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August 20, 2014

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

**REQUESTED ACTION**

Authorize the Department of Education, Bureau of Vocational Rehabilitation to enter into a contract with Granite State Independent Living, Concord, New Hampshire (Vendor Code 155330) to provide independent living services in the amount not to exceed \$179,524.00 effective October 1, 2014 or upon Governor and Council approval whichever is later through September 30, 2015 with authority to adjust encumbrances in each of the State fiscal years through the Budget Office if needed and justified.

**17.1% State and 82.9% Federal.**

Funding is available in the account entitled Independent Services (Part B) for FY 15/16 pending legislative approval of the next biennial budget:

FY 2015	06-56-56-565510-6485-102-500731	Contracts for Program Services	\$124,506.48
FY 2015	06-56-56-565510-6485-601-500931	State Fund Match	\$ 10,136.52
FY 2016	06-56-56-565510-6485-102-500731	Contracts for Program Services	\$ 24,311.26
FY 2016	06-56-56-565510-6485-601-500931	State Fund Match	\$ 20,569.74

**EXPLANATION**

The New Hampshire Department of Education receives an annual grant of \$305,350 from the United States Department of Education. The grant under Title VII, Part B of the Rehabilitation Act of 1973, as amended enables the state to continue to provide independent living services to individuals with significant disabilities so that they can become more independent in their homes and communities. The Department provides services through contracts with nonprofit organizations which are directed and managed primarily by persons with significant disabilities. The services provided under this contract are available statewide.

Because it has a governing board that is controlled by persons with disability and provides the four core independent living services of advocacy, information and referral, skills training and peer support counseling, Granite State Independent Living (GSIL) is the only federally approved center for independent living in the state. The purpose of GSIL is to promote life with independence for people with disabilities who reside in the state, which makes them uniquely suited to provide services to persons with disabilities. Services to be provided under the contract with Granite State Independent

Her Excellency, Governor Margaret Wood Hassan  
and the Honorable Council

August 20, 2014

Page Two

Living include: service coordination, adaptive equipment, exterior ramps and doorway enlargement, accessible transportation, and travel training.

A request for proposal was posted to the Department of Education's website, the Statewide Independent Living Council's website and released to community based organizations that are potential or former vendors. Three proposals were received, Granite State Independent Living, Northeast Deaf and Hard of Hearing Services, Inc., and the Brain Injury Association of New Hampshire. A committee comprised of employees from the Department of Education and the Department of Health and Human Services reviewed the proposals submitted utilizing an evaluation tool that was developed based on the request for proposal requirements (Attachment A). The committee recommended funding Northeast Deaf and Hard of Hearing Services which will provide service coordination, sight service coordination for individuals who are deaf-blind, and interpreter services to the deaf, hard of hearing and deaf-blind population in the amount of \$49,235.00; Granite State Independent Living will provide service coordination, access services, transportation and travel training for persons with disabilities in the amount of \$179,524.00; and, the Brain Injury Association of New Hampshire (BIANH) will provide family neuro-resource facilitation, armed forces and post-traumatic stress disorder online resource center, information and referral services for persons with acquired brain injury and a program which provides family to family support in the amount of \$68,862.00. The Three grantees for Title VII, Part B resources will be awarded monies, pending Governor and Council approval.

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

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

The Title VII, Part B FY15 RFP review occurred on Tuesday, July 9, 2014.

The RFP review panel consisted of employees from the Department of Education and the Department of Health and Human Services:

**Lisa Hatz**, Administrator III of Field Services, Bureau of Vocational Rehabilitation. Ms. Hatz brings 13 years of experience in developing and monitoring new contracts and initiatives related to vocational rehabilitation field services. She offers a wide range of experience related to service provision to people with disabilities.

**Sharon DeAngelis**, Business Administrator II, Division of Career Technology and Adult Learning. Ms. DeAngelis has 22 years' experience in developing and monitoring budgets for the Division as well as contract development and monitoring contract requirements.

**Joan Holleran**, Administrator I, External Relations. Ms. Holleran has administered the Independent Living program at the Department of Education for 14 years and has extensive experience in developing and monitoring the Independent Living contracts during the past decade.

**Denise Sleeper**, Administrator II, Bureau of Developmental Services, Department of Health and Human Services. Ms. Sleeper has extensive experience and knowledge of programs for individuals with disabilities, and has been the Administrator of the Medicaid Infrastructure Grant for the past few years and has led efforts to significantly impact the services provided to individuals with developmental disabilities in NH.

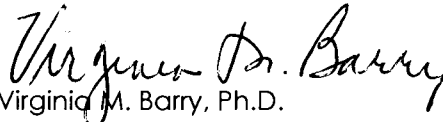
Her Excellency, Governor Margaret Wood Hassan  
and the Honorable Council  
August 20, 2014  
Page Three

The federal statute (The Rehabilitation Act Amendments of 1973, as amended) requires that the State work in collaboration with the Statewide Independent Living Council to expand Part B Services. The RFP reviewers believe that this can be more effectively insured with in-depth deliberations which result in a consensus. The role of the committee members was advisory in nature. They provided information, analysis and recommendations that were presented to the Commissioner of Education. The Commissioner of Education reviews the information provided and makes the final decision regarding the award of such grants.

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

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

Respectfully submitted,

  
Virginia M. Barry, Ph.D.  
Commissioner of Education

## Attachment A

### SCORING FOR REVIEW OF FY 15 TITLE VII, PART B PROPOSALS

#### Proposal Criteria in the RFP

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

#### **Grant Score (70 passing)**

<u>Title VII, Part B FY 15 Grantee</u>	<u>Amount</u>	<u>Peer Review</u>
Brain Injury Association of New Hampshire	\$ 68,862.00	92.00
Granite State Independent Living	179,524.00	91.50
Northeast Deaf and Hard of Hearing Services	49,235.00	83.50

Subject: Granite State Independent Living -INDEPENDENT LIVING FORM NUMBER P-37 ( version 1/09)

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

GENERAL PROVISIONS

1. IDENTIFICATION.

Form with fields for State Agency Name, Contractor Name, Address, Phone, Account Number, Completion Date, Price Limitation, Signatures, and Acknowledgements.

**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, this Agreement, and all obligations of the parties hereunder, shall not become effective until the date the Governor and Executive Council approve this Agreement ("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. 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.

