or volunteer begins providing direct services to clients.
  - 1.5.2. Undergo a New Hampshire Criminal Records Background check.



## 2. Scope of Services

2.1. The Contractor shall facilitate marketing and outreach for the CDSMP workshops, which includes, but is not limited to:

- 2.1.1. Developing, purchasing and distributing a brochure for the CDSMP workshops.
- 2.1.2. Focusing program outreach to reach the State's rural residents.
- 2.1.3. Supporting the recruitment of workshop participants through monthly strategy meetings with statewide program leaders.
- 2.1.4. Establishing a workshop schedule.
- 2.1.5. Identifying and securing venues with adequate space and parking to host workshops.
- 2.1.6. Purchasing and utilizing the current, official version of the CDSMP curriculum, which includes, but is not limited to:
  - 2.1.6.1. Leader books.
  - 2.1.6.2. Participant workbooks and accompanying CDs.
  - 2.1.6.3. Flip charts, and accompanying supplies.
- 2.1.7. Process stipends to leaders associated with hosting workshops, that include, but is not limited to:
  - 2.1.7.1. Advertising.
  - 2.1.7.2. Recruitment.
  - 2.1.7.3. Leader expenses.
- 2.1.8. Coordinating with CDSMP leaders and site representative(s) to ensure all logistical needs are met prior to workshop commencement.

## 2.2. Leader Trainings

- 2.2.1. The Contractor shall conduct a minimum of one (1) new Leader Training session for individuals or community members.
- 2.2.2. The Contractor shall ensure Leader Training is co-facilitated by two (2) PTC Master Trainers, certified in CDSMP by Self-Management Resource Center (SMRC).
- 2.2.3. The Contractor shall provide Master Trainers with:
  - 2.2.3.1. Travel cost reimbursement; and
  - 2.2.3.2. Meals.
- 2.2.4. The Contractor shall secure adequate space for the training.
- 2.2.5. The Contractor shall provide:





- 2.2.5.1. Audio and visual equipment;
- 2.2.5.2. Flip charts and markers; and
- 2.2.5.3. Meals for leaders being trained, for each day of the training.

### 2.3. CDSMP Workshops

- 2.3.1. The Contractor shall ensure that a minimum of 150 individuals complete the CDSMP workshops.
- 2.3.2. The Contractor shall ensure CDSMP workshops consist of six (6) consecutive weekly two and one-half (2.5) hour workshops.
- 2.3.3. The Contractor shall ensure participants are not required to pay a fee to cover costs of the CDSMP workshops or materials.
- 2.3.4. The Contractor shall ensure workshops are conducted in accordance with Self-Management Resource Center (SMRC) curriculum and fidelity requirements.
- 2.3.5. The Contractor shall ensure workshops are conducted by two (2) trained CDSMP leaders.
- 2.3.6. The Contractor shall establish a lending library for class leaders. The Contractor shall:
  - 2.3.6.1. Purchase any additional CDSMP resource materials, as needed.
  - 2.3.6.2. Disseminate any additional CDSMP materials to class leaders, as appropriate.
- 2.3.7. The Contractor shall monitor workshop classes to maintain program fidelity to the CDSMP curriculum.

### 2.4. Institutional Review Board

- 2.4.1. The Contractor shall obtain and maintain Institutional Review Board (IRB) approval to conduct pre and post surveys of individuals attending the CDSMP workshops.
- 2.4.2. The Contractor shall conduct pre and post surveys of the participants who attended the workshops, ensuring post surveys are conducted six (6) months after the workshop has ended.
- 2.4.3. The Contractor shall provide survey reports to the Department at the end of April and October. The Contractor shall:
  - 2.4.3.1. Collect and collate the survey data.
  - 2.4.3.2. Prepare and distribute reports of survey results on a semi-annual basis.



- 2.4.4. The Contractor shall modify the surveys as needed in collaborations with the Department and the Institutional Review Board:
- 2.5. **Chronic Disease Self-Management Program Requirements**
  - 2.5.1. The Contractor shall obtain and maintain a Self-Management Resource Center (SMRC) license to conduct Leader Trainings and CDSMP workshops.
  - 2.5.2. The Contractor shall adhere to all Self-Management Resource Center (SMRC) licensure requirements.
  - 2.5.3. The Contractor shall notify the Department immediately should Self-Management Resource Center (SMRC) licensure terminate or expire.
- 2.6. The Contractor shall purchase required books and CDs to support workshops, and maintain a supply of program marketing brochures.
- 2.7. The Contractor shall ensure all participants can demonstrate sustained improvement in at least two (2) survey indicators, including but not to be limited to, an increase in:
  - 2.7.1. Physical activity.
  - 2.7.2. Confidence in managing chronic conditions.
- 2.8. **Powerful Tools for Caregivers Program (PTC) Workshop**
  - 2.8.1. The Contractor shall conduct, at a minimum, one (1) two-day class Leader Training workshop.
    - 2.8.1.1. Leaders may be professional individuals or community members.
    - 2.8.1.2. Each workshop shall include a minimum of ten (10) individuals.
  - 2.8.2. The Contractor shall, for all PTC workshops, provide:
    - 2.8.2.1. Secure overnight accommodations onsite or nearby;
    - 2.8.2.2. Reimbursement to Master Trainers for the following expenses:
      - 2.8.2.2.1. Travel.
      - 2.8.2.2.2. Lodging.
      - 2.8.2.2.3. Meals.
  - 2.8.3. The Contractor shall secure adequate space for PTC workshops training, which shall include:
    - 2.8.3.1. Audio and visual equipment;
    - 2.8.3.2. Flip charts and markers; and



- 2.8.3.3. Meals for leaders being trained, for each day of the training.
- 2.8.4. The Contractor shall purchase and provide all Master Trainers with the required PTC Leader Training materials that shall include:
  - 2.8.4.1. A suitable bag for carrying;
  - 2.8.4.2. Binders for curriculum;
  - 2.8.4.3. Printing of ninety (90) minute and two and one-half (2.5) hour curriculum and Class Leader Tips;
  - 2.8.4.4. The Doll Maker CD; and
  - 2.8.4.5. Flash drives with electronic copies of program materials.
- 2.8.5. The Contractor shall issue and remit a payment in the amount of \$100 to the national office of PTC following the completion of the training on behalf of each newly trained class leader for the required licenses of each participant who successfully completes the two (2) day training.
- 2.9. **CDSMP and PTC Network Meetings and Online Calendar of Events**
  - 2.9.1. The Contractor shall organize and provide logistical support for at least two (2) statewide network meetings for leaders and other professionals.
  - 2.9.2. The Contractor shall provide teleconferencing to facilitate attendance statewide.
  - 2.9.3. The Contractor shall maintain and ensure accessibility of an online statewide calendar for trainings, workshops and other events related to CDSMP and PTC activities in New Hampshire.
- 2.10. **Grievance and Appeals**
  - 2.10.1. The Contractor shall develop, implement and maintain a system for tracking, resolving, and reporting client complaints regarding its services, processes, procedures, and staff.
  - 2.10.2. The Contractor shall ensure records of concerns and complaints filed are available to the Department upon request.
- 2.11. **Privacy and Security of Workshop Participant Information**
  - 2.11.1. The Department is the designated owner of all data gathered during the contract period and shall approve all access to that data.
  - 2.11.2. The Contractor shall not have ownership of State data at any time.
  - 2.11.3. The Contractor shall be in compliance with privacy policies established by governmental agencies or by state or federal law.
  - 2.11.4. Privacy policy statements may be developed and amended by the State and will be appropriately displayed on the State portal.



2.11.5. The Contractor shall provide sufficient security to protect the State and Department data in network, transit, storage and cache.

**2.12. Establish an Outreach Plan**

2.12.1. The Contractor shall increase awareness of CDMSP workshops and the positive impact(s) these workshops have on participants by providing:

2.12.1.1. Partnership Exploration, by which the Contractor shall develop relationships with like-minded individuals and established groups that align with Subsection 2.1.; and

2.12.1.2. Conferences with exhibiting available.

2.12.2. The Contractor shall increase capacity of NH implementation sites and workshops. The Contractor shall:

2.12.2.1. Identify and initiate steps toward a partnership with a minimum of one (1) NH Managed Care Organization (MCO) and reporting the steps taken to initiate the partnership to the Department within thirty (30) days of the contract date.

2.12.2.2. Build and maintain one (1) host site for workshop registration, that shall include:

2.12.2.2.1. Location; and

2.12.2.2.2. Calendar of event(s).

2.12.2.3. Identify and initiate steps to engage in CDMSP workshop opportunities in collaboration with other health improvement programs and provide to the Department within thirty (30) days of contract date:

2.12.2.3.1. List of potential statewide and regional plans; and

2.12.2.3.2. Proof of the established relationship with program lead(s).

2.12.3. The Contractor shall increase and support statewide awareness through measures approved by BEAS.

2.12.4. The Contractor shall increase participant recruitment by:

2.12.4.1. Exploring and establishing partnerships with AARP, as appropriate and report opportunities to the Department that align CDMSP.

2.12.4.2. Posting and sharing information on social media platforms relevant to CDMSP.

A handwritten signature in black ink, appearing to be "CW", written over a horizontal line.



2.12.5. Developing and providing branding; marketing platform and material; and brand name to the Department no later than November 30, 2020. The Contractor shall increase referrals to CDSMP workshops by providing Primary Care and other health care providers with:

2.12.5.1. Marketing materials pursuant to CDSMP workshops; and

2.12.5.2. Electronic communication.

2.12.6. The Contractor shall identify and establish steps toward as well as maintain, a partnership with CDSMP no later than November 30, 2020.

### 3. Performance Measures

3.1. The Department will monitor performance of the Contractor to ensure the Contractor:

3.1.1. Shows an increase in collaboration with providers for the following:

3.1.1.1. Contract Management.

3.1.1.2. Program visibility.

3.1.1.3. Program delivery.

3.1.1.4. Successful outcomes of individuals.

3.2. The Department seeks to actively and regularly collaborate with providers to:

3.2.1. Enhance contract management;

3.2.2. Improve results;

3.2.3. Adjust program delivery; and

3.2.4. Adjust policy(s) based on successful outcomes.

3.3. The Department may identify expectations for active and regular collaboration, including key performance objectives, in the resulting contract.

3.4. The Contractor shall collect and share data with the Department in a format specified by the Department.

### 4. Reporting Requirements

#### 4.1. Leader Training, IRB and CDSMP Reporting Requirements

4.1.1. The Contractor shall provide the following information for the contract period:

4.1.1.1. A list of locations for the fifteen (15) proposed sites to host CDSMP workshops.

4.1.1.2. Quarterly Reports and a Final Report on the following:

4.1.1.2.1. Completed and in-process activities to locate and secure sites for Leader Trainings and workshops;



- 4.1.1.2.2. Dates and locations of the Leader Trainings and workshops;
  - 4.1.1.2.3. The number of new Leader Trainings held;
  - 4.1.1.2.4. The number of new leaders trained;
  - 4.1.1.2.5. The number of workshops conducted;
  - 4.1.1.2.6. The number of participants who completed the workshops;
  - 4.1.1.2.7. The number of pre and post participant surveys conducted; and
  - 4.1.1.2.8. Pre and post survey data reports.
- 4.2. The Contractor shall provide Quarterly Reports within the end of each calendar quarter and one (1) Final Report within thirty (30) days of the contract completion date, on the following:
- 4.2.1. The schedule and dates of the Leader Training(s).
  - 4.2.2. The number of new leaders trained.
- 4.3. **Reporting Requirements and Deliverables for CDSMP and DSM**
- 4.3.1. The Contractor shall provide the following information for the contract period:
- 4.3.1.1. A list of locations for the fifteen (15) proposed sites to host CDSMP workshops.
  - 4.3.1.2. Quarterly Reports and a Final Report on the following:
    - 4.3.1.2.1. Dates and locations of the leader trainings and workshops;
    - 4.3.1.2.2. Completed and in-process activities to locate and secure sites for leader trainings and workshops;
    - 4.3.1.2.3. The number of New Leader Trainings held;
    - 4.3.1.2.4. The number of New Leaders trained;
    - 4.3.1.2.5. The number of workshops conducted;
    - 4.3.1.2.6. The number of participants who completed the workshops;
    - 4.3.1.2.7. The number of pre and post participant surveys conducted; and
    - 4.3.1.2.8. Pre and post survey data reports.
- 4.4. **Reporting Requirements and Deliverables for PTC**



- 4.4.1. The Contractor shall provide Quarterly Reports and a Final Report on the following:
  - 4.4.1.1. The schedule and dates of the leader training(s); and
  - 4.4.1.2. The number of new leaders trained.
- 4.5. The Contractor shall provide the Department with other key data and metrics as requested by the Department.
- 5. **Grievances and Appeals**
  - 5.1. The Contractor shall maintain a system for tracking, resolving, and reporting client complaints regarding its services, processes, procedures, and staff.
  - 5.2. The Contractor shall have a grievance system in place that includes a grievance process and any grievances filed are to be available to DHHS upon request. At a minimum the process shall include the following:
    - 5.2.1. Client name;
    - 5.2.2. Type of service;
    - 5.2.3. Date of written grievance;
    - 5.2.4. Nature and subject of the grievance;
    - 5.2.5. Who in the agency reconsiders agency decisions;
    - 5.2.6. What the issues are that can be addressed in the grievance process; and
    - 5.2.7. How consumers are informed of their right to appeal or file grievances.
  - 5.3. **Privacy and Security of Workshop Participant Information**
    - 5.3.1. The Department is the designated owner of all data and shall approve all access to that data. The Contractor shall not have ownership of State data at any time.
    - 5.3.2. The Contractor shall be in compliance with privacy policies established by governmental agencies or by state or federal law. Privacy policy statements may be developed and amended from time to time by the State and will be appropriately displayed on the State portal.
    - 5.3.3. The Contractor shall provide sufficient security to protect the State and DHHS data in network, transit, storage and cache.
    - 5.3.4. In the event of breach, the Contractor shall notify the Department within one (1) day from the date of breach.

*CRJ*

7/22/2020

**Bidder/Program Name:** Chronic Disease Self Management and Powerful Tools for Caregivers

**Budget Period: SFY 2021 (10/01/2020 - 6/30/2021)**

**Indirect As A Portion of Direct**

10.0%		
50231 \$		0.00

Q22-9



## New Hampshire Department of Health and Human Services

Bidder/Program Name: Chronic Disease Self Management and Powerful Tools for Caregivers

Budget Request for: Lamprey Health Care, Inc.

Budget Period: SFY 2022 (7/1/2021 - 6/30/2022)

Line Item	Total Program Cost			Contractor Share / Match			Funded by DHH contract share		
	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total
1. Total Salary/Wages	\$ 12,000.00	\$ 1,200.00	\$ 13,200.00						
2. Employee Benefits	\$ 2,652.00	\$ 265.20	\$ 2,917.20						
3. Consultants									
4. Equipment									
Rental									
Repair and Maintenance									
Purchase/Depreciation									
5. Supplies									
Educational	\$ 2,600.00	\$ 260.00	\$ 2,860.00						
Lab									
Pharmacy									
Medical									
Office	\$ 723.45	\$ 72.35	\$ 795.80						
6. Travel	\$ 200.00	\$ 20.00	\$ 220.00						
7. Occupancy	\$ 360.00	\$ 36.00	\$ 396.00						
8. Current Expenses									
Telephone	\$ 300.00	\$ 30.00	\$ 330.00						
Postage									
Subscriptions	\$ 1,500.00	\$ 150.00	\$ 1,650.00						
Audit and Legal									
Insurance									
Board Expenses	\$ 300.00	\$ 30.00	\$ 330.00						
9. Software									
10. Marketing/Communications	\$ 2,725.00	\$ 272.50	\$ 2,997.50						
11. Staff Education and Training	\$ 4,000.00	\$ 400.00	\$ 4,400.00						
12. Subcontract/Agreements	\$ 26,000.00	\$ 2,600.00	\$ 28,600.00						
13. Other (specific details mandatory):									
Leader Stipends	\$ 8,125.00	\$ 812.50	\$ 8,937.50						
TOTAL	\$ 60,885.45	\$ 6,088.55	\$ 66,974.00						
Indirect As A Percent of Direct									
		10.0%	6.01						
		66974							

## New Hampshire Department of Health and Human Services

Bidder/Program Name: Chronic Disease Self Management and Powerful Tools for Caregivers

Budget Request for: Lamprey Health Care, Inc.

Budget Period: SFY 2023 (7/1/2022 - 6/30/2023)

Line Item	Total Program Cost			Contractor Share / Match			Funded by DHHS contract share		
	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total
1. Total Salary/Wages	\$ 5,000.00	\$ 500.00	\$ 5,500.00						
2. Employee Benefits	\$ 255.00	\$ 85.50	\$ 340.50						
3. Consultants									
4. Equipment									
Rental									
Repair and Maintenance									
Purchase/Depreciation									
5. Supplies									
Educational	\$ 940.00	\$ 94.00	\$ 1,034.00						
Lab									
Pharmacy									
Medical									
Office	\$ 325.91	\$ 32.59	\$ 358.50						
6. Travel	\$ 25.00	\$ 3.50	\$ 28.50						
7. Occupancy	\$ 50.00	\$ 9.00	\$ 59.00						
8. Current Expenses									
Telephone	\$ 75.00	\$ 7.50	\$ 82.50						
Postage									
Subscriptions									
Audit and Legal									
Insurance									
Board Expenses									
9. Software									
10. Marketing/Communications	\$ 1,000.00	\$ 100.00	\$ 1,100.00						
11. Staff Education and Training									
12. Subcontracts/Agreements	\$ 6,900.00	\$ 690.00	\$ 7,590.00						
13. Other (specific details mandatory)									
TOTAL	\$ 15,220.91	\$ 1,622.09	\$ 16,843.00						
Indirect As A Percent of Direct									
		10.0%							
		16743							



**State of New Hampshire**  
**Department of State**



**LAMPREY HEALTH CARE, INC.**  
**LAMPREY HEALTH CARE, INC**  
**207 South Main Street**  
**Newmarket, NH 03857**



# State of New Hampshire

## Department of State



6/5/2020 12:08:29 PM

LAMPREY HEALTH CARE, INC  
207 South Main Street  
Newmarket, NH, 03857, USA

Enclosed is the acknowledgment copy of your filing. It acknowledges this office's receipt and successful filing of your documents.

Should you have any questions, you may contact the Corporation Division at the phone number or email address below. Please reference your Business ID Number when contacting our office.

Please visit our website for helpful information regarding all your business needs.

Sincerely,  
Corporation Division

Business ID: 66382  
Filing No: 4926074

# LAMPREY HEALTH CARE

Where Excellence and Caring go Hand in Hand

Filed  
Date Filed : 05/28/2020 04:30:00 PM  
Effective Date : 05/28/2020 04:30:00 PM  
Filing # : 4926074 Pages : 1  
Business ID : 66382  
William M. Gardner  
Secretary of State  
State of New Hampshire

May 20, 2020

Corporate Division  
NH Secretary of State  
107 North Main Street, Room 204  
Concord, NH 03301

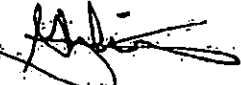
Dear Sir or Madam:

---

Lamprey Health Care, Inc. requests a Certificate of Good Standing for 2020 mailed to 207 South Main Street, Newmarket, NH 03857 to the attention of Lisa Chapman.

Please contact us at 603-659-2494 should you have any questions.

Regards,



Gregory White  
CEO

---

Administrative Offices, 207 South Main Street, Newmarket, NH 03857 • 603-659-2494 • Fax: 603-659-7572  
Newmarket Center, 207 South Main Street, Newmarket, NH 03857 • 603-659-3106 • Fax: 603-659-8003  
Raymond Center, Rte. 27, Raymond, NH 03077 • 603-895-3351 • Fax: 603-895-0773  
Nashua Center, 22 Prospect Street, Nashua, NH 03060 • 603-883-1626 • Fax: 603-883-6633

# State of New Hampshire

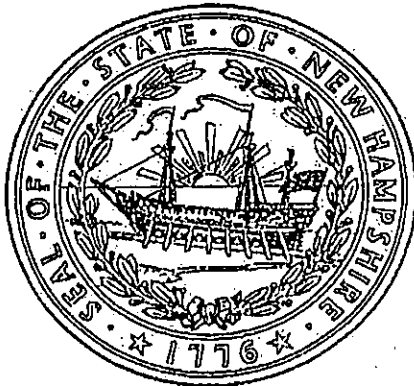
## Department of State

### CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that LAMPREY HEALTH CARE, INC. is a New Hampshire Nonprofit Corporation registered to transact business in New Hampshire on August 16, 1971. 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: 66382

Certificate Number : 0004926074



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 28th day of May A.D. 2020.

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

William M. Gardner  
Secretary of State



# State of New Hampshire

## Department of State



Work Order #: 20201028001716

Receipt Date/Time: 05/29/2020 10:45:47 AM

**Payer Information:**

LAMPREY HEALTH CARE, INC  
207 South Main Street  
Newmarket, NH, 03857, USA

**Filer Information:**

LAMPREY HEALTH CARE, INC  
207 South Main Street  
Newmarket, NH, 03857, USA

Payer Customer ID: 85368

Filer Customer ID: 85368

**Payment Information:**

Date	Payment Type	Payment Reference	Authorization #	Payment Status	Payment Amount
05/29/2020 10:45:40 AM	Check	Check#: 040225	N/A	Paid	\$5.00
Total Payment Received:					\$5.00

**Transaction Description:**

Transaction #	Description	Reference Information
20201028001716-001	Certificate of Good Standing - Domestic Nonprofit Corporation	LAMPREY HEALTH CARE, INC.

**Transaction Information:**

Date Received	Transaction #	Processing Status	Invoice Status	Amount
05/28/2020 04:30:00 PM	20201028001716-001	Accepted	Paid	\$5.00
Total				\$5.00

Drawdown Account Balance:	\$0.00	Total Due:	\$0.00
Credit Account Balance:	\$0.00	Total Refunded:	\$0.00
		Total Change To Credit Account Balance:	\$0.00

# CERTIFICATE OF AUTHORITY

I, Thomas Christopher Drew, hereby certify that:  
(Name of the elected Officer of the Corporation/LLC; cannot be contract signatory)

1. I am a duly elected Clerk/Secretary/Officer of Lamprey Health Care, Inc..  
(Corporation/LLC Name)

2. The following is a true copy of a vote taken at a meeting of the Board of Directors/shareholders, duly called and held on March 25, 2020, at which a quorum of the Directors/shareholders were present and voting.  
(Date)

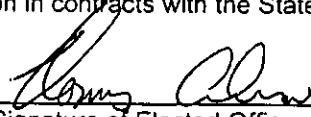
VOTED: That Gregory A. White (may list more than one person)  
(Name and Title of Contract Signatory)

is duly authorized on behalf of Lamprey Health Care, Inc. to enter into contracts or agreements with the State  
(Name of Corporation/ LLC)

of New Hampshire and any of its agencies or departments and further is authorized to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, which may in his/her judgment be desirable or necessary to effect the purpose of this vote.

3. I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract/contract amendment to which this certificate is attached. This authority **remains valid for thirty (30) days** from the date of this Certificate of Authority. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupy the position(s) indicated and that they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

Dated: July 22, 2020

  
\_\_\_\_\_  
Signature of Elected Officer  
Name: Thomas Christopher Drew  
Title: Secretary, Board of Directors





LAMPHEA-01

ASTOBERT

## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

7/1/2020

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 rights to the certificate holder in lieu of such endorsement(s).

PRODUCER License # 1780862 HUB International New England 275 US Route 1 Cumberland Foreside, ME 04110	CONTACT NAME:	
	PHONE (A/C, No, Ext): (207) 829-3450	FAX (A/C, No): (207) 829-6350
INSURED  Lamprey Health Care, Inc. 207 South Main Street Newmarket, NH 03857	E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	
	INSURER A: Philadelphia Indemnity Insurance Company	NAIC # 18058
	INSURER B: Atlantic Charter Insurance Company	44326
	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	ADDL INSD	SUBR WYD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:			PHPK2149654	7/1/2020	7/1/2021	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 - COM/PROP AGG \$ 3,000,000
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y/N If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	WCA00545408	7/1/2020	7/1/2021	<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)  
Evidence of General Liability and Workers Compensation coverage.

## CERTIFICATE HOLDER

## CANCELLATION

NH DHHS  
129 Pleasant Street  
Concord, NH 03301

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

# LAMPREY HEALTH CARE

Where Excellence and Caring go Hand in Hand

## Our Mission

The mission of Lamprey Health Care is to provide high quality primary medical care and health related services, with an emphasis on prevention and lifestyle management, to all individuals regardless of ability to pay.

- We seek to be a **leader in providing access** to medical and health services that improve the health status of the individuals and families in the communities we serve.
- Our mission is to **remove barriers that prevent access to care**; we strive to eliminate such barriers as language, cultural stereotyping, finances and/or lack of transportation.
- Lamprey Health Care's **commitment to the community** extends to providing and/or coordinating access to a full range of comprehensive services.
- Lamprey Health Care is committed to achieving the highest level of patient satisfaction through a personal and caring approach and **exceeding standards of excellence in quality and service**.

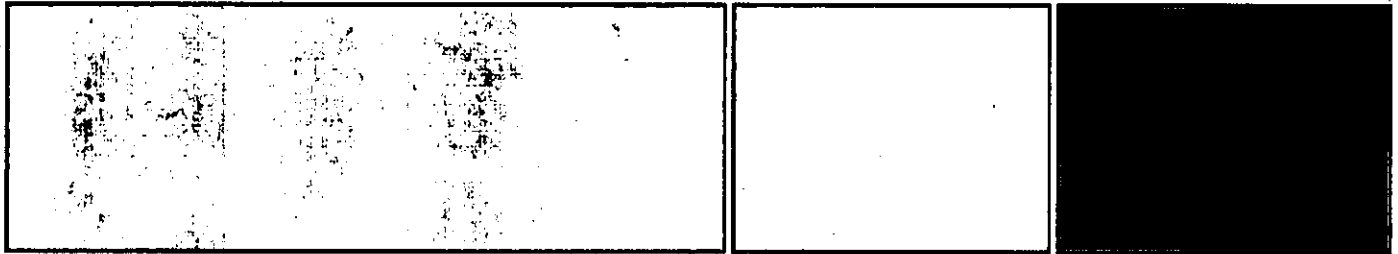
## Our Vision

- We will be the **outstanding primary care choice** for our patients, our communities and our service area, and the standard by which others are judged.
- We will continue as **pacesetter** in the use of new knowledge for lifestyle improvement, quality of life.
- We will be a **center of excellence** in service, quality and teaching.
- We will be **part of an integrated system** of care to ensure access to medical care for all individuals and families in our communities.
- We will be an **innovator** to foster development of the best primary care practices, adoption of the tools of technology and teaching.
- We will **establish partnerships**, linkages, networks and referrals with other organizations to provide access to a full range of services to meet our communities' needs.

## Our Values

- We exist to **serve the needs of our patients**.
- We value a positive **caring approach** in delivering patient services.
- We are committed to **improving the health** and total well-being of our communities.
- We are committed to **being proactive** in identifying and meeting our communities' health care needs.
- We provide a supportive environment for the **professional and personal growth, and healthy lifestyles of our employees**.
- We provide an **atmosphere of learning** and growth for both patients and employees as well as for those seeking training in primary care.
- We succeed by utilizing a **team approach** that values a positive, constructive commitment to Lamprey Health Care's mission.

Affirmed 12/18/2019



# LAMPREY HEALTH CARE

Where Excellence and Caring go Hand in Hand

## CONSOLIDATED FINANCIAL STATEMENTS

and

## SUPPLEMENTARY INFORMATION

September 30, 2019 and 2018

With Independent Auditor's Report





## INDEPENDENT AUDITOR'S REPORT

Board of Directors  
Lamprey Health Care, Inc. and Friends of Lamprey Health Care, Inc.

We have audited the accompanying consolidated financial statements of Lamprey Health Care, Inc. and Friends of Lamprey Health Care, Inc., which comprise the consolidated balance sheets as of September 30, 2019 and 2018, and the related consolidated statements of operations, functional expenses, changes in net assets and cash flows for the years then ended, and the related notes to the consolidated financial statements.

### ***Management's Responsibility for the Consolidated Financial Statements***

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

### ***Auditor's Responsibility***

Our responsibility is to express an opinion on these consolidated financial statements based on our audits. We conducted our audits in accordance with U.S. generally accepted auditing standards. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the consolidated 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 consolidated 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 consolidated 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 consolidated financial statements referred to above present fairly, in all material respects, the financial position of Lamprey Health Care, Inc. and Friends of Lamprey Health Care, Inc. as of September 30, 2019 and 2018, and the results of their operations, changes in their net assets and their cash flows for the years then ended, in accordance with U.S. generally accepted accounting principles.

**Change in Accounting Principles**

As discussed in Note 1 to the financial statements, in 2019 Lamprey Health Care, Inc. and Friends of Lamprey Health Care, Inc. adopted new accounting guidance, Financial Accounting Standards Board Accounting Standards Updates No. 2016-14, *Presentation of Financial Statements of Not-for-Profit Entities* (Topic 958) and No. 2016-18, *Restricted Cash* (Topic 230). Our opinion is not modified with respect to these matters.

**Other Matter**

Our audit was conducted for the purpose of forming an opinion on the consolidated financial statements as a whole. The accompanying consolidating balance sheets as of September 30, 2019 and 2018, and the related consolidating statements of operations and changes in net assets for the years then ended, are presented for purposes of additional analysis rather than to present the financial position and changes in net assets of the individual entities, and are not a required part of the consolidated financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the consolidated financial statements. The information has been subjected to the auditing procedures applied in the audits of the consolidated financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the consolidated financial statements or to the consolidated financial statements themselves, and other additional procedures in accordance with U.S. generally accepted auditing standards. In our opinion, the information is fairly stated in all material respects in relation to the consolidated financial statements as a whole.

*Berry Dunn McNeil & Parker, LLC*

Portland, Maine  
January 17, 2020

**LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.**

**Consolidated Balance Sheets**

**September 30, 2019 and 2018**

**ASSETS**

	<u>2019</u>	<u>2018</u>
Current assets		
Cash and cash equivalents	\$ 1,422,407	\$ 1,341,015
Patient accounts receivable, net	1,237,130	1,330,670
Grants receivable	452,711	228,972
Other receivables	236,798	172,839
Inventory	81,484	72,219
Other current assets	<u>78,405</u>	<u>139,568</u>
Total current assets	3,508,935	3,285,283
Investment in limited liability company	19,101	22,590
Assets limited as to use	2,943,714	3,205,350
Fair value of interest rate swap	13,512	-
Property and equipment, net	<u>7,608,578</u>	<u>7,584,923</u>
Total assets	<u>\$14,093,840</u>	<u>\$14,098,146</u>

**LIABILITIES AND NET ASSETS**

Current liabilities		
Accounts payable and accrued expenses	\$ 641,818	\$ 438,830
Accrued payroll and related expenses	961,024	919,690
Deferred revenue	85,418	117,696
Current maturities of long-term debt	<u>106,190</u>	<u>102,014</u>
Total current liabilities	1,794,450	1,578,230
Long-term debt, less current maturities	2,031,076	2,134,337
Fair value of interest rate swap	<u>-</u>	<u>13,404</u>
Total liabilities	<u>3,825,526</u>	<u>3,725,971</u>
Net assets		
Without donor restrictions	9,732,208	10,061,029
With donor restrictions	<u>536,106</u>	<u>311,146</u>
Total net assets	<u>10,268,314</u>	<u>10,372,175</u>
Total liabilities and net assets	<u>\$14,093,840</u>	<u>\$14,098,146</u>

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

LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.

Consolidated Statements of Operations

Years Ended September 30, 2019 and 2018

	<u>2019</u>	<u>2018</u>
Operating revenue		
Patient service revenue	\$ 9,143,768	\$ 9,426,185
Provision for bad debts	<u>(398,544)</u>	<u>(354,460)</u>
Net patient service revenue	8,745,224	9,071,725
Grants, contracts and contributions	6,104,270	5,538,925
Other operating revenue	1,637,578	769,240
Net assets released from restrictions for operations	<u>75,197</u>	<u>118,447</u>
Total operating revenue	<u>16,562,269</u>	<u>15,498,337</u>
Operating expenses		
Salaries and wages	10,584,157	9,941,188
Employee benefits	1,993,787	1,688,571
Supplies	646,774	715,862
Purchased services	1,731,988	1,569,327
Facilities	580,711	594,355
Other operating expenses	697,570	537,414
Insurance	145,114	143,338
Depreciation	461,062	459,716
Interest	<u>107,855</u>	<u>96,431</u>
Total operating expenses	<u>16,949,018</u>	<u>15,746,202</u>
Deficiency of revenue over expenses	(386,749)	(247,865)
Change in fair value of interest rate swap	26,916	365
Net assets released from restrictions for capital acquisition	<u>31,012</u>	<u>16,651</u>
Decrease in net assets without donor restrictions	<u>\$ (328,821)</u>	<u>\$ (230,849)</u>

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

LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.

Consolidated Statement of Functional Expenses

Year Ended September 30, 2019

	Healthcare Services	AHEC/PHN	Transportation	Total Healthcare Services	Administration and Support Services	Total
Salaries and wages	\$ 8,599,722	\$ 418,785	\$ 127,054	\$ 9,145,561	\$ 1,438,596	\$ 10,584,157
Employee benefits	1,531,182	76,015	23,346	1,630,543	363,244	1,993,787
Supplies	614,628	12,839	47	627,514	19,260	646,774
Purchased services	892,684	225,590	407	1,118,681	613,307	1,731,988
Facilities	4,020	477	23,155	27,652	553,059	580,711
Other	283,801	157,524	120	441,445	256,125	697,570
Insurance	-	-	8,922	8,922	136,192	145,114
Depreciation	-	-	27,509	27,509	433,553	461,062
Interest	-	-	-	-	107,855	107,855
Allocated program support	886,269	-	-	886,269	(886,269)	-
Allocated occupancy costs	714,331	34,319	4,531	753,181	(753,181)	-
Total	<u>\$ 13,526,637</u>	<u>\$ 925,549</u>	<u>\$ 215,091</u>	<u>\$ 14,667,277</u>	<u>\$ 2,281,741</u>	<u>\$ 16,949,018</u>

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



LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.

Consolidated Statement of Functional Expenses

Year Ended September 30, 2018

	Healthcare Services	AHEC/PHN	Transportation	Total Healthcare Services	Administration and Support Services	Total
Salaries and wages	\$ 8,000,572	\$ 411,320	\$ 120,008	\$ 8,531,900	\$ 1,409,288	\$ 9,941,188
Employee benefits	1,315,582	70,805	20,049	1,406,436	282,135	1,688,571
Supplies	684,828	7,051	40	691,919	23,943	715,862
Purchased services	815,843	139,400	-	955,243	614,084	1,569,327
Facilities	4,402	480	20,945	25,827	568,528	594,355
Other	253,564	87,005	39	340,608	196,806	537,414
Insurance	-	-	8,696	8,696	134,642	143,338
Depreciation	-	-	28,093	28,093	431,623	459,716
Interest	-	-	-	-	96,431	96,431
Allocated program support	825,266	-	-	825,266	(825,266)	-
Allocated occupancy costs	930,169	36,593	4,831	971,593	(971,593)	-
Total	<u>\$ 12,830,226</u>	<u>\$ 752,654</u>	<u>\$ 202,701</u>	<u>\$ 13,785,581</u>	<u>\$ 1,960,621</u>	<u>\$ 15,746,202</u>

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

**LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.**

**Consolidated Statements of Changes in Net Assets**

**Years Ended September 30, 2019 and 2018**

	<u>2019</u>	<u>2018</u>
Net assets without donor restrictions		
Deficiency of revenue over expenses	\$ (386,749)	\$ (247,865)
Change in fair value of interest rate swap	26,916	365
Net assets released from restrictions for capital acquisition	<u>31,012</u>	<u>16,651</u>
Decrease in net assets without donor restrictions	<u>(328,821)</u>	<u>(230,849)</u>
Net assets with donor restrictions		
Contributions	205,027	71,205
Grants for capital acquisition	126,142	16,651
Net assets released from restrictions for operations	(75,197)	(118,447)
Net assets released from restrictions for capital acquisition	<u>(31,012)</u>	<u>(16,651)</u>
Increase (decrease) in net assets with donor restrictions	<u>224,960</u>	<u>(47,242)</u>
Change in net assets	(103,861)	(278,091)
Net assets, beginning of year	<u>10,372,175</u>	<u>10,650,266</u>
Net assets, end of year	<u><u>\$10,268,314</u></u>	<u><u>\$10,372,175</u></u>

---

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

**LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.**

**Consolidated Statements of Cash Flows**

**Years Ended September 30, 2019 and 2018**

	<u>2019</u>	<u>2018</u>
Cash flows from operating activities		
Change in net assets	\$ (103,861)	\$ (278,091)
Adjustments to reconcile change in net assets to net cash provided by operating activities		
Provision for bad debts	398,544	354,460
Depreciation	461,062	459,716
Equity in earnings of limited liability company	3,489	(2,292)
Change in fair value of interest rate swap	(26,916)	(365)
Grants for capital acquisition	(126,142)	(16,651)
(Increase) decrease in the following assets:		
Patient accounts receivable	(305,004)	(614,015)
Grants receivable	(223,739)	247,179
Other receivable	(63,959)	(87,482)
Inventory	(9,265)	(8,640)
Other current assets	61,163	21,378
Increase (decrease) in the following liabilities:		
Accounts payable and accrued expenses	25,215	42,545
Accrued payroll and related expenses	41,334	39,213
Deferred revenue	<u>(32,278)</u>	<u>28,656</u>
Net cash provided by operating activities	<u>99,643</u>	<u>185,611</u>
Cash flows from investing activities		
Capital acquisitions	<u>(306,944)</u>	<u>(173,745)</u>
Cash flows from financing activities		
Grants for capital acquisition	126,142	16,651
Principal payments on long-term debt	<u>(99,085)</u>	<u>(104,489)</u>
Net cash provided (used) by financing activities	<u>27,057</u>	<u>(87,838)</u>
Net decrease in cash and cash equivalents and restricted cash	(180,244)	(75,972)
Cash and cash equivalents and restricted cash, beginning of year	<u>4,546,365</u>	<u>4,622,337</u>
Cash and cash equivalents and restricted cash, end of year	<u>\$ 4,366,121</u>	<u>\$ 4,546,365</u>
Breakdown of cash and cash equivalents and restricted cash, end of year		
Cash and cash equivalents	\$ 1,422,407	\$ 1,341,015
Assets limited as to use	<u>2,943,714</u>	<u>3,205,350</u>
	<u>\$ 4,366,121</u>	<u>\$ 4,546,365</u>
Supplemental disclosure of cash flow information		
Cash paid for interest	\$ <u>107,855</u>	\$ <u>96,431</u>
Capital expenditures included in accounts payable	\$ <u>177,773</u>	\$ <u>-</u>

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

# LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.

## Notes to Consolidated Financial Statements

September 30, 2019 and 2018

### 1. Summary of Significant Accounting Policies

#### Organization

Lamprey Health Care, Inc. (LHC) is a not-for-profit corporation organized in the State of New Hampshire. LHC is a Federally Qualified Health Center (FQHC) whose primary purpose is to provide high quality family health, medical and behavioral health services to residents of southern New Hampshire without regard to the patient's ability to pay for these services.

#### Subsidiary

Friends of Lamprey Health Care, Inc. (FLHC) is a not-for-profit corporation organized in the State of New Hampshire. FLHC's primary purpose is to support LHC. FLHC is also the owner of the property occupied by LHC's administrative and program offices in Newmarket, New Hampshire. LHC is the sole member of FLHC.

#### Principles of Consolidation

The consolidated financial statements include the accounts of LHC and its subsidiary, FLHC (collectively, the Organization). All significant intercompany balances and transactions have been eliminated in consolidation.

#### Recently Adopted Accounting Pronouncements

In August 2016, the Financial Accounting Standards Board issued Accounting Standards Update (ASU) No. 2016-14, *Presentation of Financial Statements of Not-for-Profit Entities* (Topic 958), which makes targeted changes to the not-for-profit financial reporting model. The ASU marks the completion of the first phase of a larger project aimed at improving not-for-profit financial reporting. Under the ASU, net asset reporting is streamlined and clarified. The existing three category classification of net assets was replaced with a simplified model that combines temporarily restricted and permanently restricted into a single category called "net assets with donor restrictions." The guidance on accounting for the lapsing of restrictions on gifts to acquire property and equipment has also been simplified and clarified. New disclosures highlight restrictions on the use of resources that make otherwise liquid assets unavailable for meeting near-term financial requirements. The ASU also imposes several new requirements related to reporting expenses which resulted in the expansion of the consolidated financial statements to include statements of functional expenses. The Organization has adjusted the presentation of these statements accordingly. The ASU has been applied retrospectively to 2018. The adoption had no effect on the Organization's total net assets, results of operations, changes in net assets or cash flows for the year ended September 30, 2019. The adoption did result in a reclassification of net assets previously reported as net assets with donor restrictions to net assets without donor restrictions. This related to gifts received and used to acquire property and equipment and the restrictions on these gifts were previously released over the useful life of the acquired assets. Previously reported net assets with donor restrictions of \$109,370 and \$115,620 at September 30, 2018 and 2017, respectively, have been reclassified as net assets without donor restrictions.

# LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.

## Notes to Consolidated Financial Statements

September 30, 2019 and 2018

In November 2016, FASB issued ASU No. 2016-18, *Restricted Cash* (Topic 230), which requires that a statement of cash flows explain the change during the period in the total of cash, cash equivalents, and amounts generally described as restricted cash or restricted cash equivalents. Therefore, amounts generally described as restricted cash and restricted cash equivalents should be included with cash and cash equivalents when reconciling the beginning-of-period and end-of-period total amounts shown on the statement of cash flows. The ASU is effective for fiscal years beginning on or after December 15, 2018. The Organization adopted ASU No. 2016-18 in 2019, and restated its 2018 statement of cash flows to conform to the provisions thereof.