Contractor Initials CT  
Date 02/19/14

## 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 consent of the N.H. Department of Administrative Services. None of the Services shall be subcontracted by the Contractor without the prior written 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 \$250,000 per claim and \$2,000,000 per occurrence; and

14.1.2 fire and extended coverage insurance 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 fifteen (15) 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 endeavor to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than ten (10) 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.

**19. CONSTRUCTION OF AGREEMENT AND TERMS.**

This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual

intent, and no rule of construction shall be applied against or in favor of any party.

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

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

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

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

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



## EXHIBIT A

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

### i. Professional Services

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

#### **Service Coordination**

1. The Contractor shall employ personnel who are specialists in the development and provision of independent living services in accordance with 34 CFR 364.23.
2. Provide information about independent living services and make referral to other programs for individuals with significant disabilities as required under 34 CFR 364.40.
3. Staff shall obtain medical, psychological, psychiatric, educational, vocational, social and financial information necessary to support eligibility for services under this program in accordance with 34 CFR 364.56. Consumers shall be notified of their right to appeal decisions made by the contractor. Consumers shall also be notified of the services of the Client Assistance Program and how to contact them in accordance with 34 CFR 364.30.
4. Staff shall assist applicants in the completion of application forms, and the development of the Independent Living Plan following the determination of eligibility prior to providing services in accordance with 34 CFR 364.50 and 34 CFR 364.52.
5. The Contractor shall coordinate services with other state and local programs to avoid duplication of services in accordance with 34 CFR 364.27.
6. Staff shall develop and maintain a consumer service record for each independent living program consumer. Documentation shall include eligibility or ineligibility decisions signed and dated by the Service Coordinator, services requested by the consumer, the Independent Living Plan developed with the consumer or a waiver signed by the consumer stating that an Independent Living Plan is unnecessary, the services actually provided, and goals achieved by the consumer in accordance with 34 CFR 364.53.
7. The Independent Living Plan (ILP) shall identify the service(s) to be provided, the approximate cost and duration; the provider; the goal of the program; the intermediate objective(s) to be attained as a result of the service(s); and the review period and criteria against which each objective shall be measured. Services that are needed beyond the period that is specified in the ILP will be provided only when the ILP is amended to specify an extension, and there is justification that the intermediate objective(s) can be attained only if the extension is approved.

8. Staff shall apply for and document in the consumer service record specific comparable benefits sought and obtained, prior to billing the Department of Education, Division of Career Technology and Adult Learning's Independent Living Program in accordance with 34 CFR 364.35.
9. Staff shall assist the consumer in the completion of a financial needs test and inform Consumers of the \$5,000 annual limit, per 12 month period which begins on the date of eligibility, for a service or combination of services. Services provided will be contingent upon financial need.

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

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

10. Staff shall maintain contact with consumers and service providers to ensure that services are being delivered in a timely and appropriate manner. Contacts will be documented in the consumer service record.
11. Staff shall coordinate service delivery between service providers and eligible consumers to ensure timely and appropriate services until each consumer's program is determined to be inactive or closed.
12. Staff shall provide quarterly reports indicating consumers served and total number of hours provided. At the end of the contract period a final report shall incorporate total number of consumers served, services provided, and hours of service provided under each service category of the contract.
13. Staff shall maintain a Management Information System to produce the Title VII, 704 Annual Performance Report as required in 34 CFR Parts 364, 365, and 366.

#### **Access Services**

1. The contractor shall provide necessary adaptive equipment to improve the independence of individuals who are determined eligible as required in 34 CFR 364.51.
2. Staff will oversee construction of the ramp, monitor the construction quality, and ensure that it meets the Barrier Free Design Code of the State of New Hampshire. Exterior permanent ramps and entry doorways shall be made to an existing structure and no additions shall be made to any structure.
3. The contractor shall acquire bids from construction contractors. Contractors will be required to submit their qualifications, which will include credit references, trade references and customer references. The contractor will submit a bid which is in accordance with the evaluation done by the Access Specialist. The construction will be monitored by the Service Coordinator at appropriate stages of construction.

4. If necessary adaptive equipment is available only from a single source, this information shall be indicated in the consumer service record. The narrative shall include the vendors contacted. If a consumer requests a vendor whose bid is higher, the consumer shall pay the difference between the lowest bid and the higher amount. Vendors or contractors shall be qualified to provide services purchased at competitive prices.
5. Staff shall ensure that the consumer completes a form acknowledging receipt of the adaptive equipment or completion of the ramp and/or the primary entrance doorway is satisfactory to the consumer.

### **Transportation Services**

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

### **Travel Training**

1. The contractor will provide transit training to individuals with disabilities to teach them how to access public transportation.

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

<u>Estimated Budget</u>	<u>FY 2015</u> (October 1, 2014-June 30, 2015)	<u>FY 2016</u> (July 1, 2015-September 30, 2015)
Service Coordination	\$134,643.00	\$44,881.00
Access Services		
Transportation Services		
Travel Training		

This budget may be adjusted between fiscal years but in no case can the total budget exceed the price limitation.

**Limitation on Price:** The total cost for all services provided under this contract shall not exceed \$179,524.00.

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

All invoices and reports shall be forwarded to:

New Hampshire Department of Education  
Division of Career Technology and Adult Learning  
21 South Fruit Street, Ste. 20, Concord, NH 03301  
Attention: Sharon B. DeAngelis, Business Administrator

Contractor Initials CT  
Date 08/19/14

**EXHIBIT C**  
**SPECIAL PROVISIONS**  
**Special Considerations**

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

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

**14 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 each occurrence and \$3,000,000 general aggregate and umbrella liability each occurrence \$5,000,000;

## EXHIBIT D

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

### **BUSINESS ASSOCIATE AGREEMENT**

#### (1) Definitions

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

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

- a. Business Associate shall not use or disclose PHI except as reasonably necessary to provide the services outlined under Exhibit A of the Agreement. Further, the Business Associate shall not, and shall ensure that its directors, officers, employees and agents, do not use or disclose PHI in any manner that would constitute a violation of the Privacy Rule if so used by covered Entity.

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

(3) Obligations and Activities of Business Associate.