### **Basis of Presentation**

The financial statements of the Organization have been prepared in accordance with U.S. generally accepted accounting principles (U.S. GAAP), which require the Organization to report information in the financial statements according to the following net asset classifications:

**Net assets without donor restrictions:** Net assets that are not subject to donor-imposed restrictions and may be expended for any purpose in performing the primary objectives of the Organization. These net assets may be used at the discretion of the Organization's management and the Board of Directors.

**Net assets with donor restrictions:** Net assets subject to stipulations imposed by donors and grantors. Some donor restrictions are temporary in nature; those restrictions will be met by actions of the Organization or by the passage of time. Other donor restrictions are perpetual in nature, whereby the donor has stipulated the funds be maintained in perpetuity.

Unconditional promises to give cash and other assets are reported at fair value at the date the promise is received, which is then treated as cost. The gifts are reported as net assets with donor restrictions if they are received with donor stipulations that limit the use of the donated assets. When a donor restriction expires, that is, when a stipulated time restriction ends or purpose restriction is accomplished, net assets with donor restrictions are reclassified as net assets without donor restrictions and reported in the statements of operations and changes in net assets as net assets released from restrictions. Donor-restricted contributions whose restrictions are met in the same year as received are reflected as contributions without donor restrictions in the accompanying financial statements.

Gifts of long-lived assets, such as land, buildings, or equipment, are reported as net assets without donor restrictions unless explicit donor stipulations specify how the donated assets must be used. Gifts of long-lived assets with explicit restrictions that specify how the assets are to be used and gifts of cash or other assets that must be used to acquire long-lived assets are reported as net assets with donor restrictions. Absent explicit donor stipulations about how long those long-lived assets must be maintained, expirations of donor restrictions are reported when the donated or acquired long-lived assets are placed in service.

# **LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.**

## **Notes to Consolidated Financial Statements**

**September 30, 2019 and 2018**

### **Use of Estimates**

The preparation of financial statements in conformity with U.S. GAAP requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements. Estimates also affect the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

### **Income Taxes**

Both LHC and FLHC are public charities under Section 501(c)(3) of the Internal Revenue Code. As public charities, the entities are exempt from state and federal income taxes on income earned in accordance with their tax-exempt purposes. Unrelated business income is subject to state and federal income tax. Management has evaluated the Organization's tax positions and concluded that the Organization has no unrelated business income or uncertain tax positions that require adjustment to the consolidated financial statements.

### **Cash and Cash Equivalents**

Cash and cash equivalents consist of business checking and savings accounts as well as petty cash funds.

The Organization maintains cash balances at several financial institutions. The balances are insured by the Federal Deposit Insurance Corporation (FDIC) up to \$250,000. At various times throughout the year, the Organization's cash balances may exceed FDIC insurance. The Organization has not experienced any losses in such accounts and management believes it is not exposed to any significant risk.

### **Patient Accounts Receivable**

Patient accounts receivable are stated at the amount management expects to collect from outstanding balances. Patient accounts receivable are reduced by an allowance for uncollectible accounts. In evaluating the collectibility of patient accounts receivable, the Organization analyzes its past collection history and identifies trends for all funding sources in the aggregate. In addition, patient balances in excess of 120 days are 100% reserved. Management regularly reviews revenue and payer mix data in evaluating the sufficiency of the allowance for uncollectible accounts. Amounts not collected after all reasonable collection efforts have been exhausted are applied against the allowance for uncollectible accounts.

### **Grants and Other Receivables**

Grants and other receivables are stated at the amount management expects to collect from outstanding balances. All such amounts are considered collectible.

# **LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.**

## **Notes to Consolidated Financial Statements**

**September 30, 2019 and 2018**

The Organization receives a significant amount of grants from the U.S. Department of Health and Human Services (DHHS). As with all government funding, these grants are subject to reduction or termination in future years. For the years ended September 30, 2019 and September 30, 2018, grants from DHHS (including both direct awards and awards passed through other organizations) represented approximately 76% and 76%, respectively, of grants, contracts and contributions revenue.

### **Investment in Limited Liability Company**

The Organization is one of eight partners who each made a capital contribution of \$500 to Primary Health Care Partners (PHCP). The purposes of PHCP are: (i) to engage and contract directly with the payers of health care to influence the design and testing of emerging payment methodologies; (ii) to achieve the three part aim of better care for individuals, better health for populations and lower growth in expenditures in connection with both governmental and non-governmental payment systems; (iii) to undertake joint activities to offer access to high quality, cost effective medical, mental health, oral health, home care and other community-based services, based upon the medical home model of primary care delivery, that promote health and well-being by developing and implementing effective clinical and administrative systems in a manner that is aligned with the FQHC model; and to lead collaborative efforts to manage costs and improve the quality of primary care services delivered by health centers operated throughout the state of New Hampshire; and (iv) to engage in any and all lawful activities, including without limitation the negotiation of contracts, agreements and/or arrangements (with payers and other parties). The Organization's investment in PHCP is reported using the equity method and the investment amounted to \$19,101 and \$22,590 at September 30, 2019 and 2018, respectively.

### **Assets Limited as To Use**

Assets limited as to use include cash and cash equivalents set aside under loan agreements for repairs and maintenance on the real property collateralizing the loan, assets designated by the Board of Directors for specific projects or purposes and donor-restricted contributions as discussed further in Note 7.

### **Property and Equipment**

Property and equipment acquisitions are recorded at cost, less accumulated depreciation. Depreciation is provided over the estimated useful life of each class of depreciable asset and is computed on the straight-line method.

### **Patient Service Revenue**

Patient service revenue is reported at the estimated net realizable amounts from patients, third-party payers, and others for services rendered, including estimated retroactive adjustments under reimbursement agreements with third-party payers. Retroactive adjustments are accrued on an estimated basis in the period the related services are rendered and adjusted in future periods as final settlements are determined.

# **LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.**

## **Notes to Consolidated Financial Statements**

**September 30, 2019 and 2018**

### **340B Drug Pricing Program**

LHC, as an FQHC, is eligible to participate in the 340B Drug Pricing Program. The program requires drug manufacturers to provide outpatient drugs to FQHCs and other identified entities at a reduced price. LHC contracts with local pharmacies under this program. The local pharmacies dispense drugs to eligible patients of LHC and bill insurances on behalf of LHC. Reimbursement received by the pharmacies is remitted to LHC net of dispensing and administrative fees. Revenue generated from the program is included in patient service revenue net of third-party allowances. The cost of drug replenishments and contracted expenses incurred related to the program are included in other operating expenses.

### **Functional Expenses**

The financial statements report certain categories of expenses that are attributable to one or more programs or supporting functions of the Organization. Expenses which are allocated between program services and administrative support include employee benefits which are allocated based on direct wages, facilities and related costs which are allocated based upon square footage occupied by the program, and direct program support (billing and medical records) which is 100% attributable to healthcare services.

### **Deficiency of Revenue Over Expenses**

The consolidated statements of operations reflect the deficiency of revenue over expenses. Changes in net assets without donor restriction which are excluded from this measure include contributions of long-lived assets (including assets acquired using contributions which, by donor restriction, were to be used for the purposes of acquiring such assets) and changes in fair value of an interest rate swap that qualifies for hedge accounting.

### **Subsequent Events**

For purposes of the preparation of these financial statements, management has considered transactions or events occurring through January 17, 2020, the date that the financial statements were available to be issued. Management has not evaluated subsequent events after that date for inclusion in the financial statements.

## **2. Availability and Liquidity of Financial Assets**

The Organization regularly monitors liquidity required to meet its operating needs and other contractual commitments. The Organization has various sources of liquidity at its disposal, including cash and cash equivalents and a line of credit.

The Organization had working capital of \$1,714,485 and \$1,707,053 at September 30, 2019 and 2018, respectively. The Organization had average days cash and cash equivalents on hand (based on normal expenditures) of 31 and 32 at September 30, 2019 and 2018, respectively.



**LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.**

**Notes to Consolidated Financial Statements**

**September 30, 2019 and 2018**

Financial assets available for general expenditure within one year as of September 30 were as follows:

	<u>2019</u>	<u>2018</u>
Cash and cash equivalents	\$ 1,422,407	\$ 1,341,015
Patient accounts receivable, net	1,237,130	1,330,670
Grants receivable	452,711	228,972
Other receivables	<u>236,798</u>	<u>172,839</u>
Financial assets available	\$ <u>3,349,046</u>	\$ <u>3,073,496</u>

The Organization has certain board-designated assets limited to use which are available for general expenditure within one year in the normal course of operations upon obtaining approval from the Board of Directors. Accordingly, these assets have not been included in the qualitative information above. The Organization has other assets limited to use for donor-restricted purposes, which are more fully described in Note 7, are not available for general expenditure within the next year and are not reflected in the amounts above.

The Organization's goal is generally to have, at the minimum, the Health Resources and Services Administration recommended days cash and cash equivalents on hand for operations of 30 days.

The Organization has a \$1,000,000 line of credit, as discussed in more detail in Note 5.

**3. Patient Accounts Receivable**

Patient accounts receivable consisted of the following:

	<u>2019</u>	<u>2018</u>
Patient accounts receivable	\$ 1,397,194	\$ 1,386,791
Contract 340B pharmacy program receivables	<u>75,586</u>	<u>197,976</u>
Total patient accounts receivable	1,472,780	1,584,767
Allowance for doubtful accounts	<u>(235,650)</u>	<u>(254,097)</u>
Patient accounts receivable, net	\$ <u>1,237,130</u>	\$ <u>1,330,670</u>

A reconciliation of the allowance for uncollectible accounts follows:

	<u>2019</u>	<u>2018</u>
Balance, beginning of year	\$ 254,097	\$ 233,455
Provision for bad debts	398,544	354,460
Write-offs	<u>(416,991)</u>	<u>(333,818)</u>
Balance, end of year	\$ <u>235,650</u>	\$ <u>254,097</u>

# LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.

## Notes to Consolidated Financial Statements

September 30, 2019 and 2018

The Organization grants credit without collateral to its patients, most of whom are local residents and are insured under third-party payer agreements. Primary payers representing 10% or more of the Organization's gross patient accounts receivable are as follows:

	<u>2019</u>	<u>2018</u>
Medicare	17 %	18 %
Medicaid	19 %	14 %
Anthem Blue Cross Blue Shield	*	13 %

\* less than 10%

### 4. Property and Equipment

Property and equipment consists of the following:

	<u>2019</u>	<u>2018</u>
Land and improvements	\$ 1,154,753	\$ 1,154,753
Building and improvements	11,048,899	10,943,714
Furniture, fixtures and equipment	<u>1,799,636</u>	<u>1,723,627</u>
Total cost	14,003,288	13,822,094
Less accumulated depreciation	<u>6,667,847</u>	<u>6,237,171</u>
	7,335,441	7,584,923
Construction in progress	<u>273,137</u>	<u>-</u>
Property and equipment, net	<u>\$ 7,608,578</u>	<u>\$ 7,584,923</u>

During 2019, the Organization began to make renovations to the clinical building in Newmarket, New Hampshire. The project is estimated to cost approximately \$780,000 and is expected to be completed and placed in service in December 2019. The project has been funded primarily through donor restricted contributions and debt.

The Organization has made renovations to certain buildings with federal grant funding. In accordance with the grant agreements, a Notice of Federal Interest (NFI) was filed in the appropriate official records of the jurisdiction in which the property is located. The NFI is designed to notify any prospective buyer or creditor that the Federal Government has a financial interest in the real property components acquired under the aforementioned grant; that the property may not be used for any purpose inconsistent with that authorized by the grant program statute and applicable regulations; that the property may not be mortgaged or otherwise used as collateral without the written permission of the Associate Administrator of the Office of Federal Assistance Management (OFAM), Health Resources and Services Administration (HRSA); and that the property may not be sold or transferred to another party without the written permission of the Associate Administrator of OFAM and HRSA.

**LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.**

**Notes to Consolidated Financial Statements**

**September 30, 2019 and 2018**

**5. Line of Credit**

The Organization has an available \$1,000,000 revolving line of credit from a local bank through May 31 2021, with an interest rate of 5.50%. The line of credit is collateralized by all business assets. There was no outstanding balance as of September 30, 2019 and 2018.

**6. Long-Term Debt**

Long-term debt consists of the following:

	<u>2019</u>	<u>2018</u>
Promissory note payable to local bank; see terms outlined below.	\$ 851,934	\$ 875,506
5.375% promissory note payable to United States Department of Agriculture, Rural Development (Rural Development), paid in monthly installments of \$4,949, which includes interest, through June 2026. The note is collateralized by all tangible property owned by the Organization. The note was paid off through refinancing that is effective in October 2019; see details below.	335,509	371,976
4.75% promissory note payable to Rural Development, paid in monthly installments of \$1,892, which includes interest, through November 2033. The note is collateralized by all tangible property owned by the Organization. The note was paid off through refinancing that is effective in October 2019; see details below.	231,091	242,438
4.375% promissory note payable to Rural Development, paid in monthly installments of \$5,000, which includes interest, through December 2036. The note is collateralized by all tangible property owned by the Organization. The note was paid off through refinancing that is effective in October 2019; see details below.	<u>718,732</u>	<u>746,431</u>
Total long-term debt	2,137,266	2,236,351
Less current maturities	<u>106,190</u>	<u>102,014</u>
Long-term debt, less current maturities	<u>\$ 2,031,076</u>	<u>\$ 2,134,337</u>

The Organization has a promissory note with a local bank which is a ten-year balloon note to be paid at the amortization rate of 30 years, with monthly principal payments of \$1,345 plus interest at 85% of the one-month LIBOR rate plus 2.125% through January 2022 when the balloon payment is due. The note is collateralized by the real estate. The Organization has an interest rate swap agreement for the ten-year period through 2022 that limits the potential interest rate fluctuation and essentially fixes the rate at 4.13%. The fair value of the interest rate swap agreement was an asset of \$13,512 and a liability of \$13,404 at September 30, 2019 and 2018, respectively.

**LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.**

**Notes to Consolidated Financial Statements**

**September 30, 2019 and 2018**

Effective October 2, 2019, the Organization obtained a \$2,100,000 note payable with a local bank, which repaid the notes payable due to Rural Development in the amount of \$1,285,332, and the additional financing was used to renovate the Organization's Newmarket clinical building as discussed in Note 4. The note has a ten-year balloon and is to be paid at the amortization rate of 30 years, with monthly principal payments plus interest at the greater of the Wall Street Journal Prime rate or the weighted average of the rate of overnight Federal funds with members of the Federal Reserve Bank of New York plus 0.5% through October 2029 when the balloon payment is due. The note is collateralized by the real estate. The Organization has an interest rate swap agreement for the ten-year period through 2029 that limits the potential interest rate fluctuation and essentially fixes the rate at 3.173%.

The Organization is required to meet certain administrative and financial covenants under various loan agreements included above. The Organization failed to meet one of those loan covenants at September 30, 2019 and has received a waiver of default from the bank.

Maturities of long-term debt for the next five years and thereafter (adjusted for the refinancing as discussed above) are as follows:

2020	\$ 106,190
2021	50,783
2022	832,321
2023	28,439
2024	29,264
Thereafter	<u>1,090,269</u>
Total	<u>\$ 2,137,266</u>

**7. Net Assets**

Net assets without donor restrictions are designated for the following purposes:

	<u>2019</u>	<u>2018</u>
Undesignated	\$ 7,019,181	\$ 7,377,112
Repairs and maintenance on the real property collateralizing Rural Development loans	142,092	142,092
Board-designated for		
Transportation	16,982	16,982
Working capital	1,391,947	1,391,947
Building improvements	<u>1,162,006</u>	<u>1,132,896</u>
Total	<u>\$ 9,732,208</u>	<u>\$10,061,029</u>

**LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.**

**Notes to Consolidated Financial Statements**

**September 30, 2019 and 2018**

Net assets with donor restrictions were restricted for the following specific purposes:

	<u>2019</u>	<u>2018</u>
Temporary in nature:		
Capital improvements	\$ 326,567	\$ 231,436
Community programs	181,151	54,643
Substance abuse prevention	<u>28,388</u>	<u>25,067</u>
Total	<u>\$ 536,106</u>	<u>\$ 311,146</u>

**8. Patient Service Revenue**

Patient service revenue was as follows for the years ended September 30:

	<u>2019</u>	<u>2018</u>
Gross charges	\$13,786,408	\$13,683,357
340B contract pharmacy revenue	<u>1,139,085</u>	<u>1,327,156</u>
Total gross revenue	14,925,493	15,010,513
Contractual adjustments	(4,793,060)	(4,534,268)
Sliding fee discounts	(964,485)	(1,030,666)
Other discounts	<u>(24,180)</u>	<u>(19,394)</u>
Total patient service revenue	<u>\$ 9,143,768</u>	<u>\$ 9,426,185</u>

The mix of gross patient service revenue from patients and third-party payers was as follows for the years ended September 30:

	<u>2019</u>	<u>2018</u>
Medicare	17 %	17 %
Medicaid	31 %	27 %
Blue Cross Blue Shield	17 %	18 %
Other payers	21 %	24 %
Self pay and sliding fee scale patients	<u>14 %</u>	<u>14 %</u>
	<u>100 %</u>	<u>100 %</u>

Laws and regulations governing the Medicare, Medicaid and 340B programs are complex and subject to interpretation. The Organization believes that it is in compliance with all laws and regulations. Compliance with such laws and regulations can be subject to future government review and interpretation, as well as significant regulatory action including fines, penalties and exclusion from the Medicare, Medicaid and 340B programs. Differences between amounts previously estimated and amounts subsequently determined to be recoverable or payable are included in patient service revenue in the year that such amounts become known.

# LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.

## Notes to Consolidated Financial Statements

September 30, 2019 and 2018

A summary of the payment arrangements with major third-party payers follows:

### Medicare

The Organization is reimbursed for the care of qualified patients on a prospective basis, with retroactive settlements related to vaccine costs only. The prospective payment is based on a geographically-adjusted rate determined by federal guidelines. Overall, reimbursement was and continues to be subject to a maximum allowable rate per visit. The Organization's Medicare cost reports have been audited by the Medicare administrative contractor through September 30, 2018.

### Medicaid and Other Payers

The Organization is reimbursed by Medicaid for the care of qualified patients on a prospective basis. Overall, reimbursement is subject to a maximum allowable rate per visit. The Organization also has entered into payment agreements with certain commercial insurance carriers, health maintenance organizations and preferred provider organizations. Under these arrangements, the Organization is reimbursed based on contractually obligated payment rates which may be less than the Organization's public fee schedule.

### Charity Care

The Organization provides care to patients who meet certain criteria under its sliding fee discount policy without charge or at amounts less than its established rates. Because the Organization does not pursue collection of amounts determined to qualify as charity care, they are not reported as net patient service revenue. The Organization estimates the costs associated with providing charity care by calculating the ratio of total cost to total charges, and then multiplying that ratio by the gross uncompensated charges associated with providing care to patients eligible for free care. The estimated cost amounted to approximately \$1,053,562 and \$1,041,596 for the years ended September 30, 2019 and 2018, respectively.

The Organization is able to provide these services with a component of funds received through local community support and federal and state grants.

## 9. Retirement Plan

The Organization has a defined contribution plan under Internal Revenue Code Section 403(b). The Organization contributed \$300,572 and \$157,605 for the years ended September 30, 2019 and 2018, respectively. The Organization's Board of Directors voted to suspend the employer contributions to the plan in April 2018 and resume contributions in January 2019 subsequent to the adoption of revisions to the employer contribution component of the plan documents.

**LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.**

**Notes to Consolidated Financial Statements**

**September 30, 2019 and 2018**

**10. Medical Malpractice**

The Organization is protected from medical malpractice risk as an FQHC under the Federal Tort Claims Act (FTCA). The Organization has additional medical malpractice insurance, on a claims-made basis, for coverage outside the scope of the protection of the FTCA. As of September 30, 2019, there were no known malpractice claims outstanding which, in the opinion of management, will be settled for amounts in excess of both FTCA and medical malpractice insurance coverage, nor are there any unasserted claims or incidents which require loss accrual. The Organization intends to renew medical malpractice insurance coverage on a claims-made basis and anticipates that such coverage will be available.

**11. Litigation**

From time-to-time certain complaints are filed against the Organization in the ordinary course of business. Management vigorously defends the Organization's actions in those cases and utilizes insurance to cover material losses. In the opinion of management, there are no matters that will materially affect the Organization's consolidated financial statements.

## **SUPPLEMENTARY INFORMATION**



**LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.**

**Consolidating Balance Sheet**

**September 30, 2019**

**ASSETS**

	<u>Lamprey Health Care, Inc.</u>	<u>Friends of Lamprey Health Care, Inc.</u>	<u>Eliminations</u>	<u>2019 Consolidated</u>
<b>Current assets</b>				
Cash and cash equivalents	\$ 453,924	\$ 968,483	\$ -	\$ 1,422,407
Patient accounts receivable, net	1,237,130	-	-	1,237,130
Grants receivable	452,711	-	-	452,711
Other receivables	236,798	59,797	(59,797)	236,798
Inventory	81,484	-	-	81,484
Other current assets	<u>78,405</u>	<u>-</u>	<u>-</u>	<u>78,405</u>
<b>Total current assets</b>	2,540,452	1,028,280	(59,797)	3,508,935
Investment in limited liability company	19,101	-	-	19,101
Assets limited as to use	2,861,010	82,704	-	2,943,714
Fair value of interest rate swap	13,512	-	-	13,512
Property and equipment, net	<u>5,718,217</u>	<u>1,890,361</u>	<u>-</u>	<u>7,608,578</u>
<b>Total assets</b>	<u><u>\$11,152,292</u></u>	<u><u>\$ 3,001,345</u></u>	<u><u>\$ (59,797)</u></u>	<u><u>\$14,093,840</u></u>

**LIABILITIES AND NET ASSETS**

<b>Current liabilities</b>				
Accounts payable and accrued expenses	\$ 701,615	\$ -	\$ (59,797)	\$ 641,818
Accrued payroll and related expenses	961,024	-	-	961,024
Deferred revenue	85,418	-	-	85,418
Current maturities of long-term debt	<u>65,417</u>	<u>40,773</u>	<u>-</u>	<u>106,190</u>
<b>Total current liabilities</b>	1,813,474	40,773	(59,797)	1,794,450
Long-term debt, less current maturities	<u>1,122,027</u>	<u>909,049</u>	<u>-</u>	<u>2,031,076</u>
<b>Total liabilities</b>	<u>2,935,501</u>	<u>949,822</u>	<u>(59,797)</u>	<u>3,825,526</u>
<b>Net assets</b>				
Without donor restrictions	7,680,685	2,051,523	-	9,732,208
With donor restrictions	<u>536,106</u>	<u>-</u>	<u>-</u>	<u>536,106</u>
<b>Total net assets</b>	<u>8,216,791</u>	<u>2,051,523</u>	<u>-</u>	<u>10,268,314</u>
<b>Total liabilities and net assets</b>	<u><u>\$11,152,292</u></u>	<u><u>\$ 3,001,345</u></u>	<u><u>\$ (59,797)</u></u>	<u><u>\$14,093,840</u></u>

**LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.**

**Consolidating Balance Sheet**

**September 30, 2018**

**ASSETS**

	<u>Lamprey Health Care, Inc.</u>	<u>Friends of Lamprey Health Care, Inc.</u>	<u>2018 Consolidated</u>
Current assets			
Cash and cash equivalents	\$ 656,379	\$ 684,636	\$ 1,341,015
Patient accounts receivable, net	1,330,670	-	1,330,670
Grants receivable	228,972	-	228,972
Other receivables	172,839	-	172,839
Inventory	72,219	-	72,219
Other current assets	<u>139,568</u>	<u>-</u>	<u>139,568</u>
Total current assets	2,600,647	684,636	3,285,283
Investment in limited liability company	22,590	-	22,590
Assets limited as to use	2,920,876	284,474	3,205,350
Property and equipment, net	<u>5,585,290</u>	<u>1,999,633</u>	<u>7,584,923</u>
Total assets	<u>\$11,129,403</u>	<u>\$ 2,968,743</u>	<u>\$14,098,146</u>

**LIABILITIES AND NET ASSETS**

Current liabilities			
Accounts payable and accrued expenses	\$ 438,830	\$ -	\$ 438,830
Accrued payroll and related expenses	919,690	-	919,690
Deferred revenue	117,696	-	117,696
Current maturities of long-term debt	<u>63,027</u>	<u>38,987</u>	<u>102,014</u>
Total current liabilities	1,539,243	38,987	1,578,230
Long-term debt, less current maturities	1,184,455	949,882	2,134,337
fair value of interest rate swap	<u>13,404</u>	<u>-</u>	<u>13,404</u>
Total liabilities	<u>2,737,102</u>	<u>988,869</u>	<u>3,725,971</u>
Net assets			
Without donor restrictions	8,081,155	1,979,874	10,061,029
With donor restrictions	<u>311,146</u>	<u>-</u>	<u>311,146</u>
Total net assets	<u>8,392,301</u>	<u>1,979,874</u>	<u>10,372,175</u>
Total liabilities and net assets	<u>\$11,129,403</u>	<u>\$ 2,968,743</u>	<u>\$14,098,146</u>

**LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.**

**Consolidating Statement of Operations**

**Year Ended September 30, 2019**

	<u>Lamprey Health Care Inc.</u>	<u>Friends of Lamprey Health Care, Inc.</u>	<u>Eliminations</u>	<u>2019 Consolidated</u>
Operating revenue				
Patient service revenue	\$ 9,143,768	\$ -	\$ -	\$ 9,143,768
Provision for bad debts	<u>(398,544)</u>	<u>-</u>	<u>-</u>	<u>(398,544)</u>
Net patient service revenue	8,745,224	-	-	8,745,224
Rental income	-	227,916	(227,916)	-
Grants, contracts and contributions	6,104,270	-	-	6,104,270
Other operating revenue	1,637,475	103	-	1,637,578
Net assets released from restrictions for operations	<u>75,197</u>	<u>-</u>	<u>-</u>	<u>75,197</u>
Total operating revenue	<u>16,562,166</u>	<u>228,019</u>	<u>(227,916)</u>	<u>16,562,269</u>
Operating expenses				
Salaries and wages	10,584,157	-	-	10,584,157
Employee benefits	1,993,787	-	-	1,993,787
Supplies	646,774	-	-	646,774
Purchased services	1,731,860	128	-	1,731,988
Facilities	808,327	300	(227,916)	580,711
Other operating expenses	694,558	3,012	-	697,570
Insurance	145,114	-	-	145,114
Depreciation	351,790	109,272	-	461,062
Interest expense	<u>64,197</u>	<u>43,658</u>	<u>-</u>	<u>107,855</u>
Total operating expenses	<u>17,020,564</u>	<u>156,370</u>	<u>(227,916)</u>	<u>16,949,018</u>
(Deficiency) excess of revenue over expenses	(458,398)	71,649	-	(386,749)
Change in fair value of interest rate swap	26,916	-	-	26,916
Net assets released from restrictions for capital acquisition	<u>31,012</u>	<u>-</u>	<u>-</u>	<u>31,012</u>
(Decrease) increase in net assets without donor restrictions	<u>\$ (400,470)</u>	<u>\$ 71,649</u>	<u>\$ -</u>	<u>\$ (328,821)</u>

**LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.**

**Consolidating Statement of Operations**

**Year Ended September 30, 2018**

	<u>Lamprey Health Care, Inc.</u>	<u>Friends of Lamprey Health Care, Inc.</u>	<u>Eliminations</u>	<u>2018 Consolidated</u>
Operating revenue				
Patient service revenue	\$ 9,426,185	\$ -	\$ -	\$ 9,426,185
Provision for bad debts	<u>(354,460)</u>	<u>-</u>	<u>-</u>	<u>(354,460)</u>
Net patient service revenue	9,071,725	-	-	9,071,725
Rental income	-	227,916	(227,916)	-
Grants, contracts and contributions	5,538,925	-	-	5,538,925
Other operating revenue	769,148	92	-	769,240
Net assets released from restrictions for operations	<u>118,447</u>	<u>-</u>	<u>-</u>	<u>118,447</u>
Total operating revenue	<u>15,498,245</u>	<u>228,008</u>	<u>(227,916)</u>	<u>15,498,337</u>
Operating expenses				
Salaries and wages	9,941,188	-	-	9,941,188
Employee benefits	1,688,571	-	-	1,688,571
Supplies	715,784	78	-	715,862
Purchased services	1,569,171	156	-	1,569,327
Facilities	816,102	6,169	(227,916)	594,355
Other operating expenses	535,414	2,000	-	537,414
Insurance	143,338	-	-	143,338
Depreciation	353,293	106,423	-	459,716
Interest	<u>60,447</u>	<u>35,984</u>	<u>-</u>	<u>96,431</u>
Total operating expenses	<u>15,823,308</u>	<u>150,810</u>	<u>(227,916)</u>	<u>15,746,202</u>
(Deficiency) excess of revenue over expenses	(325,063)	77,198	-	(247,865)
Change in fair value of interest rate swap	365	-	-	365
Net assets released from restrictions for capital acquisition	<u>16,651</u>	<u>-</u>	<u>-</u>	<u>16,651</u>
(Decrease) increase in net assets without donor restrictions	<u>\$ (308,047)</u>	<u>\$ 77,198</u>	<u>\$ -</u>	<u>\$ (230,849)</u>

LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.

Consolidating Statement of Changes in Net Assets

Year Ended September 30, 2019

	Lamprey Health Care, Inc.	Friends of Lamprey Health Care, Inc.	2019 Consolidated
Net assets without donor restrictions			
(Deficiency) excess of revenue over expenses	\$ (458,398)	\$ 71,649	\$ (386,749)
Change in fair value of interest rate swap	26,916	-	26,916
Net assets released from restrictions for capital acquisition	<u>31,012</u>	<u>-</u>	<u>31,012</u>
(Decrease) increase in net assets without donor restrictions	<u>(400,470)</u>	<u>71,649</u>	<u>(328,821)</u>
Net assets with donor restrictions			
Contributions	205,027	-	205,027
Grants for capital acquisition	126,142	-	126,142
Net assets released from restrictions for operations	(75,197)	-	(75,197)
Net assets released from restrictions for capital acquisition	<u>(31,012)</u>	<u>-</u>	<u>(31,012)</u>
Increase in net assets with donor restrictions	<u>224,960</u>	<u>-</u>	<u>224,960</u>
Change in net assets	(175,510)	71,649	(103,861)
Net assets, beginning of year	<u>8,392,301</u>	<u>1,979,874</u>	<u>10,372,175</u>
Net assets, end of year	<u>\$ 8,216,791</u>	<u>\$ 2,051,523</u>	<u>\$10,268,314</u>

**LAMPREY HEALTH CARE, INC. AND FRIENDS OF LAMPREY HEALTH CARE, INC.**

**Consolidating Statement of Changes in Net Assets**

**Year Ended September 30, 2018**

	<u>Lamprey Health Care, Inc.</u>	<u>Friends of Lamprey Health Care, Inc.</u>	<u>2018 Consolidated</u>
Net assets without donor restrictions			
(Deficiency) excess of revenue over expenses	\$ (325,063)	\$ 77,198	\$ (247,865)
Change in fair value of interest rate swap	365	-	365
Net assets released from restrictions for capital acquisition	<u>16,651</u>	<u>-</u>	<u>16,651</u>
(Decrease) increase in net assets without donor restrictions	<u>(308,047)</u>	<u>77,198</u>	<u>(230,849)</u>
Net assets with donor restrictions			
Contributions	71,205	-	71,205
Grants for capital acquisition	16,651	-	16,651
Net assets released from restrictions for operations	(118,447)	-	(118,447)
Net assets released from restrictions for capital acquisition	<u>(16,651)</u>	<u>-</u>	<u>(16,651)</u>
Decrease in net assets with donor restrictions	<u>(47,242)</u>	<u>-</u>	<u>(47,242)</u>
Change in net assets	(355,289)	77,198	(278,091)
Net assets, beginning of year	<u>8,747,590</u>	<u>1,902,676</u>	<u>10,650,266</u>
Net assets, end of year	<u>\$ 8,392,301</u>	<u>\$ 1,979,874</u>	<u>\$10,372,175</u>

# LAMPREY HEALTH CARE

Where Excellence and Caring go Hand in Hand

## 2020 Board of Directors

**Frank Goodspeed (President/Chair)**



Term Ends 2020

Affiliation: Tropic Star Development

**Michelle Boom**



Term Ends 2022

Affiliation: Homemaker

**Raymond Goodman, III (Vice President)**



Term ends 2021

Affiliation: Governor's Academy

**James Brewer**



Term Ends 2022

Affiliation: Kennebunk Savings Bank

**Arvind Ranade, (Treasurer)**



Term Ends 2021

Affiliation: SymbioSys Solutions, Inc.

**Michael Chouinard**



Term Ends 2022

Affiliation: Retired

**Thomas "Chris" Drew (Secretary)**



Term Ends 2022

Affiliation: Seacoast Mental Health Center

**Elizabeth Crepeau**



Term ends 2021

Affiliation: Retired

**Audrey Ashton-Savage (Immediate Past)**



Term Ends 2021

Affiliation: University of New Hampshire

**Robert Gilbert**



Term Ends 2020

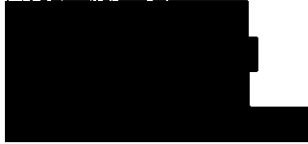
Affiliation: Retired

# LAMPREY HEALTH CARE

Where Excellence and Caring go Hand in Hand

## 2020 Board of Directors

**Carol LaCross**



Term Ends 2021  
Affiliation: Retired

**Wilberto Torres**



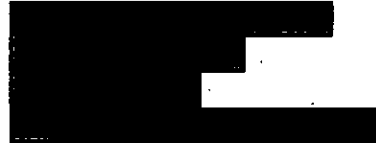
Term Ends 2019  
Affiliation: Torres Management and  
Research Corporation

**Andrea Laskey**



Term Ends 2022  
Affiliation: Retired

**Laura Valencia**



Term Ends 2021  
Affiliation: Student

**Mark Marandola**



Term Ends 2022  
Affiliation: Edward Jones

**Robert S. Woodward**



Term Ends 2019  
Affiliation: Retired

**Michael Reinke**



Term Ends 2022  
Affiliation: Nashua Soup Kitchen &  
Shelter



**Paula K. Smith, MBA, EdD**

**EDUCATION**

Rivier University, Nashua NH

Doctoral Program in Education, Leadership and Learning, May 2018

American Evaluation Association/Centers for Disease Control, Summer Institute, June 2012

The Dartmouth Institute of Health Policy and Clinical Practice, Coach the Coach: The Art of Coaching and Improving Quality, Microsystems Process Improvement Training, 2009

American Society of Training & Development, Professional Trainer Certificate Program, Concord, NH, 2002.

Cultural Competency; Training of Trainers Program, CCHCP Training Institute, Seattle, WA, 2000

University of Massachusetts, Boston, Harbor Campus, Boston, MA 02125

Masters in Business Administration, 1991

Boston University School of Public Health, Boston, MA

Negotiation and Conflict Resolution for Health Care Management  
(Training Program), 1991

University of New Hampshire, Durham, NH

Bachelor of Science, Health Administration and Planning, 1985

**PROFESSIONAL EXPERIENCE**

**February 1998**

**Director, Southern New Hampshire Area Health Education Center (AHEC)**

**Present**

**Lamprey Health Care, Raymond, NH**

- Coordinates, plans and supervises the establishment and operation of a new AHEC center and programs designed to increase access to quality health care in southern NH.
- Partners with community-based providers and academic institutions to improve the supply and distribution of primary health care professionals and facilitates student placements in the community with an emphasis on medically underserved areas.
- Provides training opportunities for residents, nurse practitioners, social worker, physician assistant, nursing and medical students, as well as practicing providers.
- Develops and coordinates health care awareness programs for high school students with a focus on minority and disadvantaged populations.
- Coaches health center microteams in quality improvement initiatives.
- Oversees implementation of "Better Choices, Better Health" Chronic Disease Self-Management Program, including marketing, reporting, recruitment and management of leaders, and coordination of NH CDSMP Network, a learning community of leaders.

**October 1995 to**

**Regional Services Coordinator**

**February 1998**

**New England Community Health Center Association, Woburn, MA**

- Provided technical assistance, policy analysis, and other membership services to state primary care associations in New England and the community health centers they serve;
- Coordinated educational sessions for primary care clinicians and administrators on a variety of health care topics; assisted in developing program for two community health conferences a year, as well as one-day programs;
- Acted as liaison for members of MIS/Fiscal Directors and other regional committees;
- Wrote grants, including concept development, implementation plans and budget, for government and foundation proposals;
- Designed survey instruments, analyzed data, and wrote reports for region-wide surveys of community health centers, including compensation survey, needs assessment for locum tenens, survey on management information systems, and survey on productivity and staffing ratios;
- Acted as Project Director of Phase III of the Mammography Access Project;
- Wrote and distributed quarterly newsletter to health centers and public health organizations throughout New England.

**February 1992 to  
October 1995**  
**Paula K. Smith**  
**Page 2**

**Program Director**  
**Department of Medical Security, Boston, MA**

- Managed the Labor Shortage Initiative, a \$23 million state-wide program providing education and training opportunities in health care occupations; oversaw the allocation of funds to participating hospitals, colleges and universities, and community organizations; supervised the development of contracts; monitored program achievements.
- Developed, implemented, and managed the *Children's Medical Security Plan*, a health insurance program for uninsured children under the age of 13; negotiated and monitored contracts totaling nearly \$12 million with participating insurers; coordinated public relations and outreach activities related to the program; acted as a liaison with various advocacy groups.
- Managed *CenterCare*, a \$4 million managed care program providing services through contracts with 30 community health centers across the state; allocated resources to participating centers; developed and conducted training sessions on *CenterCare* program operations for health center staff; analyzed demographic and utilization data of participants.

**May 1990 to  
February 1992**

**Contract Manager**  
**Department of Medical Security, Boston, MA**

- Coordinated the procurement process for both *CenterCare* and the Labor Shortage Initiative, which included writing Requests for Proposals (RFPs), reviewing and analyzing proposals, monitoring the contracting and administration of funded proposals, and acting as a liaison between interested parties;
- Monitored *CenterCare* by coordinating payments to contractors, conducting site visits at participating community health centers, and reporting on program status; managed administrative procedures and acted as a liaison between agencies for all contracts in accordance with regulations.

**October 1988 to  
May 1990**

**Contract Specialist**  
**Office of the State Comptroller, Boston, MA**

- Assisted and instructed departments in the process of contract approval, as well as utilization of the state-wide automated accounting systems (MMARS);
- Developed policies in support of state regulations pertaining to contract approval.
- Supervised contract officers in the review and approval of statewide consultant contracts; created reports to monitor departmental activities; organized special projects.

**January 1988 to  
October 1988**

**Contract Officer**  
**Office of the State Comptroller, Boston, MA**

- Reviewed and approved transactions on MMARS submitted by departments throughout the Commonwealth;
- Managed Tax Exempt Lease Purchase program of all departments in the Commonwealth;
- Utilized word processing and spreadsheet programs.

**September 1985 to  
January 1988**

**Administrative Assistant**  
**Joseph M. Smith Community Health Center, Alston, MA**

- Provided assistance to the Executive Director in overall administration of health center,
- Assisted Finance Director in management of accounts, and prepared monthly invoices for all grant reimbursement, utilizing word processing and spreadsheet programs.
- Supervised the payroll system and managed personnel files for 60 employees;
- Acted as liaison between outside vendors and health center;
- Interviewed candidates for support staff positions.

#### **AFFILIATIONS**

Endowment for Health Board of Advisors, 2013-Present  
Recipient of 2007 NH Office of Minority Health Women's Health Recognition Award  
NH Leadership Board: American Lung Association, 2007-present  
Recipient of 2006 National AHEC Center for Excellence Award in Community Programming  
Leadership New Hampshire 2003 Associate  
Member of National AHEC Organization  
Organizational Recipient of 2002 Champions in Diversity Award for Education

**References Available Upon Request**

## **Brianna Ferraro**

### **Education:**

**University of New Hampshire, Durham:** Paul College of Business and Economics, May 2018  
Bachelor of Science Degree, Business Administration  
Minors: Health Management and Policy and Public Health

### **Experience:**

**Southern New Hampshire AHEC Program Coordinator** **June 2018-Present**  
Raymond, NH  
Coordinates and plans continuing education sessions and summer health career exploration experiences for high school students. Facilitates community based placements for health professions students. Coordinates Better Choices Better Health chronic disease self-management program activities and evaluation.

**Southern New Hampshire AHEC: Program Assistant** **March 2017-June 2018**  
Raymond, NH  
Provided administrative support to AHEC program activities including continuing education, Better Choices Better Health program evaluation, health career exploration activities. Tallied evaluation summaries, produced certificates and supported general office operations.

**University of New Hampshire** **September 2014-May 2018**  
**Interlibrary Loan/Collection Management Assistant**  
Durham, NH  
Fulfill interlibrary loan requests, scan documents, develop excel tracking sheets, maintain library shelving. Responsible for training new library employees.

### **Extracurricular Activities**

*SIGNAL: Students Interested in Growth, Networking and Leadership*  
Participate in discussions from leaders in NH regarding organizational management and networking.

**Lamprey Health Care  
Chronic Disease Self-Management Program**

**Key Personnel**

Name	Job Title	Salary	% Paid from this Contract	Amount Paid from this Contract
Paula K. Smith	AHEC Director	\$110240	3.5%	\$3900
Brianna Ferraro	Program Coordinator	\$41600	8.5%	\$3525



STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF LONG TERM SUPPORTS AND SERVICES  
BUREAU OF ELDERLY & ADULT SERVICES

129 PLEASANT STREET, CONCORD, NH 03301-3587

603-271-9203 1-800-351-1888

Jeffrey A. Meyers  
Commissioner

Christine L. Santaniello  
Director

Fax: 603-271-4643 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

August 17, 2018

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

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, Bureau of Elderly and Adult Services, to exercise a renewal option to a current agreement with Lamprey Health Care, Vendor (#177677), 207 South Main Street, Newmarket, NH 03857, for the provision of health promotion programs that promote health and independence opportunities to New Hampshire citizens, by increasing the price limitation by \$103,948 from \$90,953 to \$194,901, and to extend the completion date from September 30, 2018 to September 30, 2020, effective upon the date of Governor and Council approval. 100% Federal Funds.

This agreement was originally approved by Governor and Council on March 8, 2017, Item #9.