- a. Business Associate shall report to the designated Privacy Officer of covered Entity, in writing, any use or disclosure of PHI in violation of the Agreement, of which it becomes aware, within two (2) business days of becoming aware of such unauthorized use or disclosure.
- b. Business Associate shall use appropriate safeguards to prevent the use or disclosure of PHI other than as permitted by the Agreement.
- c. Business Associate shall make available all of its internal policies and procedures, books and records relating to the use and disclosure of PHI received from, or created or received by the Business Associate on behalf of Covered Entity to the Secretary for purposes of determining Covered Entity's compliance with HIPAA and the Privacy Rule.
- d. Business Associate shall require all of its business associates that receive, use or have access to PHI under the Agreement, to agree in writing to adhere to the same restrictions and conditions on the use and disclosure of PHI contained herein, including the duty to return or destroy the PHI provided under Section (3)K. herein. The Covered Entity shall be considered a direct third party beneficiary of the Contractor's business associate agreements with Contractor's intended business associates, who will be receiving PHI pursuant to this Agreement, with rights of enforcement and indemnification from such business associates who shall be governed by standard provision # 13 of this agreement for the purpose of use and disclosure of protected health information.
- e. Within five (5) business days of receipt of a written request from Covered Entity, Business Associate shall make available during normal business hours at its offices all records, books, agreements, policies and procedures relating to the disclosure of PHI to the Covered Entity, for purposes of enabling Covered Entity to determine Business Associate's compliance with the terms of the Agreement.

Contractor Initials CT  
 Date 02/19/14

- f. Within ten (10) business days of receiving a written request from Covered Entity Business Associate shall provide access to PHI in a designated record set to the Covered Entity, or as directed by Covered Entity, to an individual in order to meet the requirements under 45 CFR Section 164.524.
- g. Within ten (10) business days of receiving a written request from Covered Entity for an amendment of PHI or a record about an individual contained in a Designated Record Set, the Business Associate shall make such PHI available to Covered Entity for amendment and incorporate any such amendment to enable Covered Entity to fulfill its obligations under 45 CFR Section 164.526.
- h. Business Associate shall document such disclosures of PHI and information related to such disclosures as would be required by Covered Entity to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR Section 164.528.
- i. Within ten (10) business days of receiving a written request from Covered Entity for a request for an accounting of disclosures of PHI, Business Associate shall make available to Covered Entity such information as Covered Entity may require to fulfill its obligations to provide an accounting of disclosures with respect to PHI in accordance with 45 CFR Section 164.528.
- j. In the event any individual requests access to, amendment of, or accounting of PHI directly from the Business Associate, the Business Associate shall within two (2) business days forward such request to Covered Entity. Covered Entity shall have the responsibility of responding to forwarded requests. However, if forwarding the individual's request to Covered Entity would cause Covered Entity or the Business Associate to violate HIPAA and the Privacy Rule, the Business Associate shall instead respond to the individual's request as required by such law and notify Covered Entity of such response as soon as practicable.
- k. Within ten (10) business days of termination of the Agreement, for any reason, the Business Associate shall return or destroy, as specified by Covered Entity; all PHI received from, or created or received by the Business Associate in connection with the Agreement, and shall not retain any copies or back-up tapes of such PHI. If return or destruction is not feasible, or the disposition of the PHI has been otherwise agreed to in the Agreement, Business Associate shall continue to extend the protections of the Agreement, to such PHI and limit further uses and disclosures of such PHI to those purposes that make the return or destruction infeasible, for so long as Business Associate maintains such PHI. If Covered Entity, in its sole discretion, requires that the Business Associate destroy any or all PHI, the Business Associate shall certify to Covered Entity that the PHI has been destroyed.

(4) Obligations of Covered Entity

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

Contractor Initials CT  
 Date 08/19/14



- c. Covered Entity shall promptly notify Business Associate of any restrictions on the use or disclosure of PHI that Covered Entity has agreed to in accordance with 45 CFR Section 164.522, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.

(5) Termination for Cause

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

(6) Miscellaneous

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

Contractor Initials CT  
Date 08/19/14

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

**The State**

Virginia M. Barry  
Signature of Authorized Representative

Virginia M. Barry, Ph.D.  
Name of Authorized Representative

Commissioner of Education  
Title of Authorized Representative

9/3/14  
Date

**Granite State Independent Living**

Clyde E. Terry  
Signature of Authorized Representative

Clyde E. Terry  
Name of Authorized Representative

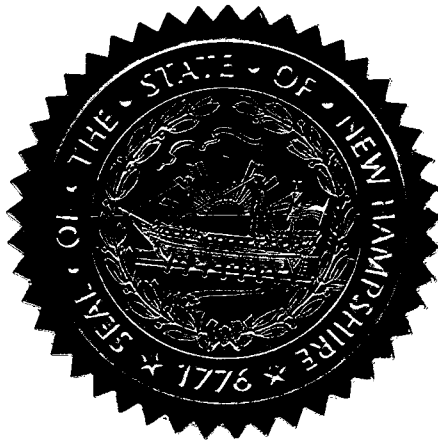
Chief Executive Officer  
Title of Authorized Representative

August 19, 2014  
Date

# State of New Hampshire Department of State

## CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that GRANITE STATE INDEPENDENT LIVING is a New Hampshire nonprofit corporation formed January 29, 1980. I further certify that it is in good standing as far as this office is concerned, having filed the return(s) and paid the fees required by law.



In TESTIMONY WHEREOF, I hereto set my hand and cause to be affixed the Seal of the State of New Hampshire, this 7<sup>th</sup> day of March A.D. 2014

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

William M. Gardner  
Secretary of State



# Granite State Independent Living

## Resolutions of the Board of Directors

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

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

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

**Whereas:** the New Hampshire Department of Education: Vocational Rehabilitation seeks to enter into a contract for \$179,524.00 with GSIL for such services identified in the approved application.

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

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

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

## Certificate of Vote

The undersigned, being the 1<sup>st</sup> Vice Chair of Granite State Independent Living., a New Hampshire voluntary corporation ("Corporation"), does hereby certify that the Board of Directors of the Corporation did approve the resolutions set forth above, at a duly called vote of said Board of Directors held on August 19, 2014.

DATED: August 19, 2014

\_\_\_\_\_  
Kenneth Traum, 1<sup>st</sup> Vice Chair

My Commission Expires:

\_\_\_\_\_  
Notary Public

**CYNTHIA L. PARIS, Notary Public**  
**My Commission Expires March 26, 2019**



# Granite State Independent Living

## Certificate of Authority

I, Kenneth Traum, 1st Vice Chair of Granite State Independent Living do hereby certify that:

1. I am duly elected 1st Vice Chair of Granite State Independent Living, a State of New Hampshire corporation;
2. I maintain and have custody and am familiar with the Seal and minute books of the Corporation;
3. I am duly authorized to issue certificates with respect to the contents of such books;
4. The following are true, accurate and complete copies of the resolution duly adopted by the Board of Directors at a meeting, duly held on August 19, 2014, which meeting was duly held in accordance with the State of New Hampshire law and the by-laws of the Corporation;
5. The foregoing resolutions have not been amended or revoked and remain in full force and effect as of the date hereof: and:
6. The following person(s) has (have) been duly elected to and now occupy the office (s) indicated below:

Ron Page, Chair  
 Ken Traum, 1st Vice Chair  
 Dan Hebert, 2nd Vice Chair  
 Eric Norman, Treasurer  
 Terry Scott, Secretary

IN WITNESS WHEREOF, I have hereunto set my hand as the 1st Vice Chair of the Corporation this

August 19, 2014.

\_\_\_\_\_  
Kenneth Traum, 1st Vice Chair

State Of New Hampshire

County Of Merrimack

The foregoing instrument was acknowledged before me this 19th day of August, before me, Cynthia L. Paris, the undersigned Officer, personally appeared Kenneth Traum who acknowledged herself to be the 1st Vice Chair of Granite State Independent Living, a Corporation, and that he, as such 1st Vice Chair being authorized to do so, executed the foregoing instrument for the purposes therein contained, by signing the name of the Corporation by himself as 1st Vice Chair.

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

Cynthia L Paris  
\_\_\_\_\_  
, Notary Public

SEAL:

My Commission Expires:

**CYNTHIA L. PARIS, Notary Public**  
**My Commission Expires March 26, 2019**

Client#: 492954

GRANISTA6

ACORD™

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 5/22/2014

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

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

PRODUCER: USI Insurance Services LLC, 5 Bedford Farms Drive, Ste 200, Bedford, NH 03110, 603 625-1100. CONTACT NAME: [Redacted], PHONE: 603 625-1100, FAX: [Redacted], E-MAIL ADDRESS: [Redacted]. INSURER(S) AFFORDING COVERAGE: INSURER A: Philadelphia Insurance Company (NAIC # 23850), INSURER B: Travelers Insurance Company (NAIC # 19038).

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.

Table with columns: INSR LTR, TYPE OF INSURANCE, ADDL SUBR INSR WVD, POLICY NUMBER, POLICY EFF (MM/DD/YYYY), POLICY EXP (MM/DD/YYYY), LIMITS. Rows include: A GENERAL LIABILITY (Professional Liab), A AUTOMOBILE LIABILITY, A UMBRELLA LIAB (EXCESS LIAB), B WORKERS COMPENSATION AND EMPLOYERS' LIABILITY.

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required) The General Liability policy includes a Blanket Automatic Additional Insured Endorsement that provides Additional Insured status to the Certificate Holder when there is a written contract that requires such status. The State of New Hampshire, Department of Education is listed as certificate holder and additional insured with respect to General Liability and Automobile Liability.

CERTIFICATE HOLDER: The State of New Hampshire, Department of Education, Division of Career Technology & Adult Learning, 101 Pleasant St., Concord, NH 03301. CANCELLATION: SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE: E. [Signature]

**GRANITE STATE INDEPENDENT LIVING**

**Statements of Financial Position**

**September 30, 2013 and 2012**

**ASSETS**

	<u>2013</u>	<u>2012</u>
Current assets		
Cash and cash equivalents	\$ 3,316,854	\$ 3,488,870
Cash reserved for mortgage	-	25,298
Accounts receivable, net of allowance of \$73,794 in 2013 and \$46,839 in 2012, respectively	1,401,667	1,518,551
Prepaid expenses	<u>270,548</u>	<u>100,019</u>
Total current assets	4,989,069	5,132,738
Assets whose use is limited	95,191	45,958
Property and equipment, net	<u>1,084,806</u>	<u>1,067,437</u>
Total assets	<u>\$ 6,169,066</u>	<u>\$ 6,246,133</u>

**LIABILITIES AND NET ASSETS**

Current liabilities		
Note payable, current portion	\$ -	\$ 20,285
Accounts payable	83,969	49,043
Accrued expenses and other current liabilities	58,649	18,003
Accrued salaries and related expenses	649,557	721,802
Due to the State	<u>421,746</u>	<u>-</u>
Total current liabilities	1,213,921	809,133
Note payable, net of current portion	<u>-</u>	<u>485,617</u>
Total liabilities	<u>1,213,921</u>	<u>1,294,750</u>
Commitments and contingencies (Note 9)		
Net assets		
Unrestricted	4,805,263	4,870,232
Temporarily restricted	54,691	35,193
Permanently restricted	95,191	45,958
Total net assets	<u>4,955,145</u>	<u>4,951,383</u>
Total liabilities and net assets	<u>\$ 6,169,066</u>	<u>\$ 6,246,133</u>

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

**GRANITE STATE INDEPENDENT LIVING**

**Statement of Activities**

**Year Ended September 30, 2013  
(With Comparative Totals for Year Ended September 30, 2012)**

	<u>Unrestricted</u>	Temporarily <u>Restricted</u>	Permanently <u>Restricted</u>	<b><u>2013</u></b>	<b><u>2012</u></b>
Support and revenue					
Program fees	\$13,824,188	\$ -	\$ -	<b>\$13,824,188</b>	\$13,886,796
Grants	1,545,778	-	-	<b>1,545,778</b>	1,821,861
Public support	18,564	66,092	49,233	<b>133,889</b>	66,794
Interest	3,725	-	-	<b>3,725</b>	11,553
Miscellaneous	81,190	-	-	<b>81,190</b>	172,790
Net assets released from restrictions	<u>46,594</u>	<u>(46,594)</u>	<u>-</u>	<u>-</u>	<u>-</u>
Total support and revenue	<u>15,520,039</u>	<u>19,498</u>	<u>49,233</u>	<b><u>15,588,770</u></b>	<b><u>15,959,794</u></b>
Expenses					
Long-Term Care	11,785,956	-	-	<b>11,785,956</b>	11,622,529
Community Economic Development	2,270,396	-	-	<b>2,270,396</b>	2,679,174
General Management	1,415,502	-	-	<b>1,415,502</b>	1,469,418
Fundraising	<u>113,154</u>	<u>-</u>	<u>-</u>	<b><u>113,154</u></b>	<u>167,111</u>
Total expenses	<u>15,585,008</u>	<u>-</u>	<u>-</u>	<b><u>15,585,008</u></b>	<b><u>15,938,232</u></b>
Change in net assets	(64,969)	19,498	49,233	<b>3,762</b>	21,562
Net assets, beginning of year	<u>4,870,232</u>	<u>35,193</u>	<u>45,958</u>	<b><u>4,951,383</u></b>	<b><u>4,929,821</u></b>
Net assets, end of year	<b><u>\$ 4,805,263</u></b>	<b><u>\$ 54,691</u></b>	<b><u>\$ 95,191</u></b>	<b><u>\$ 4,955,145</u></b>	<b><u>\$ 4,951,383</u></b>