Funds are available in the following account for State Fiscal Year (SFY) 2019, and are anticipated to be available in SFY 2020 and SFY 2021, upon the availability and continued appropriation of funds in the future operating budgets, with authority to adjust encumbrances between State Fiscal Years through the Budget Office without further approval from the Governor and Executive Council, if needed and justified.

**05-95-48-481010-8917 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, HEALTH PROMOTION CONTRACTS (100% Federal Funds)**

State Fiscal Year	Class / Account	Class Title	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2017	102-500731	Contracts for Prog Svc	\$25,986	\$0	\$25,986
2018	102-500731	Contracts for Prog Svc	\$51,974	\$0	\$51,974
2019	102-500731	Contracts for Prog Svc	\$12,993	\$38,981	\$51,974
2020	102-500731	Contracts for Prog Svc	\$0	\$51,974	\$51,974
2021	102-500731	Contracts for Prog Svc	\$0	\$12,993	\$12,993
		Total:	\$90,953	\$103,948	\$194,901

### **EXPLANATION**

The purpose of this request is to continue providing two (2) health prevention programs to the citizens of New Hampshire. One (1) program improves and sustains the quality of life for individuals who have one (1) or more chronic health condition(s) and the other trains leaders to help caregivers learn self-care tools and strategies. Lamprey Health Care, Inc. is licensed to administer the Chronic Disease Self- Management Program (CDSMP) and maintains Institutional Review Board (IRB) approval from the Committee for the Protection of Human Subjects (CPHS) from Dartmouth College.

The Chronic Disease and Self-Management Program (CDSMP) is an evidence-based program, with the goal of improving and sustaining the health and quality of life for individuals who have one or more chronic health condition(s). Individuals learn how to better manage the symptom of their illnesses, fatigue, stress, emotions, as well as how to cope with their illnesses and improve communications with their health care providers. This program has demonstrated a sustained effect on participants and continues to improve participants' sense of well-being and confidence in managing their condition(s).

The Powerful Tools for Caregivers (PTC) program is an evidence-based education program that offers a unique combination of elements that provide caregivers with self-care tools and strategies to:

- Reduce personal stress;
- Communicate their needs to family members and healthcare providers;
- Communicate effectively in challenging situations;
- Cope with difficult emotions; and
- Make difficult caregiver decisions to improve caregiver self-care behaviors, management of emotions, self-efficacy and utilization of community resources.

As referenced in the P-37, Section 18, Amendment and in Exhibit C-1, Revisions to General Provisions of this contract, this contract has the option to be extended for up to two (2) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and approval of the Governor and Executive Council. The Department is exercising this renewal option.

Lamprey Health Care, Inc. was originally selected for this project through a competitive bid process. Lamprey Health Care has executed these programs with excellence and the Department wishes to continue this relationship.

Notwithstanding any other provision of the Agreement to the contrary, no services shall continue after June 30, 2019, and the Department shall not be liable for any payments for services provided after June 30, 2019, unless and until an appropriation for these services has been received from the state legislature and funds encumbered for the SFY 2020-2021 biennia.

Should the Governor and Executive Council decide not to authorize this request, individuals may not have the supports to improve their health and manage their emotional needs to better cope and sustain a quality of life when dealing with chronic diseases. Additionally, caregivers will not have the support and assistance needed to reduce personal stress and cope with difficult emotions when making difficult caregiving decisions, which may result in other more costly forms of care.

Area served: Statewide

Source of Funds: 100% Federal Funds from the United States Department of Health and Human Services, Special Programs for the Aging Title III, Part D Disease Prevention and Health Promotion Services; CFDA #93.043, FAIN #18AANH3PH.

In the event that the Federal (or Other) Funds become no longer available, General Funds will not be requested to support this program.

Respectfully submitted,

  
Christine Santanillo  
Director

Approved by:

  
Jeffrey A. Meyers  
Commissioner



**State of New Hampshire**  
**Department of Health and Human Services**  
**Amendment #1 to the Chronic Disease Self Management and Powerful Tools Contract**

This 1<sup>st</sup> Amendment to the Chronic Disease Self Management and Powerful Tools contract (hereinafter referred to as "Amendment #1") dated this 31st day of May, 2018, is by and between the State of New Hampshire, Department of Health and Human Services (hereinafter referred to as the "State" or "Department") and Lamprey Health Care Inc., (hereinafter referred to as "the Contractor"), a corporation with a place of business at 207 South Main Street, Newmarket, NH 03857.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on March 8, 2017, (Item #9), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

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

WHEREAS, pursuant to Form P-37, General Provisions, Paragraph 18, and Exhibit C-1, Paragraph 3, the State may renew the Contract for up to two (2) additional years and modify the payment schedule of the contract upon written agreement of the parties and approval from the Governor and Executive Council; and

WHEREAS, the parties agree to extend the term of the agreement and increase the price limitation to support continued delivery of these services;

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

1. Form P-37 General Provisions, Block 1.7, Completion Date, to read:  
September 30, 2020.
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
\$194,901.
3. Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency, to read:  
E. Maria Reinemann, Esq., Director of Contracts and Procurement.
4. Form P-37, General Provisions, Block 1.10, State Agency Telephone Number, to read:  
603-271-9330.
5. Delete Exhibit B-3 and replace with Exhibit B-3, Amendment #1
6. Add Exhibit B-4 – Budget Form
7. Add Exhibit B-5 – Budget Form
8. Add Exhibit K, DHHS Information Security Requirements.



New Hampshire Department of Health and Human Services  
Chronic Disease Self Management and Powerful Tools



This amendment shall be effective upon the date of Governor and Executive Council approval.  
IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

Date

8/20/18

Name:

Title:

Christopher S. Saponi  
Director

CONTRACTOR NAME

Date

7/23/18

Name:

Title:

Audrey Ashton-Savage

Acknowledgement of Contractor's signature:

State of NH, County of Rockingham on July 23, 2018 before the undersigned officer,  
personally appeared the person identified directly above, or satisfactorily proven to be the person whose name is  
signed above, and acknowledged that s/he executed this document in the capacity indicated above.

Signature of Notary Public or Justice of the Peace

Michelle L. Gaudet

Name and Title of Notary or Justice of the Peace

MICHELLE L. GAUDET, Notary Public  
My Commission Expires August 2, 2022

My Commission Expires:

**New Hampshire Department of Health and Human Services**  
**Chronic Disease Self Management and Powerful Tools**



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

OFFICE OF THE ATTORNEY GENERAL

8/31/18  
Date

[Signature]  
Name: Andrew Carver  
Title: Attorney

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

OFFICE OF THE SECRETARY OF STATE

\_\_\_\_\_  
Date

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

## New Hampshire Department of Health and Human Services

Bidder/Program Name: Chronic Disease Self Management and Powerful Tools

Budget Request for: Lumpsum Health Care, Inc.

(Name of BPP)

Budget Period: SFY 2019 (7/1/2019 - 6/30/2019)

Line Item	Total Program Cost			Contractor Share / Match			Funded by DHHS contract share		
	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total
1. Total Salary/Wages	\$ 9,900.00	\$ 792.00	\$ 10,692.00	\$ -	\$ -	\$ -	\$ 9,900.00	\$ 792.00	\$ 10,692.00
2. Employee Benefits	\$ 2,253.00	\$ 180.24	\$ 2,433.24	\$ -	\$ -	\$ -	\$ 2,253.00	\$ 180.24	\$ 2,433.24
3. Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Equipment:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Repair and Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ 850.00	\$ 70.40	\$ 920.40	\$ -	\$ -	\$ -	\$ 850.00	\$ 70.40	\$ 920.40
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 831.00	\$ 66.48	\$ 897.48	\$ -	\$ -	\$ -	\$ 831.00	\$ 66.48	\$ 897.48
6. Travel	\$ 200.00	\$ 16.00	\$ 216.00	\$ -	\$ -	\$ -	\$ 200.00	\$ 16.00	\$ 216.00
7. Occupancy	\$ 330.00	\$ 26.40	\$ 356.40	\$ -	\$ -	\$ -	\$ 330.00	\$ 26.40	\$ 356.40
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Postage	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Insurance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Board Expenses	\$ 350.00	\$ 28.00	\$ 378.00	\$ -	\$ -	\$ -	\$ 350.00	\$ 28.00	\$ 378.00
9. Software	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
11. Staff Education and Training	\$ 4,400.00	\$ 352.00	\$ 4,752.00	\$ -	\$ -	\$ -	\$ 4,400.00	\$ 352.00	\$ 4,752.00
12. Subcontracts/Agreements	\$ 22,380.00	\$ 1,790.40	\$ 24,170.40	\$ -	\$ -	\$ -	\$ 22,380.00	\$ 1,790.40	\$ 24,170.40
13. Other (specific details mandatory):	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Leader Expenses	\$ 6,800.00	\$ 528.00	\$ 7,328.00	\$ -	\$ -	\$ -	\$ 6,800.00	\$ 528.00	\$ 7,328.00
TOTAL	\$ 44,124.00	\$ 3,649.92	\$ 51,973.92	\$ -	\$ -	\$ -	\$ 44,124.00	\$ 3,649.92	\$ 51,973.92

Indirect As A Percent of Direct

6.0%

Exhibit B-4 - Budget Form

New Hampshire Department of Health and Human Services

Bidder/Program Name: Chronic Disease Self Management and Powerful Tools

Budget Request for: Lumprey Health Care, Inc.  
(Name of BPP)

Budget Period: SFY 2020 (7/1/2019 - 6/30/2020)

Line Item	Total Program Cost			Contractor Share / Match			Funded by DHHS contract share		
	Direct (Incremental)	Indirect (Fixed)	Total	Direct (Incremental)	Indirect (Fixed)	Total	Direct (Incremental)	Indirect (Fixed)	Total
1. Total Salary/Wages	\$ 8,800.00	\$ 792.00	\$ 10,692.00	\$ -	\$ -	\$ -	\$ 8,800.00	\$ 792.00	\$ 10,692.00
2. Employee Benefits	\$ 2,253.00	\$ 180.24	\$ 2,433.24	\$ -	\$ -	\$ -	\$ 2,253.00	\$ 180.24	\$ 2,433.24
3. Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Equipment	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Repair and Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5. Supplies	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ 850.00	\$ 70.40	\$ 920.40	\$ -	\$ -	\$ -	\$ 850.00	\$ 70.40	\$ 920.40
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 831.00	\$ 66.48	\$ 897.48	\$ -	\$ -	\$ -	\$ 831.00	\$ 66.48	\$ 897.48
6. Travel	\$ 200.00	\$ 16.00	\$ 216.00	\$ -	\$ -	\$ -	\$ 200.00	\$ 16.00	\$ 216.00
7. Occupancy	\$ 330.00	\$ 26.40	\$ 356.40	\$ -	\$ -	\$ -	\$ 330.00	\$ 26.40	\$ 356.40
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Postage	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Insurance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Board Expenses	\$ 330.00	\$ 26.40	\$ 356.40	\$ -	\$ -	\$ -	\$ 330.00	\$ 26.40	\$ 356.40
9. Software	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
11. Staff Education and Training	\$ 4,400.00	\$ 352.00	\$ 4,752.00	\$ -	\$ -	\$ -	\$ 4,400.00	\$ 352.00	\$ 4,752.00
12. Subcontracts/Agreements	\$ 22,380.00	\$ 1,780.40	\$ 24,170.40	\$ -	\$ -	\$ -	\$ 22,380.00	\$ 1,780.40	\$ 24,170.40
13. Other (specific details mandatory)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	\$ 6,600.00	\$ 528.00	\$ 7,128.00	\$ -	\$ -	\$ -	\$ 6,600.00	\$ 528.00	\$ 7,128.00
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>TOTAL</b>	<b>\$ 48,124.00</b>	<b>\$ 3,849.92</b>	<b>\$ 51,973.92</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 48,124.00</b>	<b>\$ 3,849.92</b>	<b>\$ 51,973.92</b>

Indirect As A Percent of Direct

8.0%

Exhibit B-3 - Budget Form

New Hampshire Department of Health and Human Services

Bidder/Program Name: Chronic Disease Self Management and Powerful Tools

Budget Request for: Lamprey Health Care, Inc.

(Name of RFP)

Budget Period: SFY 2021 (7/1/2020 - 6/30/2020)

Line Item	Total Program (Cost)			Contractor Share / Match			Funded by DHHS contract share		
	Direct (Incremental)	Indirect (Fixed)	Total	Direct (Incremental)	Indirect (Fixed)	Total	Direct (Incremental)	Indirect (Fixed)	Total
1. Total Salary/Wages	\$ 3,500.00	\$ 280.00	\$ 3,780.00	\$ -	\$ -	\$ -	\$ 3,500.00	\$ 280.00	\$ 3,780.00
2. Employee Benefits	\$ 798.25	\$ 63.70	\$ 858.95	\$ -	\$ -	\$ -	\$ 798.25	\$ 63.70	\$ 858.95
3. Consultants	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Equipment:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Rental	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Repair and Maintenance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Purchase/Depreciation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5. Supplies:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Educational	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office	\$ 750.00	\$ 20.00	\$ 770.00	\$ -	\$ -	\$ -	\$ 750.00	\$ 20.00	\$ 770.00
6. Travel	\$ 35.00	\$ 2.80	\$ 37.80	\$ -	\$ -	\$ -	\$ 35.00	\$ 2.80	\$ 37.80
7. Occupancy	\$ 65.00	\$ 6.80	\$ 71.80	\$ -	\$ -	\$ -	\$ 65.00	\$ 6.80	\$ 71.80
8. Current Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Telephone	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Postage	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Subscriptions	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Insurance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Board Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10. Marketing/Communications	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
11. Staff Education and Training	\$ 2,384.00	\$ 189.12	\$ 2,553.12	\$ -	\$ -	\$ -	\$ 2,384.00	\$ 189.12	\$ 2,553.12
12. Subcontractor/Agreements	\$ 5,000.00	\$ 400.00	\$ 5,400.00	\$ -	\$ -	\$ -	\$ 5,000.00	\$ 400.00	\$ 5,400.00
13. Other (specific details mandatory):	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL	\$ 12,030.25	\$ 962.42	\$ 12,992.67	\$ -	\$ -	\$ -	\$ 12,030.25	\$ 962.42	\$ 12,992.67

Indirect As A Percent of Direct

8.0%



A. Definitions

The following terms may be reflected and have the described meaning in this document:

1. "Breach" means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.

2. "Computer Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.

3. "Confidential Information" or "Confidential Data" means all confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Substance Abuse Treatment Records, Case Records, Protected Health Information and Personally Identifiable Information.

Confidential Information also includes any and all information owned or managed by the State of NH - created, received from or on behalf of the Department of Health and Human Services (DHHS) or accessed in the course of performing contracted services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Protected Health Information (PHI), Personal Information (PI), Personal Financial Information (PFI), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and confidential information.

4. "End User" means any person or entity (e.g., contractor, contractor's employee, business associate, subcontractor, other downstream user, etc.) that receives DHHS data or derivative data in accordance with the terms of this Contract.
5. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereunder.
6. "Incident" means an act that potentially violates an explicit or implied security policy, which includes attempts (either failed or successful) to gain unauthorized access to a system or its data, unwanted disruption or denial of service, the unauthorized use of a system for the processing or storage of data; and changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic

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mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

7. "Open Wireless Network" means any network or segment of a network that is not designated by the State of New Hampshire's Department of Information Technology or delegate as a protected network (designed, tested, and approved, by means of the State, to transmit) will be considered an open network and not adequately secure for the transmission of unencrypted PI, PFI, PHI or confidential DHHS data.
8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.
9. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
10. "Protected Health Information" (or "PHI") has the same meaning as provided in the definition of "Protected Health Information" in the HIPAA Privacy Rule at 45 C.F.R. § 160.103.
11. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. Part 164, Subpart C, and amendments thereto.
12. "Unsecured Protected Health Information" means Protected Health Information that is not secured by a technology standard that renders Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

#### I. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR

##### A. Business Use and Disclosure of Confidential Information.

1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
2. The Contractor must not disclose any Confidential Information in response to a

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DHHS Information Security Requirements



request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.

3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

## II. METHODS OF SECURE TRANSMISSION OF DATA

1. Application Encryption. If End User is transmitting DHHS data containing Confidential Data between applications, the Contractor attests the applications have been evaluated by an expert knowledgeable in cyber security and that said application's encryption capabilities ensure secure transmission via the internet.
2. Computer Disks and Portable Storage Devices. End User may not use computer disks or portable storage devices, such as a thumb drive, as a method of transmitting DHHS data.
3. Encrypted Email. End User may only employ email to transmit Confidential Data if email is encrypted and being sent to and being received by email addresses of persons authorized to receive such information.
4. Encrypted Web Site. If End User is employing the Web to transmit Confidential Data, the secure socket layers (SSL) must be used and the web site must be secure. SSL encrypts data transmitted via a Web site.
5. File Hosting Services, also known as File Sharing Sites. End User may not use file hosting services, such as Dropbox or Google Cloud Storage, to transmit Confidential Data.
6. Ground Mail Service. End User may only transmit Confidential Data via *certified* ground mail within the continental U.S. and when sent to a named individual.
7. Laptops and PDA. If End User is employing portable devices to transmit Confidential Data said devices must be encrypted and password-protected.
8. Open Wireless Networks. End User may not transmit Confidential Data via an open

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DHHS Information Security Requirements



wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.

9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

The Contractor will only retain the data and any derivative of the data for the duration of this Contract. After such time, the Contractor will have 30 days to destroy the data and any derivative in whatever form it may exist, unless, otherwise required by law or permitted under this Contract. To this end, the parties must:

A. Retention

1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities, and includes backup data and Disaster Recovery locations.
2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.
4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV. A.2
5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution and comply with all applicable statutes and regulations regarding the privacy and security. All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a

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whole, must have aggressive intrusion-detection and firewall protection.

6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

**B. Disposition**

1. If the Contractor will maintain any Confidential Information on its systems (or its sub-contractor systems), the Contractor will maintain a documented process for securely disposing of such data upon request or contract termination; and will obtain written certification for any State of New Hampshire data destroyed by the Contractor or any subcontractors as a part of ongoing, emergency, and or disaster recovery operations. When no longer in use, electronic media containing State of New Hampshire data shall be rendered unrecoverable via a secure wipe program in accordance with industry-accepted standards for secure deletion and media sanitization, or otherwise physically destroying the media (for example, degaussing) as described in NIST Special Publication 800-88, Rev 1, Guidelines for Media Sanitization, National Institute of Standards and Technology, U. S. Department of Commerce. The Contractor will document and certify in writing at time of the data destruction, and will provide written certification to the Department upon request. The written certification will include all details necessary to demonstrate data has been properly destroyed and validated. Where applicable, regulatory and professional standards for retention requirements will be jointly evaluated by the State and Contractor prior to destruction.
2. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.
3. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to completely destroy all electronic Confidential Data by means of data erasure, also known as secure data wiping.

**IV. PROCEDURES FOR SECURITY**

- A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:
  1. The Contractor will maintain proper security controls to protect Department confidential information collected, processed, managed, and/or stored in the delivery of contracted services.
  2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).

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DHHS Information Security Requirements



3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.
6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Departments discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.
10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. Data Security Breach Liability. In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



the breach, including but not limited to: credit monitoring services, mailing costs and costs associated with website and telephone call center services necessary due to the breach.

12. Contractor must, comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to, provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doit/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer, and additional email addresses provided in this section, of any security breach within two (2) hours of the time that the Contractor learns of its occurrence. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
  - a. comply with such safeguards as referenced in Section IV A. above, implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.
  - b. safeguard this information at all times.
  - c. ensure that laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.
  - d. send emails containing Confidential Information only if encrypted and being sent to and being received by email addresses of persons authorized to receive such information.

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DHHS Information Security Requirements



- e. limit disclosure of the Confidential Information to the extent permitted by law.
- f. Confidential Information received under this Contract and individually identifiable data derived from DHHS Data, must be stored in an area that is physically and technologically secure from access by unauthorized persons during duty hours as well as non-duty hours (e.g., door locks, card keys, biometric identifiers, etc.).
- g. only authorized End Users may transmit the Confidential Data, including any derivative files containing personally identifiable information, and in all cases, such data must be encrypted at all times when in transit, at rest, or when stored on portable media as required in section IV above.
- h. in all other instances Confidential Data must be maintained, used and disclosed using appropriate safeguards, as determined by a risk-based assessment of the circumstances involved.
- i. understand that their user credentials (user name and password) must not be shared with anyone. End Users will keep their credential information secure. This applies to credentials used to access the site directly or indirectly through a third party application.

Contractor is responsible for oversight and compliance of their End Users. DHHS reserves the right to conduct onsite inspections to monitor compliance with this Contract, including the privacy and security requirements provided in herein, HIPAA, and other applicable laws and Federal regulations until such time the Confidential Data is disposed of in accordance with this Contract.

**V. LOSS REPORTING**

The Contractor must notify the State's Privacy Officer, Information Security Office and Program Manager of any Security Incidents and Breaches within two (2) hours of the time that the Contractor learns of their occurrence.

The Contractor must further handle and report Incidents and Breaches involving PHI in accordance with the agency's documented Incident Handling and Breach Notification procedures and in accordance with 42 C.F.R. §§ 431.300 - 306. In addition to, and notwithstanding, Contractor's compliance with all applicable obligations and procedures, Contractor's procedures must also address how the Contractor will:

- 1. Identify Incidents;
- 2. Determine if personally identifiable information is involved in Incidents;
- 3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;
- 4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and

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DHHS Information Security Requirements



5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

Incidents and/or Breaches that implicate PI must be addressed and reported, as applicable, in accordance with NH RSA 359-C:20.