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



**GRANITE STATE INDEPENDENT LIVING**

**Statements of Cash Flows**

**Years Ended September 30, 2013 and 2012**

	<u>2013</u>	<u>2012</u>
Cash flows from operating activities		
Change in net assets	\$ 3,762	\$ 21,562
Adjustments to reconcile change in net assets to net cash provided by operating activities		
Depreciation	144,729	159,265
Provision for bad debts	35,078	3,379
Contribution revenue for long-term purposes	(49,233)	-
Loss on disposal of asset	-	1,270
Decrease (increase) in		
Accounts receivable	81,806	(75,651)
Prepaid expenses	(170,529)	46,736
Increase (decrease) in		
Accounts payable	34,926	8,871
Accrued expenses and other liabilities	40,646	(59,281)
Accrued salaries and related expenses	(72,245)	43,854
Due to the State	<u>421,746</u>	<u>-</u>
Net cash provided by operating activities	<u>470,686</u>	<u>150,005</u>
Cash flows from investing activities		
Acquisition of equipment	(162,098)	(33,122)
Decrease (increase) in assets whose use is limited	25,298	(12)
Increase in assets whose use is limited	<u>(49,233)</u>	<u>-</u>
Net cash used by investing activities	<u>(186,033)</u>	<u>(33,134)</u>
Cash flows from financing activities		
Principal payments on note payable	(505,902)	(19,286)
Proceeds from contributions for long-term purposes	<u>49,233</u>	<u>-</u>
Net cash used by financing activities	<u>(456,669)</u>	<u>(19,286)</u>
Net (decrease) increase in cash and cash equivalents	(172,016)	97,585
Cash and cash equivalents, beginning of year	<u>3,488,870</u>	<u>3,391,285</u>
Cash and cash equivalents, end of year	<u>\$ 3,316,854</u>	<u>\$ 3,488,870</u>

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

## 2013-2014 BOARD OF DIRECTORS

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### Chair

**\*Ron Page** (2014-2)  
537 Bunker Hill Rd.  
Auburn, NH 03032  
W: (603) 587-0951  
C: [REDACTED]

### 1st Vice Chair

**\*Ken Traum** (2015-2)  
402 Maple Street  
Contoocook, NH 03229  
H: [REDACTED]

### 2nd Vice Chair

**\*Dan Hebert** (2014-1)  
12 Branch Tpke  
Concord, NH 03301  
H: [REDACTED]

### Treasurer

**Eric Norman** (2014-2)  
The Boston Conservatory  
8 The Fenway  
Boston, MA 02215  
W: (617) 912-9212  
[REDACTED]

### Secretary

**\*Terry Scott** (2014-2)  
245 Main Street, Apt. 17  
Manchester, NH 03102  
H: (603) 661-4136 message only  
[REDACTED]

**\*Lorna D. Greer (2016-1)**  
10 Kimball Hill Rd.  
Whitefield, NH 03598

[REDACTED]  
[REDACTED]

**\*Mark Haddad (2015-2)**  
59 Lisa Drive  
Goffstown, NH 03045

[REDACTED]  
[REDACTED]

**Michael J. Hall (2016-1)**  
1615 King Hill Road  
New London, NH 03257  
W: (603) 634-2273

[REDACTED]  
[REDACTED]

**Ron Hoy (2016-1)**  
6 Whittier Road  
Merrimack, NH 03054  
W: (603) 216-3944

[REDACTED]  
[REDACTED]

**\*Patricia L. Martin-Brown (2016-1)**  
56 Durham Road, Unit #36  
Dover, NH 03820

[REDACTED]  
[REDACTED]

**\*Paul Perry (2015-1)**  
10 Country Lane  
New Durham, NH 03855

[REDACTED]  
[REDACTED]

**\*L. Eric Schleppehorst, MD (2016-1)**  
1257 Briar Hill Road  
Hopkinton, NH  
H: (603)746-5376

[REDACTED]  
[REDACTED]

**Philip Spurr (2015-1)**  
Spurr Associates  
7 McKinley Street  
Concord, NH 03301

[REDACTED]  
[REDACTED]

**Peter Whitehouse (2015-1)**  
16 Oak Hill Dr.  
Loudon, NH 03307

[REDACTED]  
[REDACTED]

## **Board of Directors Salary Verification**

**GSIL is governed by a Board of Directors which is comprised of 53% of members being individuals with disabilities. The Board of Directors is not compensated in any way for their services and all work is done on a voluntary basis. Board members volunteer for terms of 3 years and can serve for a total of 2 consecutive terms. Members are responsible for assisting in planning and executing the organization's work, oversight of its finances, operations, and for accountability for its organizational integrity. A Member promotes the mission of the organization and acts as an ambassador.**

# Granite State Independent Living

FY 10/1/14 - 9/30/15

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

Employee	Title	Salaries
Peter Darling	VP of Community Economic Development	83,577.00
Sarah Hopkins	ILS Program Manager	50,174.00
Phyllis Brooks	Transportation Services Administrator	32,175.00
Rebecca Bennett	IL Service Coordinator	32,663.00
Karen Currier	IL Service Coordinator	35,354.00
Kerry Durso	IL Service Coordinator	32,663.00
Skot Jervis	IL Service Coordinator	35,861.00
Madeline Olio Ruano	IL Service Coordinator	40,677.00
James Taber	IL Service Coordinator	36,426.00

**CLYDE E. TERRY, JD**  
12 Spillway Lane, Concord, NH 03301  
(603)228-9680 (days) or (603)228-0197 (evenings)  
clyde.terry@gsil.org

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**EXPERIENCE:**

**2002-Present**

**Chief Executive Officer (CEO)**

**Granite State Independent Living, Concord, NH**

- Responsible for oversight of organization's mission of advocacy and service delivery on behalf of persons with disabilities and Seniors.
- Manages a \$17 million budget, human resources, operations, technology, policy and practices, as well as board, governmental and public relations.
- Oversaw the acquisition of two other nonprofits; successfully converted a portion of one into a private sector entity that provided additional income to support programs in the nonprofit.
- Secured new sources of funding for a variety of fee-for-service and grant based programs including the Veteran's Administration, U.S. Department of Housing and Urban Development and NH Secretary of State.

During my tenure, GSIL was awarded:

- *"2010 Pinnacle Award- Greater Concord Chamber of Commerce – Nonprofit of the Year"*
- *"Citadel Broadcasting (WOKQ) 2010 Year of Service Award"*
- *"2009 Corporate Fund Award - Excellence in Nonprofit Management"*
- *"2009 Business Excellence Award - New Hampshire Business Review",*
- *"2007 Nonprofit/Education Business of the Year" by New Hampshire Business Magazine*
- *Finalist for the prestigious Peter F. Drucker Award for "Excellence Innovative Non-Profit Management."*

**2011-Present**

**Member and Chair of Employment Committee**

**National Council on Disability**

Nominated by President Barack Obama and confirmed by U.S. Senate, to advise president and Congress on disability issues. As committee chair led national project to reform Section 14(c) Fair Labor Stands Act to phase out payment of sub minimum wage to persons with disabilities.

**2001-2002**

**Executive Director**

**New Hampshire Developmental Disabilities Council**

- Responsible for agency's administrative, budgetary, staffing, board and public relations.
- Spokesperson before government officials.
- Supervised the preparation of \$2.5 million budget and operations plan, including the annual \$100,000 small grants program.
- Recognized as a national expert on election reform and voter accessibility. One of the principle architects of the "Help America Vote Act 2002."

**1994 – 2001**

**Director of Policy and Planning**

**New Hampshire Developmental Disabilities Council, Concord, NH**

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

**1996**

**Adjunct Professor**

**University of New Hampshire, Durham, NH**

Designed and taught "Disability and the Family in the Community", a course dealing with civil rights, community services and the legal aspects of disabilities.

**1988-1994**

**Hearing Officer/ADA Coordinator**

**New Hampshire Division of Mental Health and Developmental Disabilities, Office of Client and Legal Services, Concord, NH**

- Conducted administrative hearings and prepared decisions and findings on hearings regarding client eligibility, civil rights and other medical legal issues confronting clients of the Mental Health and Developmental Disability system.
- Investigated allegations of exploitation and abuse and neglect of clients. Coordinated all activities within the Division for the Americans with Disabilities Act of 1990, including training staff, contractors, clients and employers.
- Represented the Division in personnel actions before the Personnel Appeals Board.
- Administrative oversight for contracts between the Division and service providers.

**1985 – 1988**

**Legal Assistant/Lobbyist**

**Essex Power Services, Inc., Essex Hydropower Associates, Concord, NH and Boston, MA**

- Coordinated government relations activity for state and federal legislation.
- Supervised real estate acquisition.

- Supervised technical staff.

**1984 - 1985**

**Intern, New Hampshire Attorney General's Office  
Consumer Protection Division, Concord, NH**

- Researched and wrote pleadings and memorandum of law on consumer protection and anti-trust issues.
- Assisted in the preparation of cases for trial by conducting fact-finding.
- Interviewing witnesses and researching records.

**1979 – 1982**

**Program Director  
Governor's Office, Division of Human Resources, Concord, NH**

**1974 – 1979**

**Investigator  
City of Boston Consumer Council, Boston, MA**

### **COMMITTEES AND CIVIC ACTIVITIES**

- National Task Force on Accessible Elections- Washington, DC
- ADA Watch Advisory Council- Washington, DC
- Citizen's Commission on Supreme Court
- Medical Ethics Committee Concord Hospital
- Endowment for Health Advisory Council
- Medical Care Advisory Committee Co Chair
- Governor's Task Force on Employment and Economic Opportunity for Persons with Disabilities
- Governor's Task Force on Transportation
- Governor's Commission on Disability
- Help America Vote Act Task Force
- NH Disability Rights Center, Inc.  
Board of Directors 2003 - Present
- Belknap and Merrimack Counties Community Action Program, Inc.  
Board of Directors 1982 – 1998, President 1989 – 1998
- NH Federation of the Blind  
Treasurer and Vice President, 1983 – 1985

### **PUBLICATIONS/AWARDS**

Distinguished Alumni Award  
Emerson College, June 2010

Gubernatorial Public Service Award



2004

*Voters Denied Equal Access to the Polls: Status Report on the Accessibility of Polling Places in the United States*  
March 2001

National Advocacy Award  
National Council for Independent Living, June 2001

### **CERTIFICATIONS**

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

### **EDUCATION**

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

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

### **OTHER**

Solo 4,000 mile bicycle trip; Summer 1982

# PETER J. DARLING

## EDUCATION

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*M.ED. in Rehabilitation Counseling*

University of South Carolina

*Bachelors degree in Sociology*

Wofford College

## PROFESSIONAL EXPERIENCE

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October 2005 – Present

Granite State Independent Living

*Vice President of Employment Services*

- Provide direction, leadership and supervision to department staff to meet department goals and objectives.
- Develop and implement the specific goals, objectives and program activities with the Employment Services Department in support of the organization's strategic plan.
- Manage department budget in accordance with organizational budget guidelines.
- Actively engage in consultation for organizational decision making and leadership in support of GSIL's mission, vision and values.
- Analyze financial and utilization reports and oversee coordination with outside funding sources and customers.
- Identify and participate in developing potential new funding sources to support Employment Services Department programs and services.
- Identify and utilize effective methods to promote the value of the Employment Services department's programs and services to local business and industry.
- Provide on-going performance feedback and conduct annual performance reviews with all direct reports, and review performance feedback and bonus recommendations on all department staff.
- Responsible for providing inter and intra-departmental coordination, cooperation and communication.
- Works with the Human Resources Department to up-to date departmental policies & procedures and communicate them effectively.
- Represent GSIL on relevant external committees and task forces.
- Act as liaison to appropriate Board committees.