**VI. PERSONS TO CONTACT**

- A. DHHS contact for Data Management or Data Exchange issues:

DHHSInformationSecurityOffice@dhhs.nh.gov

- B. DHHS contacts for Privacy issues:

DHHSPrivacyOfficer@dhhs.nh.gov

- C. DHHS contact for Information Security issues:

DHHSInformationSecurityOffice@dhhs.nh.gov

- D. DHHS contact for Breach notifications:

DHHSInformationSecurityOffice@dhhs.nh.gov

DHHSPrivacyOfficer@dhhs.nh.gov

AAS

7/23/18



Jeffrey A. Meyers  
Commissioner

Maureen U. Ryan  
Director of Human  
Services

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF HUMAN SERVICES  
BUREAU OF ELDERLY & ADULT SERVICES

129 PLEASANT STREET, CONCORD, NH 03301-3857  
603-271-9203 1-800-361-1888  
Fax: 603-271-4643 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

January 30, 2017

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

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, Division of Community Based Care Services, Bureau of Elderly and Adult Services to enter into an agreement with Lamprey Health Care, Inc. (Vendor #177677), 207 South Main Street, Newmarket, NH 03857 for the provision of two (2) health promotion programs that promote health and independence opportunities for the citizens in New Hampshire, in an amount not to exceed \$90,953, effective upon Governor and Executive Council approval through September 30, 2018. The funding is 100% Federal Funds.

Funds are available in the following account for State Fiscal Year 2017, and are anticipated to be available in State Fiscal Years 2018 and 2019, upon the availability and continued appropriation of funds in the future operating budgets, with authority to adjust encumbrances between State Fiscal Years through the Budget Office if needed and justified, without further approval from the Governor and Executive Council.

05-95-48-481010-89170000-102-500731-48108462 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: ELDERLY AND ADULT SERVICES, GRANTS TO LOCALS, HEALTH PROMOTION CONTRACTS

SFY	Class/Object	Class Title	Activity Number	Amount
2017	102-500731	Contracts for Program Services	48108462	\$25,986
2018	102-500731	Contracts for Program Services	48108462	\$51,974
2019	102-500731	Contracts for Program Services	48108462	\$12,993
			Total	\$90,953

**EXPLANATION**

The purpose of this agreement is to provide two (2) health prevention programs to the citizens of New Hampshire. One program will improve and sustain the quality of life for individuals who have

one or more chronic health conditions and the other will train leaders to help caregivers learn self-care tools and strategies.

### **1. Chronic Disease Self-Management Program**

The Chronic Disease Self-Management Program is an evidenced based education program with the goal to improve and sustain the health and quality of life for individuals who have one or more chronic health condition(s). Individuals will learn how to better manage the symptoms of their illnesses, fatigue, stress, emotions, and to cope with their illnesses and improve communications with their health care provider(s). This program, demonstrated nationally and by New Hampshire data, has had a sustained effect on specific activation measures that gauge participants' continued sense of well-being and confidence in managing their conditions. The Contractors performance will be measured by the participant's sustained improvements in at least two survey indicators, including an increase in physical activity and confidence in managing chronic conditions on the part of the individual completing the program.

### **2. Powerful Tools for Caregivers**

The Contractor shall train at least ten (10) new leaders to present Powerful Tools for Caregivers. This is an evidenced based educational program that provides caregivers with self-care tools and strategies to reduce personal stress; communicate their needs to other family members and healthcare providers, communicate effectively in challenging situations, cope with difficult emotions and make difficult caregiving decisions to improve caregiver self-care behaviors, management of emotions, self-efficacy and utilization of community resources. This program has been demonstrated to have a positive impact on caregiver health for a diverse group including rural, ethnic minorities, adult children of aging parents, well-spouses/partners, and caregivers at differing stages in their caregiving role, living situations, financial and educational backgrounds.

This contract was competitively bid. A Request for Proposals was available on the Department of Health and Human Services' website from September 1, 2016 through September 29, 2016. One proposal was received in response to the Request for Proposals. The proposal was evaluated based upon the criteria published in the Request for Proposals by a team of individuals with program specific knowledge and expertise. Lamprey Health Care was selected. The bid summary is attached.

As referenced in the Request for Proposals and in Exhibit C-1 of this contract, this competitively procured Agreement has the option to be extended for up to two (2) additional years; contingent upon satisfactory delivery of services, available funding, agreement of the parties and approval of the Governor and Executive Council.

Should Governor and Executive Council decide not to authorize this request, individuals may not have the supports and ability to improve their health and management of their emotional needs to better cope and sustain a quality of life when dealing with chronic diseases and caregivers will not have the support and assistance needed to reduce personal stress and coping with difficult emotions when making difficult caregiving decisions. This may result in other more costly forms of care.

Area served: Statewide


Source of Funds is 100% Federal Funds from the Catalogue of Federal and Domestic Assistance (CFDA) #93.043, FAIN # 17AANHT3PH United States Department of Health and Human Services, Administration for Community Living, Older Americans Act Title III D – Preventative Health.



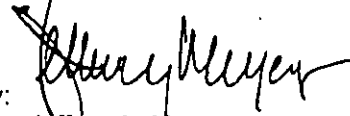
His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 3 of 3

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

Respectfully submitted,



Maureen J. Ryan  
Director



Approved by:

Jeffrey A. Meyers  
Commissioner



New Hampshire Department of Health and Human Services  
Office of Business Operations  
Contracts & Procurement Unit  
Summary Scoring Sheet

Chronic Disease Self-Management Program and  
Powerful Tools for Caregivers Program

#RFP-2017-BEAS-01-CHRON

RFP Name

RFP Number

Reviewer Names

Bidder Name

1. Lamprey Health Care, Inc.
2. 0
3. 0

Pass/Fail	Maximum Points	Actual Points
	100	87

1. Tracey Tarr, Administrator II;  
DEAS, DHHS - TECH
2. Karol Derron, Program  
Specialist IV, DEAS - TECH
3. Margaret Morrill, Program Specialist  
III, Elderly & Adult Svcs. DHHS-  
Tech
4. Beth Kelly, Administrator II,  
OCOM Finance, Brown Bld -  
Cost
5. Shawn Martin, Business  
Administrator II; DHHS - Cost

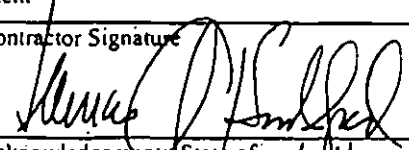
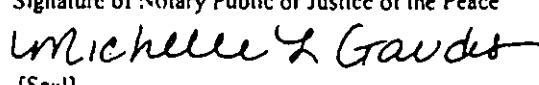
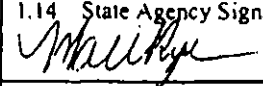

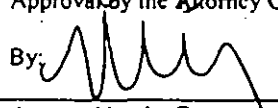
Subject: Chronic Disease Self-Management Program/Powerful Tools for Caregivers Program, RFP-2017-BEAS-01-CHRON

**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 Department of Health and Human Services		1.2 State Agency Address 129 Pleasant Street Concord NH 03301-3857	
1.3 Contractor Name Lamprey Health Care, Inc.		1.4 Contractor Address 128 State Route 27 Raymond NH 03077	
1.5 Contractor Phone Number 603.895.1514	1.6 Account Number 05-95-48-481010-89170000-102-500731	1.7 Completion Date September 30, 2018	1.8 Price Limitation \$90,953.
1.9 Contracting Officer for State Agency Jonathan Y. Gallo, Esq. Interim Director of Contracts and Procurement		1.10 State Agency Telephone Number 603-271-9246	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory Francis A. Goodspeed, Vice President of Board of Directors	
1.13 Acknowledgement: State of <u>N.H.</u> , County of <u>Rockingham</u> On <u>1/16/17</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] MICHELLE L. GAUDET, Notary Public My Commission Expires August 22, 2017			
1.13.2 Name and Title of Notary or Justice of the Peace <u>Michelle L. Gaudet, Communications + Marketing Manager, Notary</u>			
1.14 State Agency Signature  Date: <u>2/1/17</u>		1.15 Name and Title of State Agency Signatory <u>Maureen Ryan, Director OHS</u>	
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>2/17/17</u>			
1.18 Approval by the Governor and Executive Council (if applicable) By: _____ On: _____			

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

**3. EFFECTIVE DATE/COMPLETION OF SERVICES.**

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

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

**4. CONDITIONAL NATURE OF AGREEMENT.**

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

**5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.**

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

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

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

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

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

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

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

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

**7. PERSONNEL.**

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

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

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

### Scope of Services

#### 1. Provisions Applicable to All Services

- 1.1. The Contractor shall submit a detailed description of the language assistance services they will provide to persons with limited English proficiency to ensure meaningful access to their programs and/or services within ten (10) days of the contract effective date.
- 1.2. The Contractor agrees that, to the extent future legislative action by the New Hampshire General Court or federal or state court orders may have an impact on the Services described herein, the State Agency has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.
- 1.3. The Contractor shall provide services to eligible individuals statewide.
- 1.4. Chronic Disease Self-Management Program (CDSMP) workshops shall be delivered to adults ages 60 or older with one or more chronic conditions.
- 1.5. Powerful Tools for Caregivers (PTC) Program workshops shall be delivered to caregivers of any age.
- 1.6. Diabetes Self-Management Program (DSMP) workshops shall be delivered to individuals with diabetes of any age.
- 1.7. The Contractor shall use E-Studio, BEAS' electronic information system which is BEAS' primary vehicle for uploading important information concerning time-sensitive announcements, policy releases, administrative rule adoptions, and other critical information. The Contractor shall:
  - 1.7.1. Identify all of the key agency personnel who need to have E-Studio accounts to ensure that information from BEAS can be shared with the necessary agency staff, at no cost to the Contractor.
  - 1.7.2. Ensure that E-Studio accounts are kept current and that BEAS is notified when a staff member is no longer working in the program so his/her account can be terminated.
- 1.8. The Contractor shall ensure all staff and volunteers:
  - 1.8.1. Complete a BEAS State Registry check before staff member or volunteer begins providing direct services to clients.
  - 1.8.2. Undergo a New Hampshire Criminal Records Background check.
  - 1.8.3. The Contractor shall conduct a criminal background check if a potential applicant for employment or volunteer, funded under this contract, may have client contact.
- 1.9. Contractors licensed, certified or funded by the Department shall meet the requirements of RSA 161-F:49, VII, which requires the submission of the name of a

*[Handwritten Signature]*



## Exhibit A

prospective employee who may have client contact, for review against the BEAS State Registry.

## 2. Scope of Services

### 2.1. Chronic Disease Self-Management Program (CDSMP)

2.1.1. The Contractor shall provide coordination of all outreach and workshop activities needed to deploy a minimum of fifteen (15) CDSMP participant workshops, five (5) of which five must be in geographic areas of the State where workshops have not previously been held. Outreach and Workshop coordination includes, at a minimum, the following:

2.1.1.1. Facilitating marketing and outreach for the program (including development, purchasing and distribution of CDSMP brochures) with a focus on reaching the State's rural residents;

2.1.1.2. Supporting the recruitment of participants to attend workshops;

2.1.1.3. Establishing a schedule of workshop dates;

2.1.1.4. Identifying and securing sites, with adequate space and parking, to host workshops;

2.1.1.4.1. Workshop sites may include, but are not limited to, senior centers, meal sites, and hospital wellness centers;

2.1.1.5. Purchasing and using the current, official version of the CDSMP curriculum, including leader books, participant workbooks and accompanying CDs, flip charts, and accompanying supplies, to support workshop activities;

2.1.1.6. Supporting workshop sites by covering costs associated with hosting workshops, including advertising, recruitment, and leader expenses; and

2.1.1.7. Coordinating with CDSMP leaders and site representative(s) to ensure all logistical needs are met prior to commencement of the workshop series.

### 2.1.2. Leader Trainings

2.1.2.1. The Contractor shall conduct, at a minimum, one new leader training session. Leaders may be professional individuals or community members.

2.1.2.2. Class leader training shall be co-facilitated by two (2) Master Trainers, certified by the Stanford University in CDSMP curriculum.

2.1.2.3. The Contractor shall secure overnight accommodations, either on-site or nearby, and pay costs for travel, lodging, and meals on behalf of Master Trainers.

2.1.2.4. The Contractor shall secure adequate space for the training, including the provision of audio/visual equipment, speakers, flip charts and markers, and meals for leaders being trained, for each day of the training.

2.1.2.5. The Contractor may charge leaders for the cost of training if the leader's participation is sponsored by the leader's employing agency.





## Exhibit A

### 2.1.3. CDSMP/DSM Participant Workshops

- 2.1.3.1. The Contractor shall ensure that a minimum of 150 individuals complete the CDSMP and/or DSM workshops.
- 2.1.3.2. A CDSMP/DSM workshop consists of six (6) consecutive weekly workshops, lasting two and one-half (2.5) hours each, and covering specific and prescriptive topics and activities each week.
- 2.1.3.3. Participants shall not be required to pay a fee to cover costs of the CDSMP/DSM workshops or materials.
- 2.1.3.4. Workshops shall be conducted in accordance with the curriculum and fidelity requirements set forth by Stanford University.
- 2.1.3.5. Workshops shall be conducted by two (2) trained CDSMP or DSM leaders.
- 2.1.3.6. The Contractor shall purchase any additional CDSMP/DSM resource materials, as needed, to establish a lending library and to maintain and disseminate any additional CDSMP/DSM resource materials to class leaders.
- 2.1.3.7. The Contractor shall monitor workshop classes to maintain program fidelity to the CDSMP/DSM curriculum.

### 2.1.4. Institutional Review Board

- 2.1.4.1. The Contractor shall obtain and maintain Institutional Review Board (IRB) approval to conduct pre and post surveys of individuals who attend the CDSMP and DSM workshops (The Committee for the Protection of Human Subjects (CPHS) is the Institutional Review Board (IRB) at Dartmouth College - a federally mandated committee with the charge of overseeing institutional research projects involving human participants. The mission of the CPHS is to protect the rights and welfare of research participants). IRB approval provides credibility to the information that results from the survey and is useful to help the Department to improve upon the program for the citizens of New Hampshire.
- 2.1.4.2. The Contractor shall conduct pre and post surveys of the participants who attended the workshops. Post workshop surveys shall be conducted six (6) months after the workshop has ended.
- 2.1.4.3. The Contractor shall develop and implement pre and post surveys.
- 2.1.4.4. The Contractor shall collect and collate the survey data and prepare and distribute reports of the survey results on a semi-annual basis.
- 2.1.4.5. The Contractor shall work with the Department and Dartmouth Institutional Review Board to modify the surveys as needed.



## Exhibit A

### 2.1.5. Chronic Disease Self-Management Program Requirements (CDSMP) and Diabetes Self-Management Requirements (DSM)

- 2.1.5.1. The Contractor shall obtain and maintain a license from Stanford University to conduct leader trainings and participant workshops.
- 2.1.5.2. The Contractor shall adhere to all Stanford University licensure requirements.
- 2.1.5.3. The Contractor shall notify the Department immediately should said license expire or be terminated.
- 2.1.5.4. The Contractor shall maintain Dartmouth Institutional Review Board (IRB) approval to conduct pre and post surveys with workshop participants.

### 2.1.6. Purchase of Workshop Materials and Marketing Brochures

- 2.1.6.1. The Contractor shall purchase required books and CDs to support workshops, and maintain a supply of program marketing brochures.

### 2.2. Powerful Tools for Caregivers (PTC) Program

- 2.2.1. The Contractor shall conduct, at a minimum, one (1) two-day class leader training. Leaders may be professional individuals or community members.
  - 2.2.1.1. A workshop shall include a minimum of ten (10) individuals.
- 2.2.2. The class leader training shall be co-led by two (2) licensed PTC Master Trainers.
- 2.2.3. The Contractor shall secure overnight accommodations, either on-site or nearby, and pay costs for travel, lodging, and meals on behalf of Master Trainers.
- 2.2.4. The Contractor shall secure adequate space for the training that includes the provision of audio/visual equipment to conduct the training, speakers, flip charts and markers, and meals for leaders being trained for each day of the training.
- 2.2.5. The Contractor shall purchase and provide all leaders with the required PTC leader training materials that include a suitable bag for carrying, binders for curriculum, printing of 90 minute and 2-1/2 hour curriculum and Class Leader Tips, the Doll Maker CD, and flash drives with electronic copies of program materials.
- 2.2.6. The Contractor shall issue payment for the required licenses for each participant who successfully completes the two-day training, in the amount of \$100 per leader, to be remitted to the national office of PTC following the completion of the training along with the contact information for each newly trained class leader.

### 2.3. Diabetes Self-Management Program (DSMP)

- 2.3.1. The Contractor shall conduct a minimum of one (1) two-day crossover training for a minimum of 10 leaders; already trained as CDSMP leaders, to become DSM leaders, as follows:
  - 2.3.1.1. The class leader training shall be co-led by two (2) licensed DSM Master Trainers.
  - 2.3.1.2. The Contractor shall secure adequate space for the training that includes the provision of audio/visual equipment to conduct the training, speakers, flip charts and markers, and meals for leaders being trained for each day of the training.



## Exhibit A

- 2.3.1.3. The Contractor shall purchase and provide all leaders with the required DSM leader training materials.

### 2.4. Community Support

- 2.4.1. The Contractor is encouraged to actively pursue and/or generate revenues and community support which may increase the participation of individuals in other age groups who might benefit from the program.
- 2.4.2. The Contractor is encouraged to provide additional funding from their own sources, including but not limited to:
- 2.4.2.1. Fund raising efforts;
  - 2.4.2.2. Local business support; and
  - 2.4.2.3. Town or county funds.

### 3. Performance Measures

#### 3.1. Performance Measures for CDSMP

- 3.1.1. All participants should demonstrate sustained improvement in at least two survey indicators, including an increase in physical activity and confidence in managing chronic conditions on the part of the individual completing the workshop.

#### 3.2. Performance Measures for PTC

- 3.2.1. The Contractor shall ensure that at least ten (10) new PTC leaders will be trained and their contact information will be provided to the ServiceLink Resource Center contractors.

#### 3.3. Performance Measures for DSMP

- 3.3.1. The Contractor shall ensure that at least ten (10) new DSM leaders will be trained.

### 4. Reporting Requirements/Deliverables

#### 4.1. Reporting Requirements/Deliverables for CDSMP and DSM

- 4.1.1. The Contractor shall provide the following information for the contract period:
- 4.1.1.1. A list of locations for the fifteen proposed sites to host CDSMP workshops.
  - 4.1.1.2. Quarterly Reports and a Final Report on the following:
    - 4.1.1.2.1. Dates and locations of the leader trainings and participant workshops;
    - 4.1.1.2.2. Completed and in-process activities to locate and secure sites for leader trainings and participant workshops;
    - 4.1.1.2.3. The number of New Leader Trainings held;
    - 4.1.1.2.4. The number of New Leaders trained;
    - 4.1.1.2.5. The number of participant workshops conducted;
    - 4.1.1.2.6. The number of participants who completed the workshops;
    - 4.1.1.2.7. The number of pre and post participant surveys conducted; and



## Exhibit A

4.1.1.2.8. Pre and post survey data reports in accordance with Section 2.1.4.

### 4.2. Reporting Requirements/Deliverables for PTC

4.2.1. The Contractor shall provide Quarterly Reports and a Final Report on the following:

4.2.1.1. The schedule and dates of the leader training(s)

4.2.1.2. The number of new leaders trained

### 4.3. Network Meetings and Online Calendar of Events

For the CDSMP, PTC program, and DSMP, the Contractor shall:

4.3.1.1. Organize and provide logistical support for at least two statewide network meetings for leaders and other professionals working with the Chronic Disease Self-Management and Powerful Tools for Caregivers Programs and, as necessary, provide teleconferencing to facilitate attendance statewide.

4.3.1.2. Maintain, and keep current and accessible, an online statewide calendar for trainings, workshops and other events related to CDSMP and PTC activities in New Hampshire.

### 4.4. Grievances and Appeals

4.4.1. The Contractor shall maintain a system for tracking, resolving, and reporting client complaints regarding its services, processes, procedures, and staff. The Contractor shall have a grievance system in place that includes a grievance process and any grievances filed are to be available to DHHS upon request. At a minimum the process shall include the following:

4.4.1.1. Client name,

4.4.1.2. Type of service,

4.4.1.3. Date of written grievance,

4.4.1.4. Nature/subject of the grievance,

4.4.1.5. Who in the agency reconsiders agency decisions,

4.4.1.6. What the issues are that can be addressed in the grievance process, and

4.4.1.7. How consumers are informed of their right to appeal or file grievances.

### 4.5. Privacy and Security of Workshop Participant Information


4.5.1. The Department is the designated owner of all data and shall approve all access to that data. The Contractor shall not have ownership of State data at any time. The Contractor shall be in compliance with privacy policies established by governmental agencies or by state or federal law. Privacy policy statements may be developed and amended from time to time by the State and will be appropriately displayed on the State portal. The Contractor shall provide sufficient security to protect the State and DHHS data in network, transit, storage and cache. In the event of breach, the Contractor shall notify the Department within one day from the date of breach.