October 2001 – October 2005

Bancroft, Inc.

*President/CEO*

- Led the organization in the development of strategic planning as well as the coordination of organizational activities and recourses at a time of significant downsizing.

1995 – October 2001

Bancroft Products, Inc.

*Vice President of Bancroft Employment Services*

- Led, managed and developed the employment services of Bancroft.

1989 – 1995

The Work Place

*Owner/President*

1992 – 1995  
*Executive Director*

Meeting the Challenge

1987 – 1989  
*Vice President of Operations*

TEE/Employment Connection Specialist

1973 – 1987  
*Assistant Executive Director*

William J. Moore Regional Services

#### PROFESSIONAL MEMBERSHIPS

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September 2001 – May 2002  
*Participants share expertise, learn about the inner workings of Concord, and sharpen their own leadership skills.*

Leadership Greater Concord

2001 – Present  
*Governor appointed*

NH State Rehabilitation Council

1975 – Present  
*Board Member, Committee Chairs  
President (1986 & 1997)*

New Hampshire Rehabilitation Association

1997 – Present  
*Board Member and Committee Chairs*

Private Provider Network

1994 – 1997  
*Board Member  
President (1996)*

Northeast Rehabilitation Association

1990 – 2000  
*Member and Committee Chair (Governor appointed)*

NH Statewide Independent Living Council

#### AWARDS

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1994 The Frank J. Loughran – Life Time Achievement Award  
*“In Recognition of Services to People with Disabilities”*

# SARAH B.E. HOPKINS

## EDUCATION

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

## PROFESSIONAL EXPERIENCE

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**2011 – 2013** Granite State Independent Living  
*CED Services Program Director*

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

**2011 – 2012** Granite State Independent Living  
*Independent Living Services Program Manager*

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

**2007 – 2011** Granite State Independent Living  
*Housing Program Manager*

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

**2004 – 2007**

**Laconia Area Community Land Trust**

***Homeownership Director***

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

**2003 – 2004**

**New Hampshire Federal Credit Union**

***Mortgage Consultant/Consumer Loan Officer***

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

**2002 – 2003**

**First Colebrook Bank**

***Branch Manager/Assistant Vice President***

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

**1999 – 2002**

**First Colebrook Bank**

***Assistant Branch Manager/Assistant Vice President***

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

**PROFESSIONAL CERTIFICATIONS**

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**National Association of Home Builders:**

- *Certified Aging-in-Place Specialist*

**NCHEC/NeighborWorks America® Certifications:**

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

# PHYLLIS E. BROOKS

## EDUCATION

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1983 Pinebrook Junior College  
*Associate degree in Secretarial Science*

1981 Cedar Grove Academy  
*Business Major*

## PROFESSIONAL EXPERIENCE

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**August 2011 – Present**

**Granite State Independent Living**

***Transportation Coordinator***

- Schedule transportation for consumers including dispatching drivers and vehicles
- Arrange outside service providers and process trip reimbursement vouchers
- Maintain as current electronic department organizer to eliminate schedule conflicts and assist with planning group events
- Complete documentation, assist with payroll and contribute to monthly and quarterly report requirements
- Assist the Transportation Director with scheduling vehicle maintenance and other duties as assigned
- Ability to drive busses, as needed, for maintenance, emergencies and/or as requested by the Transportation Director

**2004 – Present**  
***Owner***

**Phyllis E. Brooks, Housekeeping Services**

**2001 – 2004**  
***CDL Licensed School Bus Driver***

**First Student/Bruce Transportation**

**August 1988 – June 1990**  
***Secretary/Receptionist***

**Concord School District – Pupil Personnel Office**

- Responsibilities included extensive word processing, Dictaphone, typing, purchase orders, billing, sorting mail, tracking students, phone duties, greeting and directing the incoming public

**May 1986 – August 1988**  
***Office Manager***

**Exeter Area Chamber of Commerce**

- Responsibilities included effectively coordinating and administering all secretarial activities, telecommunications, typing correspondence, research and reports, processing mail, establishing accounts for new members, assisting walk-in clients seeking information from business related demographics to residential relocation requests, to tourist inquiries; total control and full responsibility for accounts receivable (nearly 400 accounts) accounts payable, payroll and special chamber projects; preparation of month end and year end reports for company CPA, assisting Executive Director with fiscal budget preparations and supervising and scheduling hours and work load for three office volunteers.

**October 1985 – April 1986**

**Damart Thermawear**

***Secretary to Vice President of Retail Division***

- Responsibilities included all travel arrangements, extensive Dictaphone, typing all correspondence and reports, renovated existing filing system, demographic research, worked well independently, handling all telecommunications, processed mail.

**1983 – 1985**

**Christian Literature Crusade**

***Corporate Wholesale Manager's Secretary***

- Responsibilities included effectively coordinating and administering all department secretarial activities which included handling all departmental communications relating to customer correspondence, tracking and reporting of sales revenue and credit reports. Developed and implemented a new filing system which resulted in a more efficient and systematic way of filing and retrieval of sales and credit invoices and customer correspondence. Accountable for all customer questions and problems relating to orders and accounts receivable.



## Rebecca J. Bennett

### Objective

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To help others to live fulfilling, rich lives and reach their full potential.

### Experience

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*4/23/12 to present* Granite State Independent Living Concord, NH

#### Services Coordinator

- Assist individuals living in the community to stay in the community by assisting them in locating services, obtaining needed modifications to their homes, finding funds to complete modification projects (grants and donations from community entities) and help obtain and maintain needed assistance.
- Help individuals living in nursing facilities transition successfully back to the community and obtain the needed resources (housing, furniture, assistance, services) to maintain the transition.
- Serve on Marketing Committee and assist in the planned update of GSIL's Marketing Plan, Website and Outreach Strategies.

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*1/16/09-3/27/12* Easter Seals of NH Concord, NH

#### Program Manager

- Worked with a variety of individuals with a wide variety of needs including traumatic brain injury, severe behaviors and mental health diagnoses, forensic considerations (pedophilia and other sexual diagnoses, pyromania, assaultive etc.), autism, fetal alcohol syndrome as well as other issues.
- Authored monthly summaries and annual documentation according to area agency standards, wrote protocols and staff procedures to assure for quality services, assisted in the creation of behavior plans and crisis plans.
- Ran three group homes simultaneously and assured needed care was delivered in a caring and compassionate manner.
- Ran a social/support group for individuals with limited social opportunities to assist in improving social skills and appropriate interaction with peers.
- Supervised up to 21 staff at a time and coordinated schedules, appointments, meetings and client employment without compromising customer service, conducted monthly trainings to assure compliance with agency and state standards.