## Exhibit B

### Method and Conditions Precedent to Payment

1. The Department shall pay the Contractor an amount not to exceed the Price Limitation on Form P-37, Block 1.8, for the services provided by the Contractor pursuant to Exhibit A, Scope of Services.
2. Funding for this Contract is from 100% Federal Funds.
3. Availability of funding for this Contract is dependent upon meeting the requirements set forth in:
  - 3.1. The Catalogue of Federal and Domestic Assistance (CFDA) #93.043, United States Department of Health and Human Services, Administration for Community Living, Older Americans Act Title III D – Preventative Health and Federal Award Identification Number (FAIN) 16AANHT3PH.
4. Payment for Services shall be made as follows:
  - 4.1. The Contractor shall submit monthly invoices and any required reports by the 15<sup>th</sup> of each month.
  - 4.2. Expenses shall be reported for reimbursement by budget line item in accordance with Exhibits B-1, Exhibit B-2, and Exhibit B-3.
  - 4.3. The Department shall make payment to the Contractor within thirty (30) days of receipt of each invoice for Contractor services provided pursuant to this Agreement.
  - 4.4. Invoices identified in Section 4.1 shall be submitted to:  
Shawn Martin  
Financial Management  
Bureau of Elderly and Adult Services  
129 Pleasant Street  
Concord, New Hampshire 03301  
603-271-9283  
Shawn.Martin@dhhs.nh.gov
5. Payments may be withheld pending receipt of required reports or documentation as identified in Exhibit A, Scope of Services.
6. A final payment request shall be submitted no later than forty (40) days after the end of the Contract. Failure to submit the invoice, and accompanying documentation, could result in non-payment.
7. Notwithstanding anything to the contrary herein, the Contractor agrees that funding under this Contract may be withheld, in whole or in part, in the event of noncompliance with any State or Federal law, rule, or regulation applicable to the services provided, or if the said services have not been completed in accordance with the terms and conditions of the Agreement.
8. Notwithstanding paragraph 18 of the Form P-37, General Provisions, an amendment limited to transfer the funds within the budgets in Exhibit B-1 through Exhibit B-3 and within the price limitation, can be made by written agreement of both parties and may be made without obtaining approval of the Governor and Executive Council.

  
11/16/17

**EXHIBIT B-1- Budget Form**  
**Governor and Executive Council Approval through 08/30/2017**

New Hampshire Department of Health and Human Services  
**COMPLETE ONE BUDGET FORM FOR EACH BUDGET PERIOD**

Bladder/Program Name: Lamproy Health Care, Inc. d/b/a Southern NH AHEC

Budget Request for: Chronic Disease Self-Management Program/Powerful Tools for Caregivers Program

Budget Period: Governor and Executive Council Approval to 6/30/17

Line Item	Total Program Cost			Contractor Share / Match			Funded by DSHS contract share		
	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total
1. Total Salary/Wages	\$ 7,300.00	\$ 720	\$ 8,020				\$ 7,300.00	\$ 720	\$ 8,020
2. Employee Benefits	\$ 1,000.00	\$ 100	\$ 1,100				\$ 1,000.00	\$ 100	\$ 1,100
3. Consultants	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
4. Equipment:	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
Repair and Maintenance	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
Purchase/Depreciation	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
5. Supplies:	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
Educational	\$ 315.00	\$ 32	\$ 347	\$ 315.00	\$ 32.00	\$ 347.00	\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
Office	\$ 614.00	\$ 61	\$ 675				\$ 614.00	\$ 61	\$ 675
6. Travel	\$ 750.00	\$ 75	\$ 825				\$ 750.00	\$ 75	\$ 825
7. Occupancy	\$ 300.00	\$ 30	\$ 330				\$ 300.00	\$ 30	\$ 330
8. Current Expenses	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
Telephone	\$ 150.00	\$ 15	\$ 165				\$ 150.00	\$ 15	\$ 165
Postage	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
Subscriptions	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
Insurance	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
Board Expenses	\$ 750.00	\$ 75	\$ 825				\$ 750.00	\$ 75	\$ 825
9. Software	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
10. Marketing/Communications	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
11. Staff Education and Training	\$ 2,400.00	\$ 240	\$ 2,640	\$ 1,200.00	\$ 120.00	\$ 1,320.00	\$ 1,200.00	\$ 120	\$ 1,320
12. Subcontract/Agreements	\$ 4,800.00	\$ 480	\$ 5,280				\$ 4,800.00	\$ 480	\$ 5,280
13. Other: (Include Expenses to support time and travel)	\$ 7,000.00	\$ 700	\$ 7,700				\$ 7,000.00	\$ 700	\$ 7,700
14. Other: (Web Hosting and related fees)	\$ 100.00	\$ 10	\$ 110				\$ 100.00	\$ 10	\$ 110
	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
<b>TOTAL</b>	<b>\$ 25,120</b>	<b>\$ 2,514</b>	<b>\$ 27,633</b>	<b>\$ 1,515.00</b>	<b>\$ 152.00</b>	<b>\$ 1,667.00</b>	<b>\$ 23,624</b>	<b>\$ 2,362</b>	<b>\$ 25,986</b>
Indirect As A Percent of Direct		10.00%			10.02%			10.00%	

Contractor Initials:   
Date: 1/16/17

EXHIBIT B-2 - Budget Form  
07/01/2017 through 06/30/2018

New Hampshire Department of Health and Human Services  
COMPLETE ONE BUDGET FORM FOR EACH BUDGET PERIOD

Model/Program Name: Lamprey Health Care, Inc. d/b/a Southern NH AHEC

Budget Request for: Chronic Disease Self-Management Program/Powerful Tools for Caregivers Program

Budget Period: 7/1/17-6/30/18

Line Item	Total Program Cost			Contractor Share / Match			Funded by DHHS contract share		
	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total
1. Total Salary/Wages	\$ 9,000	\$ 900	\$ 9,900				\$ 9,000	\$ 900	\$ 9,900
2. Employee Benefits	\$ 2,048	\$ 205	\$ 2,253				\$ 2,048	\$ 205	\$ 2,253
3. Consultants									
4. Equipment:									
Rental									
Repair and Maintenance									
Purchase/Depreciation									
5. Supplies:									
Educational	\$ 800	\$ 80	\$ 880				\$ 800	\$ 80	\$ 880
Lab									
Pharmacy									
Medical									
Office	\$ 758	\$ 75	\$ 831				\$ 758	\$ 75	\$ 831
6. Travel	\$ 350	\$ 35	\$ 385				\$ 350	\$ 35	\$ 385
7. Occupancy	\$ 300	\$ 30	\$ 330				\$ 300	\$ 30	\$ 330
8. Current Expenses									
Telephone	\$ 300	\$ 30	\$ 330				\$ 300	\$ 30	\$ 330
Postage									
Subscriptions	\$ 1,000	\$ 100	\$ 1,100				\$ 1,000	\$ 100	\$ 1,100
Audit and Legal									
Insurance	\$ 455	\$ 45	\$ 501				\$ 455	\$ 45	\$ 501
Board Expenses	\$ 250	\$ 25	\$ 275				\$ 250	\$ 25	\$ 275
9. Software									
10. Marketing/Communications	\$ 1,050	\$ 105	\$ 1,155				\$ 1,050	\$ 105	\$ 1,155
11. Staff Education and Training	\$ 4,000	\$ 400	\$ 4,400				\$ 4,000	\$ 400	\$ 4,400
12. Subcontracts/Agreements	\$ 20,840	\$ 2,084	\$ 22,924				\$ 20,840	\$ 2,084	\$ 22,924
13. Other (leader stipend):	\$ 6,000	\$ 600	\$ 6,600				\$ 6,000	\$ 600	\$ 6,600
14. Other: Web Hosting	\$ 100	\$ 10	\$ 110				\$ 100	\$ 10	\$ 110
<b>TOTAL</b>	\$ 47,248	\$ 4,725	\$ 51,974				\$ 47,248	\$ 4,725	\$ 51,974
Indirect As A Percent of Direct			10.00%				10.00%		

**EXHIBIT B-3 - Budget Form**  
**07/01/2018 through 09/30/2018**

New Hampshire Department of Health and Human Services  
**COMPLETE ONE BUDGET FORM FOR EACH BUDGET PERIOD**

Bidder/Program Name: Lamprey Health Care, Inc. d/b/a Southern NH AHEC

Budget Request for: Chronic Disease Self-Management Program/Powerful Tools for Caregivers Program

Budget Period: 7/1/18 to 9/30/18

Line Item	Total Program Cost			Contractor Share / Match			Funded by DHHHS contract share		
	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total	Direct Incremental	Indirect Fixed	Total
1. Total Salary/Wages	\$ 4,500	\$ 450	\$ 4,950				\$ 4,500	\$ 450	\$ 4,950
2. Employee Benefits	\$ 1,023	\$ 105	\$ 1,128				\$ 1,023	\$ 105	\$ 1,128
3. Consultants	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
4. Equipment:									
Rental	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
Repair and Maintenance	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
Purchase/Depreciation	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
5. Supplies:									
Educational	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
Lab	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
Pharmacy	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
Medical	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
Office	\$ 138	\$ 13	\$ 151				\$ 138	\$ 13	\$ 151
6. Travel	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
7. Occupancy	\$ 75	\$ 7	\$ 82				\$ 75	\$ 7	\$ 82
8. Current Expenses									
Telephone	\$ 75	\$ 7	\$ 82				\$ 75	\$ 7	\$ 82
Postage	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
Subscriptions	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
Audit and Legal	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
Insurance	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
Board Expenses	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
9. Software	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
10. Marketing/Communications	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
11. Staff Education and Training	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
12. Subcontracts/Agreements	\$ 2,800	\$ 290	\$ 3,190				\$ 2,800	\$ 290	\$ 3,190
13. Other (Include spreads):	\$ 3,000	\$ 300	\$ 3,300				\$ 3,000	\$ 300	\$ 3,300
14. Other: Web History	\$ 100	\$ 10	\$ 110				\$ 100	\$ 10	\$ 110
	\$ -	\$ -	\$ -				\$ -	\$ -	\$ -
<b>TOTAL</b>	<b>\$ 11,811</b>	<b>\$ 1,182</b>	<b>\$ 12,993</b>				<b>\$ 11,811</b>	<b>\$ 1,182</b>	<b>\$ 12,993</b>
Indirect As A Percent of Direct		10.01%						10%	





### SPECIAL PROVISIONS

**Contractors Obligations:** The Contractor covenants and agrees that all funds received by the Contractor under the Contract shall be used only as payment to the Contractor for services provided to eligible individuals and, in the furtherance of the aforesaid covenants, the Contractor hereby covenants and agrees as follows:

1. **Compliance with Federal and State Laws:** If the Contractor is permitted to determine the eligibility of individuals such eligibility determination shall be made in accordance with applicable federal and state laws, regulations, orders, guidelines, policies and procedures.
2. **Time and Manner of Determination:** Eligibility determinations shall be made on forms provided by the Department for that purpose and shall be made and remade at such times as are prescribed by the Department.
3. **Documentation:** In addition to the determination forms required by the Department, the Contractor shall maintain a data file on each recipient of services hereunder, which file shall include all information necessary to support an eligibility determination and such other information as the Department requests. The Contractor shall furnish the Department with all forms and documentation regarding eligibility determinations that the Department may request or require.
4. **Fair Hearings:** The Contractor understands that all applicants for services hereunder, as well as individuals declared ineligible have a right to a fair hearing regarding that determination. The Contractor hereby covenants and agrees that all applicants for services shall be permitted to fill out an application form and that each applicant or re-applicant shall be informed of his/her right to a fair hearing in accordance with Department regulations.
5. **Gratuities or Kickbacks:** The Contractor agrees that it is a breach of this Contract to accept or make a payment, gratuity or offer of employment on behalf of the Contractor, any Sub-Contractor or the State in order to influence the performance of the Scope of Work detailed in Exhibit A of this Contract. The State may terminate this Contract and any sub-contract or sub-agreement if it is determined that payments, gratuities or offers of employment of any kind were offered or received by any officials, officers, employees or agents of the Contractor or Sub-Contractor.
6. **Retroactive Payments:** Notwithstanding anything to the contrary contained in the Contract or in any other document, contract or understanding, it is expressly understood and agreed by the parties hereto, that no payments will be made hereunder to reimburse the Contractor for costs incurred for any purpose or for any services provided to any individual prior to the Effective Date of the Contract and no payments shall be made for expenses incurred by the Contractor for any services provided prior to the date on which the individual applies for services or (except as otherwise provided by the federal regulations) prior to a determination that the individual is eligible for such services.
7. **Conditions of Purchase:** Notwithstanding anything to the contrary contained in the Contract, nothing herein contained shall be deemed to obligate or require the Department to purchase services hereunder at a rate which reimburses the Contractor in excess of the Contractors costs, at a rate which exceeds the amounts reasonable and necessary to assure the quality of such service, or at a rate which exceeds the rate charged by the Contractor to ineligible individuals or other third party funders for such service. If at any time during the term of this Contract or after receipt of the Final Expenditure Report hereunder, the Department shall determine that the Contractor has used payments hereunder to reimburse items of expense other than such costs, or has received payment in excess of such costs or in excess of such rates charged by the Contractor to ineligible individuals or other third party funders, the Department may elect to:
  - 7.1. Renegotiate the rates for payment hereunder, in which event new rates shall be established;
  - 7.2. Deduct from any future payment to the Contractor the amount of any prior reimbursement in excess of costs;

*[Signature]*

New Hampshire Department of Health and Human Services  
Exhibit C



- 7.3. Demand repayment of the excess payment by the Contractor in which event failure to make such repayment shall constitute an Event of Default hereunder. When the Contractor is permitted to determine the eligibility of individuals for services, the Contractor agrees to reimburse the Department for all funds paid by the Department to the Contractor for services provided to any individual who is found by the Department to be ineligible for such services at any time during the period of retention of records established herein.

**RECORDS: MAINTENANCE, RETENTION, AUDIT, DISCLOSURE AND CONFIDENTIALITY:**

8. **Maintenance of Records:** In addition to the eligibility records specified above, the Contractor covenants and agrees to maintain the following records during the Contract Period:
- 8.1. **Fiscal Records:** books, records, documents and other data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor during the Contract Period, said records to be maintained in accordance with accounting procedures and practices which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.
  - 8.2. **Statistical Records:** Statistical, enrollment, attendance or visit records for each recipient of services during the Contract Period, which records shall include all records of application and eligibility (including all forms required to determine eligibility for each such recipient), records regarding the provision of services and all invoices submitted to the Department to obtain payment for such services.
  - 8.3. **Medical Records:** Where appropriate and as prescribed by the Department regulations, the Contractor shall retain medical records on each patient/recipient of services.
9. **Audit:** Contractor shall submit an annual audit to the Department within 60 days after the close of the agency fiscal year. It is recommended that the report be prepared in accordance with the provision of Office of Management and Budget Circular A-133, "Audits of States, Local Governments, and Non Profit Organizations" and the provisions of Standards for Audit of Governmental Organizations, Programs, Activities and Functions, issued by the US General Accounting Office (GAO standards) as they pertain to financial compliance audits.
- 9.1. **Audit and Review:** During the term of this Contract and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives shall have access to all reports and records maintained pursuant to the Contract for purposes of audit, examination, excerpts and transcripts.
  - 9.2. **Audit Liabilities:** In addition to and not in any way in limitation of obligations of the Contract, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department, all payments made under the Contract to which exception has been taken or which have been disallowed because of such an exception.
10. **Confidentiality of Records:** All information, reports, and records maintained hereunder or collected in connection with the performance of the services and the Contract shall be confidential and shall not be disclosed by the Contractor, provided however, that pursuant to state laws and the regulations of the Department regarding the use and disclosure of such information, disclosure may be made to public officials requiring such information in connection with their official duties and for purposes directly connected to the administration of the services and the Contract; and provided further, that the use or disclosure by any party of any information concerning a recipient for any purpose not directly connected with the administration of the Department or the Contractor's responsibilities with respect to purchased services hereunder is prohibited except on written consent of the recipient, his attorney or guardian.

New Hampshire Department of Health and Human Services  
Exhibit C



Notwithstanding anything to the contrary contained herein the covenants and conditions contained in the Paragraph shall survive the termination of the Contract for any reason whatsoever.

11. **Reports: Fiscal and Statistical:** The Contractor agrees to submit the following reports at the following times if requested by the Department:
  - 11.1. **Interim Financial Reports:** Written interim financial reports containing a detailed description of all costs and non-allowable expenses incurred by the Contractor to the date of the report and containing such other information as shall be deemed satisfactory by the Department to justify the rate of payment hereunder. Such Financial Reports shall be submitted on the form designated by the Department or deemed satisfactory by the Department.
  - 11.2. **Final Report:** A final report shall be submitted within thirty (30) days after the end of the term of this Contract. The Final Report shall be in a form satisfactory to the Department and shall contain a summary statement of progress toward goals and objectives stated in the Proposal and other information required by the Department.
12. **Completion of Services: Disallowance of Costs:** Upon the purchase by the Department of the maximum number of units provided for in the Contract and upon payment of the price limitation hereunder, the Contract and all the obligations of the parties hereunder (except such obligations as, by the terms of the Contract are to be performed after the end of the term of this Contract and/or survive the termination of the Contract) shall terminate, provided however, that if, upon review of the Final Expenditure Report the Department shall disallow any expenses claimed by the Contractor as costs hereunder the Department shall retain the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.
13. **Credits:** All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Contract shall include the following statement:
  - 13.1. The preparation of this (report, document etc.) was financed under a Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services.
14. **Prior Approval and Copyright Ownership:** All materials (written, video, audio) produced or purchased under the contract shall have prior approval from DHHS before printing, production, distribution or use. The DHHS will retain copyright ownership for any and all original materials produced, including, but not limited to, brochures, resource directories, protocols or guidelines, posters, or reports. Contractor shall not reproduce any materials produced under the contract without prior written approval from DHHS.
15. **Operation of Facilities: Compliance with Laws and Regulations:** In the operation of any facilities for providing services, the Contractor shall comply with all laws, orders and regulations of federal, state, county and municipal authorities and with any direction of any Public Officer or officers pursuant to laws which shall impose an order or duty upon the contractor with respect to the operation of the facility or the provision of the services at such facility. If any governmental license or permit shall be required for the operation of the said facility or the performance of the said services, the Contractor will procure said license or permit, and will at all times comply with the terms and conditions of each such license or permit. In connection with the foregoing requirements, the Contractor hereby covenants and agrees that, during the term of this Contract the facilities shall comply with all rules, orders, regulations, and requirements of the State Office of the Fire Marshal and the local fire protection agency, and shall be in conformance with local building and zoning codes, by-laws and regulations.
16. **Equal Employment Opportunity Plan (EEO):** The Contractor will provide an Equal Employment Opportunity Plan (EEO) to the Office for Civil Rights, Office of Justice Programs (OCR), if it has received a single award of \$500,000 or more. If the recipient receives \$25,000 or more and has 50 or

*[Signature]*  
11/16/17



more employees, it will maintain a current EEOP on file and submit an EEOP Certification Form to the OCR, certifying that its EEOP is on file. For recipients receiving less than \$25,000, or public grantees with fewer than 50 employees, regardless of the amount of the award, the recipient will provide an EEOP Certification Form to the OCR certifying it is not required to submit or maintain an EEOP. Non-profit organizations, Indian Tribes, and medical and educational institutions are exempt from the EEOP requirement, but are required to submit a certification form to the OCR to claim the exemption. EEOP Certification Forms are available at: <http://www.ojp.usdoj/about/ocr/pdfs/cert.pdf>.

17. **Limited English Proficiency (LEP):** As clarified by Executive Order 13166, Improving Access to Services for persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination on the basis of limited English proficiency (LEP). To ensure compliance with the Omnibus Crime Control and Safe Streets Act of 1968 and Title VI of the Civil Rights Act of 1964, Contractors must take reasonable steps to ensure that LEP persons have meaningful access to its programs.

18. **Pilot Program for Enhancement of Contractor Employee Whistleblower Protections:** The following shall apply to all contracts that exceed the Simplified Acquisition Threshold as defined in 48 CFR 2.101 (currently, \$150,000)

**CONTRACTOR EMPLOYEE WHISTLEBLOWER RIGHTS AND REQUIREMENT TO INFORM EMPLOYEES OF WHISTLEBLOWER RIGHTS (SEP 2013)**

(a) This contract and employees working on this contract will be subject to the whistleblower rights and remedies in the pilot program on Contractor employee whistleblower protections established at 41 U.S.C. 4712 by section 828 of the National Defense Authorization Act for Fiscal Year 2013 (Pub. L. 112-239) and FAR 3.908.

(b) The Contractor shall inform its employees in writing, in the predominant language of the workforce, of employee whistleblower rights and protections under 41 U.S.C. 4712, as described in section 3.908 of the Federal Acquisition Regulation.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in all subcontracts over the simplified acquisition threshold.

19. **Subcontractors:** DHHS recognizes that the Contractor may choose to use subcontractors with greater expertise to perform certain health care services or functions for efficiency or convenience, but the Contractor shall retain the responsibility and accountability for the function(s). Prior to subcontracting, the Contractor shall evaluate the subcontractor's ability to perform the delegated function(s). This is accomplished through a written agreement that specifies activities and reporting responsibilities of the subcontractor and provides for revoking the delegation or imposing sanctions if the subcontractor's performance is not adequate. Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions.

When the Contractor delegates a function to a subcontractor, the Contractor shall do the following:

- 19.1. Evaluate the prospective subcontractor's ability to perform the activities, before delegating the function
- 19.2. Have a written agreement with the subcontractor that specifies activities and reporting responsibilities and how sanctions/revocation will be managed if the subcontractor's performance is not adequate
- 19.3. Monitor the subcontractor's performance on an ongoing basis



- 19.4. Provide to DHHS an annual schedule identifying all subcontractors, delegated functions and responsibilities, and when the subcontractor's performance will be reviewed
- 19.5. DHHS shall, at its discretion, review and approve all subcontracts.

If the Contractor identifies deficiencies or areas for improvement are identified, the Contractor shall take corrective action.

#### DEFINITIONS

As used in the Contract, the following terms shall have the following meanings:

**COSTS:** Shall mean those direct and indirect items of expense determined by the Department to be allowable and reimbursable in accordance with cost and accounting principles established in accordance with state and federal laws, regulations, rules and orders.

**DEPARTMENT:** NH Department of Health and Human Services.

**FINANCIAL MANAGEMENT GUIDELINES:** Shall mean that section of the Contractor Manual which is entitled "Financial Management Guidelines" and which contains the regulations governing the financial activities of contractor agencies which have contracted with the State of NH to receive funds.

**PROPOSAL:** If applicable, shall mean the document submitted by the Contractor on a form or forms required by the Department and containing a description of the Services to be provided to eligible individuals by the Contractor in accordance with the terms and conditions of the Contract and setting forth the total cost and sources of revenue for each service to be provided under the Contract.

**UNIT:** For each service that the Contractor is to provide to eligible individuals hereunder, shall mean that period of time or that specified activity determined by the Department and specified in Exhibit B of the Contract.

**FEDERAL/STATE LAW:** Wherever federal or state laws, regulations, rules, orders, and policies, etc. are referred to in the Contract, the said reference shall be deemed to mean all such laws, regulations, etc. as they may be amended or revised from the time to time.

**CONTRACTOR MANUAL:** Shall mean that document prepared by the NH Department of Administrative Services containing a compilation of all regulations promulgated pursuant to the New Hampshire Administrative Procedures Act, NH RSA Ch 541-A, for the purpose of implementing State of NH and federal regulations promulgated thereunder.

**SUPPLANTING OTHER FEDERAL FUNDS:** The Contractor guarantees that funds provided under this Contract will not supplant any existing federal funds available for these services.

*[Handwritten Signature]*  
1/16/17



**REVISIONS TO GENERAL PROVISIONS**

1. Subparagraph 4 of the General Provisions of this contract, Conditional Nature of Agreement, is replaced as follows:
  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, in whole or in part, under this Agreement are contingent upon continued appropriation or availability of funds, including any subsequent changes to the appropriation or availability of funds affected by any state or federal legislative or executive action that reduces, eliminates, or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope of Services provided in Exhibit A, Scope of Services, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of appropriated or available funds. In the event of a reduction, termination or modification of appropriated or available funds, the State shall have the right to withhold payment until such funds become available, if ever. The State shall have the right to reduce, terminate or modify services under this Agreement immediately upon giving the Contractor notice of such reduction, termination or modification. The State shall not be required to transfer funds from any other source or account into the Account(s) identified in block 1.6 of the General Provisions, Account Number, or any other account, in the event funds are reduced or unavailable.
2. Subparagraph 10 of the General Provisions of this contract, Termination, is amended by adding the following language:
  - 10.1 The State may terminate the Agreement at any time for any reason, at the sole discretion of the State, 30 days after giving the Contractor written notice that the State is exercising its option to terminate the Agreement.
  - 10.2 In the event of early termination, the Contractor shall, within 15 days of notice of early termination, develop and submit to the State a Transition Plan for services under the Agreement, including but not limited to, identifying the present and future needs of clients receiving services under the Agreement and establishes a process to meet those needs.
  - 10.3 The Contractor shall fully cooperate with the State and shall promptly provide detailed information to support the Transition Plan including, but not limited to, any information or data requested by the State related to the termination of the Agreement and Transition Plan and shall provide ongoing communication and revisions of the Transition Plan to the State as requested.
  - 10.4 In the event that services under the Agreement, including but not limited to clients receiving services under the Agreement are transitioned to having services delivered by another entity including contracted providers or the State, the Contractor shall provide a process for uninterrupted delivery of services in the Transition Plan.
  - 10.5 The Contractor shall establish a method of notifying clients and other affected individuals about the transition. The Contractor shall include the proposed communications in its Transition Plan submitted to the State as described above.
3. The Department reserves the right to renew the Contract for up to two (2) additional years, subject to the continued availability of funds, satisfactory performance of services and approval by the Governor and Executive Council.

*[Signature]*  
11/16/17



**CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS**

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**ALTERNATIVE I - FOR GRANTEEES OTHER THAN INDIVIDUALS**

**US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS  
US DEPARTMENT OF EDUCATION - CONTRACTORS  
US DEPARTMENT OF AGRICULTURE - CONTRACTORS**

This certification is required by the regulations implementing Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.). The January 31, 1989 regulations were amended and published as Part II of the May 25, 1990 Federal Register (pages 21681-21691), and require certification by grantees (and by inference, sub-grantees and sub-contractors), prior to award, that they will maintain a drug-free workplace. Section 3017.630(c) of the regulation provides that a grantee (and by inference, sub-grantees and sub-contractors) that is a State may elect to make one certification to the Department in each federal fiscal year in lieu of certificates for each grant during the federal fiscal year covered by the certification. The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment. Contractors using this form should send it to:

Commissioner  
NH Department of Health and Human Services  
129 Pleasant Street,  
Concord, NH 03301-6505

1. The grantee certifies that it will or will continue to provide a drug-free workplace by:
  - 1.1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
  - 1.2. Establishing an ongoing drug-free awareness program to inform employees about
    - 1.2.1. The dangers of drug abuse in the workplace;
    - 1.2.2. The grantee's policy of maintaining a drug-free workplace;
    - 1.2.3. Any available drug counseling, rehabilitation, and employee assistance programs; and
    - 1.2.4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
  - 1.3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
  - 1.4. Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will
    - 1.4.1. Abide by the terms of the statement; and
    - 1.4.2. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
  - 1.5. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph 1.4.2 from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer on whose grant activity the convicted employee was working, unless the Federal agency

*[Signature]*  
11/16/17

New Hampshire Department of Health and Human Services  
Exhibit D



- has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
- 1.6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 1.4.2, with respect to any employee who is so convicted
    - 1.6.1. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
    - 1.6.2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
  - 1.7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1.1, 1.2, 1.3, 1.4, 1.5, and 1.6.
2. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant.

Place of Performance (street address, city, county, state, zip code) (list each location)

Check ☐ if there are workplaces on file that are not identified here.

1/16/17  
Date

Contractor Name:

[Signature]  
Name:  
Title:

Contractor Initials

[Signature]  
Date 1/16/17





**CERTIFICATION REGARDING LOBBYING**

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Section 319 of Public Law 101-121, Government wide Guidance for New Restrictions on Lobbying, and 31 U.S.C. 1352, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS  
US DEPARTMENT OF EDUCATION - CONTRACTORS  
US DEPARTMENT OF AGRICULTURE - CONTRACTORS

Programs (indicate applicable program covered):

- \*Temporary Assistance to Needy Families under Title IV-A
- \*Child Support Enforcement Program under Title IV-D
- \*Social Services Block Grant Program under Title XX
- \*Medicaid Program under Title XIX
- \*Community Services Block Grant under Title VI
- \*Child Care Development Block Grant under Title IV

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor).
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor), the undersigned shall complete and submit Standard Form LLL, (Disclosure Form to Report Lobbying, in accordance with its instructions, attached and identified as Standard Exhibit E-1.)
3. The undersigned shall require that the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Contractor Name:

1/16/17  
Date

[Signature]  
Name:  
Title:



**CERTIFICATION REGARDING DEBARMENT, SUSPENSION  
AND OTHER RESPONSIBILITY MATTERS**

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Executive Office of the President, Executive Order 12549 and 45 CFR Part 76 regarding Debarment, Suspension, and Other Responsibility Matters, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**INSTRUCTIONS FOR CERTIFICATION**

1. By signing and submitting this proposal (contract), the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. If necessary, the prospective participant shall submit an explanation of why it cannot provide the certification. The certification or explanation will be considered in connection with the NH Department of Health and Human Services' (DHHS) determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when DHHS determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, DHHS may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the DHHS agency to whom this proposal (contract) is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549: 45 CFR Part 76. See the attached definitions.
6. The prospective primary participant agrees by submitting this proposal (contract) that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DHHS.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," provided by DHHS, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or involuntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List (of excluded parties).
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and

*[Signature]*  
1/16/17



information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal government, DHHS may terminate this transaction for cause or default.

#### PRIMARY COVERED TRANSACTIONS

11. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
- 11.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
  - 11.2. have not within a three-year period preceding this proposal (contract) been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or a contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
  - 11.3. are not presently indicted for otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
  - 11.4. have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
12. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).

#### LOWER TIER COVERED TRANSACTIONS

13. By signing and submitting this lower tier proposal (contract), the prospective lower tier participant, as defined in 45 CFR Part 76, certifies to the best of its knowledge and belief that it and its principals:
- 13.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
  - 13.2. where the prospective lower tier participant is unable to certify to any of the above, such prospective participant shall attach an explanation to this proposal (contract).
14. The prospective lower tier participant further agrees by submitting this proposal (contract) that it will include this clause entitled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion - Lower Tier Covered Transactions," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

Contractor Name:

11/16/17  
Date

  
Name:  
Title:

Contractor Initials

Date 11/16/17



**CERTIFICATION OF COMPLIANCE WITH REQUIREMENTS PERTAINING TO  
FEDERAL NONDISCRIMINATION, EQUAL TREATMENT OF FAITH-BASED ORGANIZATIONS AND  
WHISTLEBLOWER PROTECTIONS**

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

Contractor will comply, and will require any subgrantees or subcontractors to comply, with any applicable federal nondiscrimination requirements, which may include:

- the Omnibus Crime Control and Safe Streets Act of 1968 (42 U.S.C. Section 3789d) which prohibits recipients of federal funding under this statute from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act requires certain recipients to produce an Equal Employment Opportunity Plan;
- the Juvenile Justice Delinquency Prevention Act of 2002 (42 U.S.C. Section 5672(b)) which adopts by reference, the civil rights obligations of the Safe Streets Act. Recipients of federal funding under this statute are prohibited from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act includes Equal Employment Opportunity Plan requirements;
- the Civil Rights Act of 1964 (42 U.S.C. Section 2000d, which prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in any program or activity);
- the Rehabilitation Act of 1973 (29 U.S.C. Section 794), which prohibits recipients of Federal financial assistance from discriminating on the basis of disability, in regard to employment and the delivery of services or benefits, in any program or activity;
- the Americans with Disabilities Act of 1990 (42 U.S.C. Sections 12131-34), which prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation;
- the Education Amendments of 1972 (20 U.S.C. Sections 1681, 1683, 1685-86), which prohibits discrimination on the basis of sex in federally assisted education programs;
- the Age Discrimination Act of 1975 (42 U.S.C. Sections 6106-07), which prohibits discrimination on the basis of age in programs or activities receiving Federal financial assistance. It does not include employment discrimination;
- 28 C.F.R. pt. 31 (U.S. Department of Justice Regulations – OJJDP Grant Programs); 28 C.F.R. pt. 42 (U.S. Department of Justice Regulations – Nondiscrimination; Equal Employment Opportunity; Policies and Procedures); Executive Order No. 13279 (equal protection of the laws for faith-based and community organizations); Executive Order No. 13559, which provide fundamental principles and policy-making criteria for partnerships with faith-based and neighborhood organizations;
- 28 C.F.R. pt. 38 (U.S. Department of Justice Regulations – Equal Treatment for Faith-Based Organizations); and Whistleblower protections 41 U.S.C. §4712 and The National Defense Authorization Act (NDAA) for Fiscal Year 2013 (Pub. L. 112-239, enacted January 2, 2013) the Pilot Program for Enhancement of Contract Employee Whistleblower Protections, which protects employees against reprisal for certain whistle blowing activities in connection with federal grants and contracts.

The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment.

Exhibit G

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections

Contractor Initials

New Hampshire Department of Health and Human Services  
Exhibit G



In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, or sex against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, to the applicable contracting agency or division within the Department of Health and Human Services, and to the Department of Health and Human Services Office of the Ombudsman.

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this proposal (contract) the Contractor agrees to comply with the provisions indicated above.

1/16/17  
Date

Contractor Name: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_

Exhibit G

Contractor Initials MR

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower protections



**CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE**

Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity.

The Contractor identified in Section 1.3 of the General Provisions agrees, by signature of the Contractor's representative as identified in Section 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this contract, the Contractor agrees to make reasonable efforts to comply with all applicable provisions of Public Law 103-227, Part C, known as the Pro-Children Act of 1994.

1/16/17  
Date

Contractor Name:

  
Name:  
Title:



Exhibit I

**HEALTH INSURANCE PORTABILITY ACT**  
**BUSINESS ASSOCIATE AGREEMENT**

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 and Security of Individually Identifiable Health Information, 45 CFR Parts 160 and 164 applicable to business associates. 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.

(1) **Definitions.**

- a. **"Breach"** shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
- b. **"Business Associate"** has the meaning given such term in section 160.103 of Title 45, Code of Federal Regulations.
- c. **"Covered Entity"** has the meaning given such term in section 160.103 of Title 45, Code of Federal Regulations.
- d. **"Designated Record Set"** shall have the same meaning as the term "designated record set" in 45 CFR Section 164.501.
- e. **"Data Aggregation"** shall have the same meaning as the term "data aggregation" in 45 CFR Section 164.501.
- f. **"Health Care Operations"** shall have the same meaning as the term "health care operations" in 45 CFR Section 164.501.
- g. **"HITECH Act"** means the Health Information Technology for Economic and Clinical Health Act, Title XIII, Subtitle D, Part 1 & 2 of the American Recovery and Reinvestment Act of 2009.
- h. **"HIPAA"** means the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 and the Standards for Privacy and Security of Individually Identifiable Health Information, 45 CFR Parts 160, 162 and 164 and amendments thereto.
- i. **"Individual"** shall have the same meaning as the term "individual" in 45 CFR Section 160.103 and shall include a person who qualifies as a personal representative in accordance with 45 CFR Section 164.501(g).
- j. **"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.
- k. **"Protected Health Information"** shall have the same meaning as the term "protected health information" in 45 CFR Section 160.103, limited to the information created or received by Business Associate from or on behalf of Covered Entity.

A handwritten signature in black ink, appearing to be "JMS", is written over the "Contractor Initials" label.



Exhibit I

- l. "Required by Law" shall have the same meaning as the term "required by law" in 45 CFR Section 164.103.
- m. "Secretary" shall mean the Secretary of the Department of Health and Human Services or his/her designee.
- n. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 CFR Part 164, Subpart C, and amendments thereto.
- o. "Unsecured Protected Health Information" means protected health information that is not secured by a technology standard that renders protected health information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.
- p. Other Definitions - All terms not otherwise defined herein shall have the meaning established under 45 C.F.R. Parts 160, 162 and 164, as amended from time to time, and the HITECH Act.

(2) Business Associate Use and Disclosure of Protected Health Information.

- a. Business Associate shall not use, disclose, maintain or transmit Protected Health Information (PHI) except as reasonably necessary to provide the services outlined under Exhibit A of the Agreement. Further, Business Associate, including but not limited to all its directors, officers, employees and agents, shall not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
- 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 notify Business Associate, in accordance with the HIPAA Privacy, Security, and Breach Notification Rules 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 any 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





Exhibit I

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 over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Business Associate shall be bound by such additional restrictions and shall not disclose PHI in violation of such additional restrictions and shall abide by any additional security safeguards.

**(3) Obligations and Activities of Business Associate.**

- a. The Business Associate shall notify the Covered Entity's Privacy Officer immediately after the Business Associate becomes aware of any use or disclosure of protected health information not provided for by the Agreement including breaches of unsecured protected health information and/or any security incident that may have an impact on the protected health information of the Covered Entity.
- b. The Business Associate shall immediately perform a risk assessment when it becomes aware of any of the above situations. The risk assessment shall include, but not be limited to:
  - o The nature and extent of the protected health information involved, including the types of identifiers and the likelihood of re-identification;
  - o The unauthorized person used the protected health information or to whom the disclosure was made;
  - o Whether the protected health information was actually acquired or viewed
  - o The extent to which the risk to the protected health information has been mitigated.

The Business Associate shall complete the risk assessment within 48 hours of the breach and immediately report the findings of the risk assessment in writing to the Covered Entity.

- c. The Business Associate shall comply with all sections of the Privacy, Security, and Breach Notification Rule.
- d. 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 and Security Rule.
- e. 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 as provided under Section 3 (I). 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



Exhibit I

pursuant to this Agreement, with rights of enforcement and indemnification from such business associates who shall be governed by standard Paragraph #13 of the standard contract provisions (P-37) of this Agreement for the purpose of use and disclosure of protected health information.

- f. 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 use and 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.
- g. 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.
- h. 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.
- i. Business Associate shall document such disclosures of PHI and information related to such disclosures as would be required for 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.
- j. 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.
- k. 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 and Security 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.
- l. 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

*[Handwritten Signature]*

*1/16/17*



Exhibit I

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 of 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 164.522, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.

(5) **Termination for Cause**

In addition to Paragraph 10 of the standard terms and conditions (P-37) 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 I. 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 and Security Rule, amended from time to time. A reference in the Agreement, as amended to include this Exhibit I, to a Section in the Privacy and Security 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 for Covered Entity to comply with the changes in the requirements of HIPAA, the Privacy and Security 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, the Privacy and Security Rule.

3/2014

Contractor Initials

*[Signature]*

Date

1/16/17



Exhibit I

- e. Segregation. If any term or condition of this Exhibit I 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 this Exhibit I are declared severable.
- f. Survival. Provisions in this Exhibit I regarding the use and disclosure of PHI, return or destruction of PHI, extensions of the protections of the Agreement in section (3) I, the defense and indemnification provisions of section (3) e and Paragraph 13 of the standard terms and conditions (P-37), shall survive the termination of the Agreement.

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

Department of Health & Human Services  
The State

Maurice Ryan  
Signature of Authorized Representative

Maurice Ryan  
Name of Authorized Representative

Director, DHS  
Title of Authorized Representative

2/1/17  
Date

Lamprey Health Care, Inc.

Name of the Contractor

Francis A. Goodspeed  
Signature of Authorized Representative

Vice President of Board of Directors  
Name of Authorized Representative

Title of Authorized Representative

1/16/17  
Date



**CERTIFICATION REGARDING THE FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY  
ACT (FFATA) COMPLIANCE**

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than \$25,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$25,000 or more. If the initial award is below \$25,000 but subsequent grant modifications result in a total award equal to or over \$25,000, the award is subject to the FFATA reporting requirements, as of the date of the award.

In accordance with 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), the Department of Health and Human Services (DHHS) must report the following information for any subaward or contract award subject to the FFATA reporting requirements:

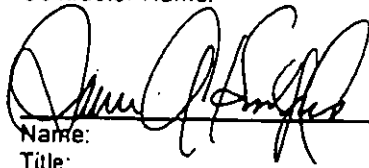
1. Name of entity
2. Amount of award
3. Funding agency
4. NAICS code for contracts / CFDA program number for grants
5. Program source
6. Award title descriptive of the purpose of the funding action
7. Location of the entity
8. Principle place of performance
9. Unique identifier of the entity (DUNS #)
10. Total compensation and names of the top five executives if:
  - 10.1. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than \$25M annually and
  - 10.2. Compensation information is not already available through reporting to the SEC.

Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 109-282 and Public Law 110-252, and 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

The below named Contractor agrees to provide needed information as outlined above to the NH Department of Health and Human Services and to comply with all applicable provisions of the Federal Financial Accountability and Transparency Act.

Contractor Name:

  
Name:  
Title:

1/16/17  
Date

Contractor Initials



Date 1/16/17

New Hampshire Department of Health and Human Services  
Exhibit J



**FORM A**

As the Contractor identified in Section 1.3 of the General Provisions, I certify that the responses to the below listed questions are true and accurate.

1. The DUNS number for your entity is: \_\_\_\_\_
2. In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

\_\_\_\_\_ NO \_\_\_\_\_ YES

If the answer to #2 above is NO, stop here

If the answer to #2 above is YES, please answer the following:

3. Does the public have access to information about the compensation of the executives in your business or organization through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986?

\_\_\_\_\_ NO \_\_\_\_\_ YES

If the answer to #3 above is YES, stop here

If the answer to #3 above is NO, please answer the following:

4. The names and compensation of the five most highly compensated officers in your business or organization are as follows:

Name: _____	Amount: _____
Name: _____	Amount: _____
Name: _____	Amount: _____
Name: _____	Amount: _____
Name: _____	Amount: _____