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*5/09- 5/11* Casey Family Services Concord, NH


#### Licensed Foster Parent

- Provide love, nurturing, care and a "forever family" to three siblings with traumatic pasts and multiple mental health diagnoses (position ended upon adoption).

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*3/08-1/09* IPP Concord, NH



 **Rebecca J. Bennett**

**Enhanced Family Care Provider**

- Assisted a person with developmental disabilities and severe mental illness to live in the community.
- Worked with police, hospital and public safety officials to help maintain the safety of the client and the public.
- Resolved conflict, maintained a professional demeanor, provided superior customer service and worked well with a team in difficult and dangerous situations. When individual was unable to remain safe in the community, assisted in the transfer to a locked facility.

*2004-2007*

Moore Center Services

Manchester, NH

**Independent Living Manager**

- Assisted Intellectually Disabled and Mentally Ill individuals living in the community to maintain and increase their independence, improve their coping skills and build positive community connections.
- Communicated and coordinated with other agencies and services involved in individual care.

*2001-2004*

Community Bridges

Concord, NH

**Case Manager**

- Team focused leadership position to assure services provided meet agency and state guidelines and were ethical and meet individual needs.
- Coordinate and conduct meetings to provide quality and compassionate services to individuals with intellectual disabilities and mental illness.
- Assisted individuals to find a wide variety of community resources to ensure needs were met.

**Education**

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2001/2011

Granite State College

Concord

**Bachelor of Science, Behavioral Science**

**References**

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Rachel Boles, MSW	Supervising Social Worker, Casey Family Services	917-833-3125
Sandy Boothby, RN	Nurse Trainer	603-226-2578
Jessica Crosby	Previous Employee/Friend	603-568-3074

**Karen J. Currier**

134 Highland Ave.

Littleton, NH 03561

603-444-4838

[ibjavawoman@yahoo.com](mailto:ibjavawoman@yahoo.com)

## **Summary Of Qualifications**

Human Services professional with over 15 years experience in a variety of settings and positions. Recognized as a natural communicator who commits to relationship building and has a track record of performance, reliability, confidentiality, and ethical standards.

## **Organization Experience**

- Well organized with attention to detail
- Set up patient/client accounts in regional hospital
- Conducted intakes and needs assessments for clients
- Served as Admissions and ER registrar @ regional hospital
- Complete and process forms in multiple settings
- Computer literate in Windows including Excel, Word, PowerPoint & Publisher

## **Social Services Experience**

- Provide respite care for mentally/physically-disabled persons
- Render assistance to clients receiving Physical and/or Occupational therapy
- Worked closely with residents to provide basic care needs
- Assisted and worked one-on-one with care of autistic child
- Ability to interact and respond to a variety of staff and/or clients needs and demands

## **Education**

- BS in Human Services - Magna Cum Laude Springfield College, MA 2005
- Nursing Program - NH Vocational Technical College 1995 - 1998

## **Professional Experience**

Respite Worker, Common Ground, Littleton, NH 2004 - present

LNA, Lafayette Center, Franconia NH 2003 – 2004

Multiple Positions, Littleton Regional Hospital, Littleton NH 1992 – 1999

LNA, Morrison Nursing Home, Whitefield NH 1983 – 1991

**Kerry D. Durso**  
30 Bellevue St. Manchester, NH 03103  
603-845-6013  
KDurso11@gmail.com

### **OBJECTIVE**

To obtain a position in a progressive agency where I can contribute my compassion towards others, education and people skills.

### **EDUCATION**

Hesser College, Manchester, NH  
**Bachelor of Science Psychology**  
GPA: 3.2

Anticipated June 2012

*Relevant Coursework:*

- \*Introduction to Psychology
- \*Abnormal Psychology
- \*Organizational Behavior
- \*Sociology
- \*CPR certified

- \*Communications
- \*Interviewing and Case Management
- \*Social Psychology
- \*Addictions/Theories of Counseling
- \*Human Growth and Development

### **Employment**

Lutheran Social Services, Concord, NH  
**Assistant Program Manager**

2011-Present

- All aspects of staff management
- Implement program policies
- Maintain required documentation
- Keep track of individual progress
- Case management
- Direct care as needed

- Manage program finances
- Create client schedules
- Work as part of a team
- Train staff
- Manage a caseload of 12 individuals and 12 staff

Moore Center Services, Inc. Manchester, NH

**Direct Support Professional**

2007-2011

- Assist adults with developmental disabilities in obtaining paid employment, job skills, as well as life skills
- Mentor and train new staff
- Teach classes such as, job skills, career development, money management, and anger management
- Document individual progress through daily and monthly progress notes
- Member of a team involving families and case managers
- Maintain relationships with members of the community such as, volunteers coordinators, employers, organizations

Pleasant Valley Nursing Home- Derry, NH  
**LNA**

2006-2007

### **Volunteer Work**

- **Little League Baseball Coach** Manchester, NH
- **Soccer Coach** Manchester, NH

April 2011-present  
Youth  
August 2009-present

21 Roxbury Plaza #405  
Keene, NH 03431  
209-2891  
skotj@hotmail.com

## Skot Jervis

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

## **Madeline Olio Ruano**

375 Farrwood Drive  
Bradford, MA 01835  
978-241-7036  
mitalizo@yahoo.com

### **Job Objective**

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

### **Work History**

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

### **Education**

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

### **Leadership and Training**

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

References available on request.

# James C. Taber, MS, HS-BCP.

Box-104,220 Loudon Road, Concord, NH 03301

Phone: (603)-244-6998 JamesC.Taber@yahoo.com

## PROFESSIONAL EXPERIENCE

**Services Coordinator** 05/17/04-current

*Granite State Independent Living, Concord, NH 03301*

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

**Corporate Security Operations Manager**

1/08-04/06

*Securitas, Int., J. Jill Group, Tilton, NH.*

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

**Juvenile Services Case Manager**

12/02-10/04

*State of NH, Department of Youth Services.*

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

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

## Education

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

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

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

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

**Unites States Navy Veteran.**

## Computer skills

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

References upon request.